

### Europ Assistance Australia

Mitsui Sumitomo Insurance Company Limited (MSI), ABN 49 000 525 637, AFSL 240816. is committed to having a customer-centric approach to the development and distribution of our travel insurance products. Flight Centre Travel Insurance (including Envoyage, Travel Associates and Cruiseabout Travel Insurance) is underwritten by MSI.

Europ Assistance Australia Pty Ltd (EAA) ABN 71140219594, AFSL 552106 holds a binding authority from the insurer, MSI to issue contracts of insurance and to deal with or settle claims on MSI's behalf and as MSI's agent. Flight Centre Travel Group, ACN 003 377 188 is an Authorised Representative appointed by EAA to distribute and administer this insurance product.

### We are committed to:

- Designing insurance products that are likely to be consistent with the likely objectives, financial situation and needs of customers for who they are intended; and
- Working with our distributors and program administrator to take reasonable steps that are reasonably likely to result in our insurance products reaching consumers in the appropriate target market.

### Development of insurance products for appropriate target markets

Our approach to the development of insurance products for appropriate target markets may include:

- Employees with relevant industry sector and insurance product experience and knowledge.
- Robust testing of new products.
- Market research and feedback to assist us in understanding the likely objectives, financial situation and needs of customers including customers experiencing vulnerability.
- Analysing internal and external data (where available) such as claim ratios, claims paid, withdrawn and denied; policies sold; cancellation and the nature and

number of complaints.

- Development of a Target Market Determination that describes the class of consumers comprising the target market for the insurance product.
- Regular reviews of insurance products on offer and the Target Market Determination.
- Internal policies, procedures and training for our employees.

## **Distribution of insurance products for appropriate target markets**

Our approach to the distribution of our insurance products for appropriate target markets may include:

- Identification of distribution arrangements that are reasonably likely to result in our insurance products reaching consumers in the appropriate target market.
- Internal policies, procedures and training for our distributors.
- Using specialised distribution channels and collaborating closely with these channels to ensure we are reaching the appropriate target market.
- Requiring our distributors to take reasonable steps to distribute the insurance product consistently with our Target Market Determination.
- Monitoring and supervision of our distributors.