

Target Market Determination for Velosure Annual Multi Trip Travel Insurance

Contents

Target Market Determination for Velosure Annual Multi Trip Travel Insurance	2
About this document	2
Who is the issuer?	2
Who is battleface?	2
Who are TwoThreeBird and Velosure?	2
What is Velosure Annual Multi Trip Travel Insurance and its key features?	3
Who is Velosure Annual Multi Trip Travel Insurance suitable for?	3
Who is Velosure Annual Multi Trip Travel Insurance not designed for?	5
Why is the product consistent with the objectives, situation and needs of the target market?	5
How is the product distributed?	6
When will battleface review this Target Market Determination?	6
How will battleface monitor distribution under this Target Market Determination?	7

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About this document

This Target Market Determination (TMD) is made by battleface Insurance Services on behalf of Pacific International Insurance. It is designed to help customers and distributors understand the target market for Velosure Annual Multi Trip Travel Insurance.

This TMD is not a Product Disclosure Statement (PDS) and is not a complete summary of the product features. It is not intended to constitute financial product advice. A customer should read the PDS for the product available at www.velosure.com.au/pds and consider whether it meets their own needs, objectives, and financial situation before proceeding to purchase the product.

Who is the issuer?

Pacific International Insurance Pty Ltd ABN 83 169 311 193, AFSL No 523921 (the insurer).

Who is battleface?

battleface Insurance Services Pty Limited ABN 28 650 606 045 AFSL 536280 is authorised via a binding authority with Pacific International Insurance Pty Ltd to issue, vary, renew or cancel your insurance on their behalf and handle and settle any claims you make.

Who are TwoThreeBird and Velosure?

TwoThreeBird AU Pty Ltd, ABN 81 151 706 697, AFSL 554438, trading as Velosure, distributes Velosure Annual Multi Trip Travel Insurance under a distribution agreement with battleface.

What is Velosure Annual Multi Trip Travel Insurance and its key features?

Velosure Annual Multi Trip Travel Insurance includes a range of features and benefits that may provide cover for financial loss related to your leisure travel. See the section below for an outline of key features and benefits.

Who is Velosure Annual Multi Trip Travel Insurance suitable for?






This product has been designed for Australian residents aged between 18 and 69 who travel frequently and want to be covered against financial loss caused by certain unforeseen incidents involving leisure travel. Customers in the target market will be able to:

- Afford to purchase this insurance;
- In the event of an accepted claim, cover any costs above the applicable policy limits and sublimits; and
- Fund any costs that are required to be paid upfront, before seeking reimbursement under the policy for eligible benefits.

✓ indicates the plan is designed for a customer with the specified objectives or needs.

✗ indicates the plan is not designed for a customer with the specified objectives or needs.

Customers' objectives and needs	Velosure Annual Multi Trip Travel Insurance
Want a policy that covers an unlimited number of trips within Australia and Overseas, up to a maximum selected trip duration	✓
Seek protection from financial loss as a result of unforeseen events that may be incurred before or whilst travelling. For example, this plan can protect a consumer against financial loss for: <ul style="list-style-type: none">• overseas medical expenses incurred as a result of unexpected injury or illness• defined trip cancellation and interruption events, before and while they travel• defined trip cancellation and interruption events, before and while they travel	✓

<ul style="list-style-type: none"> • travel delay due to weather events • accidental loss, theft or damage to luggage and personal effects • pregnancy-related complications (up to 24 weeks after gestation) 	
<p>Seek protection from financial loss as a result of the following:</p> <ul style="list-style-type: none"> • Overseas medical expenses incurred as a result of unexpected injury or illness, including Coronavirus • Trip cancellation and interruptions following a clinically diagnosed Covid-19 infection 	
<p>Want access to assistance during their trip for guidance, support (even when losses may not be covered by the policy) and general policy and coverage information, as they would not likely have specialist resources readily available to them</p>	
<p>May want cover for participation in snow sports, hiring a motorcycle/moped, or taking a multi-night cruise</p>	
<p>May want to tailor the cover to be more suited to their insurance needs for their planned travels. For example, this plan can be tailored by:</p> <ul style="list-style-type: none"> • increasing the cancellation limit so trips of higher value can be covered. • adjusting the overall limit of cover required for luggage and personal effects 	
<p>May want to include cover for medical expenses due to an injury whilst participating in a timed amateur cycling event.</p>	

Refer to the Product Disclosure Statements for details of specific benefits, conditions, and exclusions.

Who is Velosure Annual Multi Trip Travel Insurance not designed for?

The product is not designed for customers who:

- Do not have any prepaid travel arrangements, such as flights, accommodation or tours; or
- Want cover for a trip longer than the duration options available for this product. For example, the planned trip of 60 days exceeds the 15 or 30 day options.
- Want cover for a single trip within a 12 month period; or
- Want cover for a trip that has already commenced
- Want cover for loss arising from activities excluded in the PDS; or
- Want cover for things that have already happened or are foreseeable at time of purchase; or
- Want cover for travel to a destination subject to a “Do Not Travel” warning issued by the Australian Government’s Department of Foreign Affairs and Trade; or
- Require cover that would cause us to be in breach of any restriction under United Nations resolutions or any sanctions, laws or regulations of Australia, the European Union, the United Kingdom or the United States; or
- Want cover for excluded losses relating to an epidemic or pandemic or associated travel restrictions; or
- May want cover for an existing medical condition(s) that does not meet the criteria for automatic cover (See definition of Pre-existing Medical Condition in PDS); or
- Are travelling against medical advice; or
- Are travelling for the sole purpose of medical treatment; or
- Will be at, or greater than, 24 weeks pregnant whilst travelling during a single child pregnancy or 19 weeks pregnant with two or multiple children; or
- Require cover for multi-night cruising, snow sport activities or motorcycle and moped use; or
- May be travelling with baggage valued above \$2,000 per item.

Why is the product consistent with the objectives, situation and needs of the target market?

The product is likely to be consistent with the objectives, financial situation and needs of the target market as it has been designed to reflect the inclusions and limitations contained within this document. As this product is likely to be purchased when a trip is being planned, the time between purchasing the product and relying on the coverage provided is likely to be low. This reduces the likelihood of the product being inconsistent with the objectives, financial situation and needs of the target market.

How is the product distributed?

The product can be purchased: online only.

battleface has procedures to ensure customers are in the target market. These include who battleface chooses to partner with, how the products are displayed and sold, and how questions and information gathered within the sales process determine product availability and suitability.

The Velosure website also provides information about product features, including their cost.

When will battleface review this Target Market Determination?

Initial review	12 months from the date of this document
Periodic reviews	Every 12 months following the last review
<p>Review triggers or events that might suggest this TMD is no longer appropriate</p> <p>The issuer will review this TMD if a review trigger or event occurs.</p>	<ul style="list-style-type: none">• Significant restriction or relaxation of the product design• Systemic and/or significant number of complaints regarding product design, product availability, claims experience or distribution conditions.• A significant amount of feedback from customers indicates that the product is not suitable for them.• Information provided by regulators (eg. ASIC or ACCC) that indicates this Target Market Determination may no longer be appropriate.• A Significant Dealing has occurred.

How will battleface monitor distribution under this Target Market Determination?

battleface will collect the following information to monitor the distribution of Velosure Annual Multi Trip Travel Insurance and to help determine whether a review trigger or event has occurred

Type of information	Reporting period to the issuer
Change in product terms, regulation, legislation or regulatory policy	As soon as details of the change are made available
Expected and actual: <ul style="list-style-type: none">• claims ratios;• number, nature & magnitude of paid and denied claims;• number of policies issued and penetration rates; and• policy cancellation rates.	On a monthly basis, unless required earlier
Complaints	On a monthly basis, unless required earlier
Significant Dealings	As soon as practicable and within 10 business days after becoming aware