

RETAIL INSURANCE DESIGN AND DISTRIBUTION POLICY

Quantum Private Clients Pty Ltd ('We', 'Our', 'QPC') is an insurance underwriting agency and Lloyd's Coverholder.

We are committed to designing insurance products which meet the likely objectives of our customers. We work with the Underwriters at Lloyd's ('Underwriters') for whom we are a Coverholder to design products that meet those objectives. The core basis is to provide exceptional cover for unexpected insured financial loss for individuals and families with high value assets.

As agents for the Underwriters, who are the signatories to the General Insurance Code of Practice ('The Code'), we comply with the relevant legislation and regulations. This policy applies to QPC and its staff when they are developing and distributing **Retail Insurance** products on behalf of our Underwriters.

Retail Insurance means a general insurance product that is provided to, or to be provided to, an individual or for use in connection with a small business, and is one of the following types:

- Motor vehicle insurance product
- Home buildings insurance product
- Home contents insurance product
- Sickness and accident insurance product
- Consumer credit insurance product
- Travel insurance product
- Personal and domestic property insurance product as defined in the Corporations Act 2001 (Cth) and the relevant regulations.

Design of Retail Insurance Products

We design and develop new products and update existing products based on specific Product Design requirements and rules. The requirements and rules set out how we measure, monitor, price and align our Retail Products in conjunction with our Underwriters.

We document who the intended customers ('target market') are for each of our Retail Insurance Products. We detail the target market and the conditions, restrictions, methods and reporting obligations in distributing the products in a Target Market Determination (TMD) document. We publish a TMD for each of our products on our website.

We maintain regular review of our retail policies for relevance and alignment with the target market customers' likely needs and objectives. We also ensure our products remain aligned to Underwriters' risk appetite.

We involve employees with relevant experience and knowledge when designing and developing our products and work within a risk and compliance framework of policies, procedures and training.



We analyse internal and external claims data, undertake market research and consider feedback from our customers, brokers and Underwriters when designing and developing our products and services.

If we identify that a product is no longer relevant or is not meeting its designed objectives, we will remove the product from the market or adjust it appropriately.

Distribution of Retail Insurance Products

We distribute products to our target market via an approved panel of insurance brokers. We do not sell our products directly to retail customers. All customers must be represented by an insurance broker.

Our brokers are educated on the target market, Underwriters' risk appetite and the conditions within which they are permitted to distribute our products and services.

Please contact us if you have any questions about this policy.