



CENTRESTONE
JEWELLERY INSURANCE

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Target Market Determination

EFFECTIVE DATE 5TH OCTOBER 2021

Centrestone Jewellery Insurance is provided by Centrestone Insurance Pty Ltd ABN 28 610 253 891 (Centrestone) and issued by Enable Underwriting Pty Ltd ABN 81 610 250 425 (Enable) on behalf of Berkley Insurance Company trading as Berkley Insurance Australia ABN 53 126 559 706 AFSL 463129 (Berkley) as the Insurer of Centrestone Jewellery Insurance. Centrestone and Enable are Corporate Authorised Representatives of Enrizen Pty Ltd ABN 64 107 643 809 (Enrizen) an Australian Financial Services Licence Holder (403 905)



Centrestone Jewellery Insurance

TARGET MARKET DETERMINATION

About This Document

This Target Market Determination (TMD) applies to Centrestone Jewellery Insurance (Product).

The TMD helps our customers, distributors and staff understand the class of customers for which the Product has been designed, considering their likely needs, objectives and financial situation.

The TMD is not intended to provide financial advice and does not form part of the terms of cover. In addition to the key eligibility requirements outlined in the TMD, the Product is subject to acceptance criteria. When making a decision about the Product, customers should review the Product Disclosure Statement (PDS) and any supplementary documents, which outline the relevant terms, conditions, exclusions and insurance cover under the Product.

The combined PDS and Financial Services Guide for the Product can be found [here](#).

1. Issuer and important relationships

Centrestone Jewellery Insurance (Product) is distributed by Centrestone Insurance Pty Ltd ABN 28 610 253 891 (Centrestone) and issued by Enable Underwriting Pty Ltd ABN 81 610 250 425 (Enable) on behalf of Berkley Insurance Company trading as Berkley Insurance Australia ABN 53 126 559 706 AFSL 463129 (Berkley, our, we or us) who is the insurer of the Product. Centrestone and Enable are Corporate Authorised Representatives of Enrizen Pty Ltd ABN 64 107 643 809 AFSL 403905. When arranging or issuing the Product, Centrestone and Enable act under a binder agreement as agent for Berkley.

2. Effective date and operation of TMD

The effective date of this TMD is 5 October 2021 (Effective Date). The TMD will apply to policies that are purchased or renewed on or after the Effective Date. The TMD applies until it is replaced or withdrawn.

3. Who is the target market for this product

The Product is designed for a class of customers whose likely objectives, financial situation and needs as outlined below, are aligned with the key attributes and eligibility criteria of the Product.

Key attributes

The Product provides cover for replacement or repair costs for accidental loss or damage to jewellery owned by a customer – whether it has been inherited, owned for a period of time, or recently purchased. Accidental loss or damage includes cover for events such as fire and theft.



Type of jewellery item	Personal jewellery items including: ✓ Rings ✓ Bangles ✓ Bracelets ✓ Brooches ✓ Chains ✓ Earrings ✓ Loose Stones ✓ Watches ✓ Necklaces ✓ Pendants	Jewellery items that: × are significantly modified such as modified men's watches × have an insured value of less than \$500
Location and use of jewellery	✓ Jewellery owned by the customer and is used for wholly or predominantly personal, domestic, household or investment purposes ✓ The customer ordinarily resides in Australia	× Jewellery owned by the customer for non-personal use or business purpose, such as in the capacity of auctioneers, retailers and valuers to protect jewellery as business stock
Condition of jewellery	✓ Good state of repair ✓ Meets maintenance requirements for items valued at more than \$15,000.	× Has existing damage × Gradual deterioration, breakdown, wear or tear × No regular maintenance at least once every three years with a Product approved jeweller

Customer's likely objectives, financial situation, and needs	
Objectives	To financially protect a customer's jewellery from accidental loss or damage, which is not otherwise covered under a separate household contents insurance policy.
Financial situation	Individuals who own jewellery, and who are likely to experience a financial burden should an insurable event cause loss or damage to their jewellery, and who can afford the applicable insurance premium and excess (where applicable) if a claim is made.
Needs	Customers in the target market will be looking for more comprehensive insurance protection from loss or damage to their jewellery because they either do not have any insurance cover for the jewellery, or the policies they might hold (such as travel or household contents insurance, or portable cover) only provide limited protection for jewellery.

The Product is likely to be suitable for a customer with the objectives, financial situation and needs described above because:

- ◆ the Product provides cover for the types of loss or damage that customers in the target market are seeking to insure against; and
- ◆ the Product is designed for customers with the key attributes described above.

Each customer will need to consider whether the Product meets their specific objectives, financial situation and needs.



4. Distributing this product

We have designed the Product so it can be distributed by our chosen representatives. We have chosen these representatives to distribute the Product because of their skill, knowledge and experience in this area.

5. Distribution conditions

Distribution of the Product is subject to all the following conditions:

- ◆ the Product must only be sold to customers who are in the target market in accordance with this TMD;
- ◆ distribution of the Product must comply with all of our underwriting criteria;
- ◆ distribution of the Product must be conducted by Centrestone through its online websites QR codes, contact centres, or following a referral from jewellers who have an approved referrer arrangement with Centrestone;
- ◆ the Product can only be distributed by Centrestone while it has a valid financial services authorisation from a financial services licensee that has binding authority from the insurer;
- ◆ the Product cannot be distributed where the TMD is not up to date and no new TMD has been published; and
- ◆ the TMD must be current and not subject to any ASIC action that might suggest that the TMD is no longer appropriate.

The distribution conditions make it likely that customers who acquire the Product are in the target market because they are supported by reasonably appropriate controls, training and scripting provided to the distributor and the distributor has knowledge of the product, terms and conditions and accepted sales process, designed to ensure that the Product is distributed to the class of customer who falls within the target market set out above.

6. Reviewing this Target Market Determination

We will complete a review of this TMD by no later than the following periods:

Initial review	One (1) year after the Effective Date of the TMD
Ongoing review	At least every two (2) years from the initial review

We may undertake a review more frequently where we believe there is a review trigger. For more information, refer to the following section.



7. Other circumstances which will trigger a TMD review

Events or circumstances may arise that suggest the TMD is no longer appropriate. These events and circumstances are called review triggers. Below is a list of review triggers for this TMD:

- ◆ We make a significant change to the eligibility criteria for the Product;
- ◆ We make a significant change to the Product, including the cover provided;
- ◆ We make a significant change to the way the Product can be distributed by our representatives;
- ◆ We receive a significant number of complaints or claims, or there is a significant change in loss ratios;
- ◆ We identify that we or our representatives have been selling the Product to people outside the target market;
- ◆ We discover a material defect in the PDS which reasonably suggests that the TMD is no longer appropriate;
- ◆ We become aware of external events such as a change in law, regulation or regulatory guidance, or media attention, that materially affects the design or distribution of the Product;
- ◆ We become aware of systemic issues across the product lifecycle (such as sales, claims and complaints) through a distributor or customer who purchased the Product, and we consider that this reasonably suggests to us the TMD is no longer appropriate;
- ◆ We receive feedback, orders or directions from a regulator or the Australian Financial Complaints Authority (AFCA) that suggests this TMD is no longer appropriate; or
- ◆ We become reasonably aware that the distribution conditions are no longer appropriate.

Our representatives also consider whether a review trigger has taken place. If they think an event or occurrence is a review trigger, they must tell us within 10 business days.

If we decide we have enough information to identify a review trigger, we will review this TMD within 10 business days of our decision.



8. Information to assess the TMD and reporting periods

We record all complaints that we receive about the Product. Distributors who distribute the Product are required to provide us with information about complaints they receive for this Product every 6 months.

The table below sets out the type of information we will collect, or those that distributors who distribute the Product need to provide to us, to enable us to ensure that the TMD continues to be appropriate.

Information	Persons Required to Report	Reporting Period
Complaints feedback including: <ul style="list-style-type: none">• nature of complaints• number of complaints	Distributors / Issuer	Half Yearly
Claims data including: <ul style="list-style-type: none">• average claims costs• claims acceptance rates• claims frequency• loss ratios	Issuer	Quarterly
Product review outcomes	Issuer	Annually
Sales information including: <ul style="list-style-type: none">• renewal rates• cancellation rates	Issuer	Quarterly
Dealings of product outside TMD	Distributors / Issuer	As soon as practicable but within 10 business days
Any feedback, regulatory orders or directions received from a regulator or AFCA for the Product or its distribution	Distributors / Issuer	As soon as practicable but within 10 business days