SURE INSURANCE RESIDENTIAL STRATA TARGET MARKET DETERMINATION

Residential Strata PDS Version RST04/2026 *Effective Date: 1 August 2026*

The purpose of this Target Market Determination (TMD)
The purpose of this TMD is to describe:

- the class of retail clients the Sure Residential Strata Insurance product are suitable for, called our Target Market;
- how the product is distributed to reach retail clients within the scope of the target market; and
- the target market review periods and triggers *we* use to ensure our product remains appropriate and is not being acquired by any person who is not within our target market.

This document is not a Product Disclosure Statement (PDS) and is not a summary of our full product features, terms and conditions. Retail clients should refer to our Product Disclosure Statement (**PDS**) and any supplementary documents which outline the relevant terms and conditions of the product when making a decision about this product. The PDS may be viewed at www.sure-insurance.com.au.

Who is the product designed for? (The Target Market)
The product provides Building and/or Common Contents cover for residential community title properties (commonly referred to as strata title properties).

- Building cover provides insurance protection for bodies corporate, an owner's corporation, acceptable Non Community title property or any association created under a Community Titles Scheme and those who have a financial interest in the building for specified causes of loss or damage and their legal liability in connection with the ownership of the building and common areas that are the responsibility of the body corporate. A retail client can be either a lot owner-occupier or a landlord who rent out their lot. However, not all lot owners fall within our target market.

- Common contents cover provides insurance protection for bodies corporate for specified causes of loss or damage and their legal liability in connection with the ownership of any common contents. located at the Community Title and acceptable Non Community title Property at the insured address.

More detailed explanations of the target market are set out in the table below:

Building insurance

This product is appropriate for:	**This product is not appropriate for:**
Homes, units, apartments or townhouses that form part of a Community Title Scheme. (Strata Title).	Community titled properties which are situated outside of Queensland.
Community titled properties that are situated in Queensland	Lot owners/ Landlords who rent out their property for short term rental of 3 months or less or for holiday letting.
Single Owners of a Non-Community Titled Property consisting of between 5 – 20 units.	Non Community Titled Properties which are consisting of under 5 or over 20 units and have multiple owners.
Lot owners who own & occupy their lot.	Unoccupied lots for more than 60 days
Lot owners/ Landlords who rent out their property for long term rental of 3 months or more.	Lot owners/ Landlords who rent out their property and require additional rent default cover.
Community title and acceptable Non Community title properties which are well maintained, secure, watertight, and structurally sound.	Community title and acceptable Non-Community title properties that are used primarily for business/ commercial purposes.
	New Community title properties in the course of construction.
	Caravans or mobile homes or houseboats.
	A lot that is used primarily for business/commercial purposes

Common Contents insurance

This product is appropriate for:	This product is not appropriate for:
Common Contents located in a residential Community title property situated in Queensland.	Common Contents located in a residential Community title property situated outside of Queensland.
	Contents kept in caravan, mobile home, houseboat, hotel, motel, guest house, backpacker or bed & breakfast accommodation, boarding home, private hotel, dormitory, nursing home, or any similar shared accommodation.
	Common Contents kept in a lot that is used primarily for business/ commercial purposes.

The key attributes of the Sure Residential Strata Insurance are likely to be consistent with the likely objectives, financial situation and needs of the target market because it provides insurance cover, or the option to add cover, for events that may result in loss or damage to the building or common contents at the Community title property at the insured address. The product also provides cover for legal liability in connection with the ownership of the building and common areas that are the responsibility of the body corporate.

Higher Excess for reduced premium

Our standard policy excess is the usual amount you must pay towards each claim. You can choose a higher excess to reduce the insurance premium. However, this option is not suitable for a retail client who cannot afford to pay the higher excess they have elected in the event of a claim.

Distribution Conditions

The product is designed to only be purchased from a Sure Authorised Insurance Broker and their Authorised Representatives. This product is not designed to be sold directly from Sure Insurance. The retail client can obtain a list of authorised insurance brokers who can obtain a quote on their behalf from the Sure Insurance website.

Only these representatives are trained and authorised by Sure to deal and advise in the product and must follow any guidelines *we* give them with regard to ensuring this product is only offered and sold to retail client who fall within our target market.

We have designed a set of underwriting questions to help *us* determine if you fall within the target market for this product. However, you should always check with *us* if you are not sure what a question means.

We are confident that the distribution conditions and restrictions will make it likely that consumers who purchase the Product are in the class of consumers for which it has been designed. Our view is that those distribution conditions and restrictions are appropriate and will assist distribution in being directed towards the target market.

Review Triggers

The product issuers will carry out reviews every 2 years from the effective date to ensure the TMD remains appropriate.

The product issuers will also review this TMD if any of the following events occur, of which we will report to them:

- there are material amendments to the product, including to our acceptance criteria, which reasonably suggests the TMD is no longer appropriate;
- there are material changes to our underwriting guidelines, which reasonably suggests the TMD is no longer appropriate;
- the distribution method for the product changes, which reasonably suggests the TMD is no longer appropriate;
- a material incident in relation to the product's design and distribution, which reasonably suggests the TMD is no longer appropriate;
- any change of relevant legislation, regulations or regulatory guidance; or
- direction or order from a regulator, the Code Governance Committee or AFCA related to the design of the product or its distribution, that reasonably suggests the TMD is no longer appropriate;

- a significant dealing outside the TMD occurring that is inconsistent with this TMD and reasonably suggests the TMD is no longer appropriate;
- the nature or number of complaints we receive which reasonably suggests the TMD is no longer appropriate;
- trends in the following metrics indicate adverse customer outcomes which reasonably suggest the TMD is no longer appropriate:
    - claims loss ratio;
    - policy retention rate;
    - cancellation rate;
    - claims denied rate;
    - claims withdrawn rate.

Relevant thresholds indicating possible adverse outcomes are stored within our and the product issuer's internal retail Product Governance arrangements.

Reporting and Monitoring
We will report to the product issuers any dealing outside the target market that is inconsistent with the TMD and which the product issuers have not already approved. This will be reported as soon as practicable and by no later than 10 business days after we or the product issuers become aware of the dealing.

We will report to the product issuers the details of any complaint or feedback information we receive relating to this product on a quarterly basis. Sure's Authorised Insurance Brokers are required to provide us information regarding any complaint made by a retail client about this product on a monthly basis. Any complaint made to us is managed in accordance with the Sure Complaints resolution process.

Sure Insurance will report to the product issuers on a quarterly basis information regarding sales performance, claims performance and complaints. This includes:

- the nature and number of complaints; and
- the following metrics: claims loss ratio;
- policy retention rate;
- cancellation rate;
- claims denied rate;
- claims withdrawn rate.

Questions?
If you have any questions about our products, please call *us* on 1300 392 535.

For Residential Strata policies with an effective date from 1/08/2026
Financial services in connection with *your* insurance are provided by *us* on behalf of the following product issuer XL Insurance Company SE, Australia Branch (ABN 36 083 570 441) located at Level 28, 123 Pitt Street, Sydney NSW 2000, Australia. XL Insurance Company SE, Australia Branch is a part of AXA XL, a division of AXA.