

# Community Service Organisations Insurance Product Disclosure Statement and Policy Wording

## TARGET MARKET DETERMINATION

---

EFFECTIVE DATE: APRIL 2026

# Product Disclosure Statement and Policy Wording Target Market Determination

## REGULATORY BASIS AND INTENDED USE

This TMD applies to consumers who acquire the Product as Retail Clients only. Product Disclosure Statement (PDS) and Policy Wording: Ansvr Community Service Organisation Insurance COMSERVPOL (0624 V1).

This Target Market Determination (TMD) is made by Ansvr Insurance Limited (ABN 21 007 216 506, AFSL 237826) for the purposes of Part 7.8A of the Corporations Act 2001 (Cth) (Design and Distribution Obligations). This TMD is not a Product Disclosure Statement (PDS), policy wording or financial product advice, and does not take into account any person's objectives, financial situation or needs. It is intended to assist distributors to determine whether the product is likely to be consistent with the likely objectives, financial situation and needs of consumers in the target market and to support appropriate distribution of the product. If there is any inconsistency between this TMD and the PDS and Policy Wording, the PDS and Policy Wording prevail.

## DEFINITIONS

**Ansvr** refers to Ansvr Insurance Limited (ABN 21 007 216 506, AFSL 237826). **Product** refers to Community Service Organisation Insurance as described in the applicable PDS and Policy Wording Community Service Organisation Insurance COMSERVPOL (0624 V1). **Distributor** means an insurance broker or other intermediary authorised under a written agreement with Ansvr (and any authorised representatives acting under the distributor's AFSL, where applicable).

## ISSUER, EFFECTIVE DATE AND VERSION CONTROL

**Issuer / Insurer:** Ansvr Insurance Limited. **Date of issue:** 30/04/2026. **EFFECTIVE DATE:** 30/04/2026. **TMD version:** COMSERVPOL TMD 0426 V6. This TMD applies to new business, renewals and variations from the effective date. This TMD is version-controlled and approved in accordance with Ansvr's product governance framework. Distributors must only use the

current version and must cease distribution of the product if notified by Ansvr that the TMD has been replaced, withdrawn or is under review.

## DISTRIBUTION CONDITIONS

This product is to be distributed to customers in the target market through personal advice and/or general advice by insurance brokers and other intermediaries who hold the relevant AFSL (or are authorised representatives) and have a distribution agreement in place with Ansvr. Distributors must take reasonable steps so that distribution is consistent with this TMD, including by (at a minimum):

- Confirming the customer operates (or will operate) an eligible community service business as described in this TMD;
- Confirming the customer meets any eligibility/acceptance criteria for the sections of cover requested;
- Not offering or recommending the product to customers who fall within the 'not suitable for' descriptions in this TMD; and
- Maintaining records that demonstrate these steps were completed.

## TARGET MARKET – LIKELY OBJECTIVES, FINANCIAL SITUATION AND NEEDS

This insurance product is designed for customers who are likely to have the following characteristics:

### Likely Needs And Objectives

Customers in the target market are likely to seek an insurance solution to help protect their business continuity and balance sheet against the key risks commonly faced by community service providers, including (as applicable):

- Legal liability risks arising from the operation of the service (including claims by third parties, customers, visitors and others), and professional/management-related exposures;
- Loss of, or damage to, business property (including buildings, contents, equipment and money) and associated theft and breakdown

risks;

- Interruption to business operations and associated loss of income following an insured event; and
- Personal accident cover for volunteers and members, where relevant.

These objectives and needs are generally met through the availability of relevant cover sections under this product, with sums insured/limits and optional extensions selected to match the customer's operations and risk profile.

#### Likely Financial Situation

Customers in the target market are also likely to have the financial capacity to pay premiums as they fall due, to pay applicable excesses/deductibles, and to absorb potential uninsured losses (including where limits, exclusions or waiting periods apply). Distributors must not distribute this product where the customer falls within the 'not suitable for' descriptions in the table below.

## Ansvar's Community Service Organisations Insurance Product

This product is designed for organisations that provide Community Services to the public. Standard policy limits and excesses are determined based on our understanding of the operating environment, associated costs and potential legal liability incurred by these businesses. Ansvar has alternative insurance

#### How To Use This TMD

The table below sets out the types of customers for whom this product is suitable and not suitable. Distributors must take reasonable steps to ensure distribution is consistent with this TMD. The table is based on consideration of the likely objectives, financial situation and needs of our target market for this insurance product.

THIS PRODUCT IS SUITABLE FOR:	THIS PRODUCT IS NOT SUITABLE FOR
✓ Applicants that are registered as Community Services or Not for Profit Community Services organisations, or registered as a business entity primarily providing a community service.	✗ Applicants seeking personal insurance covering residential dwellings and/ or household contents.
✓ Applicants with a sound financial position and well-maintained business records.	✗ Applicants seeking insurance for unoccupied facilities.

products available for businesses with different needs.

Designed for community service organisations that need insurance to help manage property and liability risks arising from their activities (subject to the terms, conditions, exclusions and acceptance criteria of the policy).

This product is comprised of 10 sections of insurance cover that Community Service organisations may need to protect against financial losses and legal liabilities.

- Property Protection
- Breakdown of Mechanical & Electronic Equipment
- Money
- Theft
- General Property
- Business Interruption (or Income Protection)
- General Public & Products Liability
- Professional Indemnity
- Management Liability
- Personal Accident

The applicant can select some or all of these sections, depending on their requirements. Conditions may apply to the availability of certain sections. These conditions include the:

- Breakdown of Mechanical & Electronic Equipment, Money, Theft, General Property, Business Interruption (or Income Protection) sections are only available if the Property Protection section is taken;
- Personal Accident section is only available if the General Public and Products Liability section is taken.

THIS PRODUCT IS SUITABLE FOR:	THIS PRODUCT IS NOT SUITABLE FOR:
<ul style="list-style-type: none"> <li>✓ Community service organisations with an annual turnover up to \$15,000,000</li> </ul>	<ul style="list-style-type: none"> <li>✗ Organisations that provide Boarding Houses or Crisis accommodations, Foster Care and/or Out of Home Care services seeking Sexual Abuse insurance cover</li> </ul>
<ul style="list-style-type: none"> <li>✓ Community Service Organisations with a location limit of liability for Property Protection and Business Interruption (Income Protection) up to \$15,000,000</li> </ul>	<ul style="list-style-type: none"> <li>✗ Organisations that are located outside of the Commonwealth of Australia.</li> </ul>
<ul style="list-style-type: none"> <li>✓ Organisations seeking personal accident covers for volunteers.</li> </ul>	

Purchase of this insurance product is subject to Ansvr's acceptance criteria. The information required to determine whether an application is acceptable to Ansvr will depend on the sections of cover requested. Generally, the information required when applying for this insurance product includes:

- The applicant's details including legal entity, trading name, entity type, ABN and GST registration status;
- A description of all of the applicant's business activities;
- Declarations from the applicant regarding any prior claims or declinature of insurance cover, and any criminal convictions, or bankruptcy pertaining to key personnel;
- The location details of each Community Service facility, including the age of the buildings, the construction type and details of fire and security protections;
- The sections of cover required, including the sums insured/
- Limits for each location and for each type of cover;
- Details of the applicant's risk management procedures, where sexual Abuse cover is requested.

## DISTRIBUTION OF THIS PRODUCT

This product is available Australia wide through insurance brokers who have a broker agreement in place with Ansvr. The applicant will need to engage an insurance broker of their choice to arrange this

insurance. The broker will advise the applicant regarding the suitability of this product to their business needs and engage with Ansvr throughout the policy application, placement, claims and renewal processes.

Ansvr does not accept applications on a direct basis or from insurance brokers or other

intermediaries that do not have a broker agreement in place.

Distributors are expected to consider the TMD when placing, renewing or varying cover.

This product is to be distributed to customers in the target market through personal advice and/or general advice by insurance brokers and other intermediaries who hold the relevant AFSL (or are authorised representatives) and have a distribution agreement in place with Ansvr.

Distributors must take reasonable steps so that distribution is consistent with this TMD, including by (at a minimum):

- Confirming the customer meets the eligibility/acceptance criteria for the product and the sections of cover requested;
- Confirming the customer does not fall within the "not suitable for" descriptions in this TMD;
- Obtaining and considering sufficient information to form reasonable grounds that the customer is in the target market (including at renewal and on material variation); and
- Maintaining records that demonstrate these steps were completed.

Ansvr does not permit distribution of this product outside these conditions.

## PRODUCT REVIEW CYCLE

Ansvr will continue to monitor and review this TMD to identify any event or circumstance that would reasonably suggest that it is no longer appropriate.

Ansvr will review this TMD every 2 years from the

date of issue or more frequently in response to any review triggers.

- A material change to the cover provided under the product;
- Identification of a material deficiency in product disclosure or supporting documentation;
- Significant changes to the acceptance criteria impacting target market fit;
- Changes in the way the product is distributed;
- Feedback or complaints indicating the product is no longer meeting customers' needs or expectations;
- Claims outcomes (including denials) indicating potential misalignment with the target market;
- Issues identified through analysis of product performance and distribution metrics;
- A material change to relevant legislation, regulatory guidance or requirements;
- Compliance monitoring outcomes, breaches or internal audit findings identifying concerns with the current TMD;
- Concerns raised by a regulator or the Code Governance Committee.

## MONITORING OF THIS PRODUCT AND REPORTING OBLIGATIONS

Ansvar will monitor distribution information and outcomes to assess whether the product remains appropriate for the target market and whether this TMD remains appropriate. Unless otherwise agreed in writing, distributors must provide the information below to support monitoring and review of this TMD.

- **Complaints (at least quarterly):** number of complaints relating to the product (including themes such as sales practices, disclosures, suitability/appropriateness, premium/coverage expectations and claims handling) and sufficient detail to understand root cause and whether it indicates misalignment with the target market.
- **Significant dealings:** any dealing that is, or is likely to be, a "significant dealing" that is not consistent with this TMD, including details of the customer type, circumstances and the nature of the inconsistency (notify as soon as practicable and in any event within 10 business days of becoming aware).

- **Distribution metrics (at least quarterly):** number of policies quoted/bound/renewed/cancelled, key reasons for non-renewal/cancellation where known, and any material changes to distribution channels or practices for the product.

**Significant dealing definition:** A significant dealing is a dealing in the product that is not consistent with this TMD and is significant having regard to factors such as the proportion of customers affected, the actual or potential harm to customers, and whether the dealing indicates a systemic issue with distribution or the TMD.

Information must be provided by distributors to Ansvar as soon as practicable and in any event within 10 business days of becoming aware of a breach of distribution conditions or a significant dealing that is not consistent with this TMD. Distributors must keep complete and accurate records to demonstrate compliance with the distribution conditions and the reporting obligations in this TMD.

### DISCLAIMER

This TMD is prepared based on information available at the time of preparation and is subject to change. While it is designed to support compliance with the Design and Distribution Obligations, it does not constitute legal advice and does not replace the need for distributors to comply with their own legal and regulatory obligations (including providing appropriate advice and disclosures where required).

This TMD forms part of Ansvar's product governance framework. It is not a product approval by APRA, ASIC or any other regulator.



1300 650 540

[www.ansvar.com.au](http://www.ansvar.com.au)

Ansvar Insurance Limited, Level 5, 1 Southbank Blvd, Southbank, VIC, 3006

ABN 21 007 216 506 AFSL 237826

COMSERVPOL TMD 0426 V6