Target Market Determination

For **Residential Strata**

This Target Market Determination (**TMD**) is effective from 1 July 2026 and relates to the **Axis Residential Strata Essentials Insurance Policy & PDS (AXISRESESS – all versions)**.

Axis Underwriting Services Pty Ltd (ABN 51 090 508 142) acts under a binding authority as agent for the insurer (XL Insurance Company SE, Australia Branch, ABN 36 083 570 441) of this product.

This TMD provides Axis Underwriting distributors and customers information about:

- the customers for whom this product is appropriate (being the target market);
- the customers for whom this product is NOT appropriate;
- any distribution conditions attaching to the product;
- the reporting obligations of the distributors;
- the review period(s) and events which may trigger a review.

This TMD identifies the customers within the target market for the Axis Residential Strata Insurance Policy. This TMD does NOT consider a customer's personal needs, objectives and financial situation.

Customers should always refer to the Product Disclosure Statement (PDS), Axis Residential Strata Insurance Policy, and any SPDS that may apply, to ensure the product is suitable for their needs.

Note: This TMD only includes information for target markets of cover for retail clients as defined by the Corporations Act 2001 (Cth).

This TMD includes a target market statement for the Insured Property cover offered under the product to retail clients.

This product has three (3) sections of cover as set out below and has been designed for consumers in the target market to provide financial protection for loss or damage to a residential strata property, as follows:

- Section 1 – Buildings;
- Section 2 – Public or Legal Liability;
- Section 3 – Personal Accident

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Who is within the Target Market for Residential Strata Essentials?

Customers within the Target Market (Customers are within the target market if all the following conditions apply)	
✓	Owners Corporations/ Body Corporates as defined by the respective state strata legislation and laws, where the strata property is predominantly residential

Customers NOT within the Target Market (Customers are not within the target market if any of the following conditions apply)	
x	Any persons or entities that are not an Owners Corporation or Body Corporate as defined by each respective States Strata legislation and laws
x	Owners Corporations/ Body Corporates as defined by the respective state strata legislation and laws, where: • there are any commercial occupancies/tenancies, • more than 50% of the Lots/Units are used for short stay or holiday letting purposes, • the building is undergoing total refurbishment, • the building requires Flood coverage
x	Customers who require cover for personal or business contents contained within an individual lot of the strata property

Distribution Conditions	
The application process has been designed to guide customers directly to the product most likely to meet their needs and objectives based on their responses to our questions. **Axis Underwriting** staff have been adequately trained in the product, the customer(s) it is intended for and the underwriting criteria.	
Distribution Restrictions	• Is only offered via licensed insurance brokers
Distribution Conditions	• A formal quotation is issued upon completion of the online questionnaire through relevant websites • An update request may be required prior to Renewal terms being issued • Only available to customers that are within the target market
Distribution Method	• via licensed insurance brokers

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Reporting Obligations

Distributors of this product are required to provide Axis Underwriting with complaints information via the agreed complaints submission process on a monthly basis including:

- the number of complaints the distributor has received about this product during the reporting period;
- a short summary of the nature of the complaint raised and any steps taken to address the complaint; and
- any general feedback on this product

Distributors should include sufficient details about the complaint that would allow Axis Underwriting to identify whether the TMD may no longer be appropriate to the class of customers.

Reporting Period: Monthly and no later than 10 business days after the agreed complaints reporting date.

Significant Dealings

If an actual or possible significant dealing outside of the target market is identified, Axis Underwriting requires information such as the date (or date range) the dealing occurred, details about the dealing(s) and any steps or actions taken to mitigate (as soon as practicable or no later than 10 days)

Distributors should have regard to current ASIC guidelines when determining what may constitute a significant dealing.

Axis Underwriting will notify its insurers (XL Insurance Company SE, Australia Branch, ABN 36 083 570 441) of any significant dealing in the Product that is not consistent with the TMD as soon as practicable (within 10 business days). This includes but is not limited to a consideration of the nature and degree of harm resulting from the issue of this Product to a retail customer.

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TMD Reviews	
Review Period	The initial review of this TMD will occur no later than 24 months from the date this TMD is first published, or within 10 business days if an event or circumstance (Review Trigger) occurs which would reasonably suggest that the TMD is no longer appropriate. This TMD will then be reviewed at least every 24 months agreed otherwise with Axis Underwriting.
Examples of Review Triggers that would reasonably suggest that the TMD is no longer appropriate	The events or circumstances that may suggest the product is no longer suitable to the target class of customers and would trigger a review (prior to the scheduled periodic review date) include, but are not limited to, us becoming aware of: • significant increase in the number of complaints relating to the product received by us or reported by distributors; • a material change to the product including Product Disclosure Statement, information or assumptions upon which the target market was formulated; • change of relevant law, regulatory guidance or industry code which has a material effect on the terms or distribution of the product; • the product is being distributed and purchased in a way that is significantly inconsistent with this TMD; • adverse trends in policy and claims data indicating the product is not performing as expected by the customer.