

# Mobility Mutual.

## TARGET MARKET DETERMINATION: MOBILITY MUTUAL – BETWEEN-BOOKING COVER

This target market determination (**TMD**) has been prepared by Carshare Support Pty Ltd ACN 163 596 530 (AR No. 1304799) (**Carshare Support**) and Uber Carshare Pty Ltd ACN 609 590 463 (AR No: 1304798) (**Uber Carshare**) as Authorised Representatives of Picnic Licensing Pty Ltd (ACN: 647 642 117 AFSL: 532540) for and on behalf of Mobility Mutual Limited ACN 653 040 647 (**Mobility Mutual**).

This TMD is designed to help Uber Carshare members, representatives and staff understand who the Mobility Mutual Between-Booking Cover is most suitable for (**target market**). References to we, us or our means Mobility Mutual.

This TMD describes:

- Who the product is suitable for and who it is not suitable for;
- How the product will be distributed to Mobility Mutual's members;
- How often we will review this TMD;
- What events or circumstance may trigger a review of this TMD;
- The information that we need to decide if the TMD is no longer appropriate; and
- Our reporting obligations for this TMD.

The TMD is not intended to provide financial advice, and does not form part of the terms of cover. In addition to the key eligibility requirements outlined in this TMD, the product is subject to acceptance criteria. When making a decision about Between-Booking Cover, review Between-Booking Cover's Product Disclosure Statement (PDS). It can be found at [www.mobilitymutual.com.au](http://www.mobilitymutual.com.au). Please use the PDS to understand the meaning of any capitalised terms used in this TMD which are not defined in this document.

## EFFECTIVE DATE AND OPERATION OF THIS TMD

The effective date of this TMD is 1 August 2023 (**Effective Date**). The TMD will apply to Between-Booking Cover sold to Members on or after the Effective Date. The TMD applies until it is replaced or withdrawn.

## PRODUCT DESCRIPTION AND TARGET MARKET

### Product Description

Between-Booking Cover has been designed for Members who agree who make their Vehicles available to borrow through the Uber Carshare Platform. When purchasing an eligible Sharing Plan on the Uber Carshare Platform, Members pay a fee that includes the purchase of Between-Booking Cover.

Between-Booking Cover provides risk protection for Damage and Loss that occurs to Members' Vehicles outside of a Booking made on the Uber Carshare Platform. This means Between-Booking Cover protects Members' Vehicle from:

- Damage where their Vehicle requires repair or replacement;
- Theft;
- Fire damage;
- Accidental damage caused by extreme weather events;
- Damage and Loss caused by third parties.

Between-Booking Cover also protects Members for costs they incur relating to towing, storage, recovery, assessment or quantification of the Damage and Loss. Between-Booking Cover also covers any applicable taxes.

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Between-Booking Cover is a discretionary risk protection product. It is not a contract of insurance and may not be suitable for people who require a contract of insurance.

## Between-Booking Cover is suitable for:

- Uber Carshare members who make their Vehicle available to borrow through the Uber Carshare Platform; and
- Uber Carshare members who require risk protection for Damage and Loss that occurs outside of a Booking.

## Between-Booking Cover is not suitable for:

- People who are not Uber Carshare members and are not willing to become a Member of Mobility Mutual;
- People who require protection when they borrow other Vehicles belonging to other users of the Carshare Support Sharing Platform – in this case they should consider the separate TMD for our Trip Cover, which is available on our website;
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The Product is designed for those whose likely objectives, financial situation and needs are described below.

## Likely objectives, financial situation, and needs

Objectives	To financially protect against Damage and Loss to their Vehicle that occurs during their own use outside of a Booking under the Uber Carshare Platform.
Financial situation	People who are likely to experience a financial burden should they be responsible for Damage and Loss and do not have comprehensive vehicle insurance for the Vehicle or cannot hold the insurance because their Vehicle will be used predominantly through the Uber Carshare Platform.
Needs	People in the target market will be looking for protection from a number of key risks associated with owning a Vehicle, which is to be used predominantly for car-sharing through the Uber Carshare Platform.

Between-Booking Cover is likely to be suitable for a person with the objectives, financial situation and needs described above because:

- It provides cover for the types of loss or damage events that people in the target market are seeking to be protected against; and
- It is designed for people who require protection with the key attributes described above.

Each person will need to consider whether Between-Booking Cover meets their own objectives, financial situation and needs.

## DISTRIBUTION OF THIS PRODUCT

This product is distributed by Carshare Support through its employees and contractors. Between-Booking Cover is only available through the Uber Carshare website or app to Owners.

We have distribution conditions in place to help ensure that Between-Booking Cover is only sold to people in the target market. These conditions include:

- Between-Booking Cover is not able to be distributed outside of the Uber Carshare Platform and is only available to Uber Carshare members who become Members of Mobility Mutual – it is not available to anyone else;
- Representatives involved in offering or arranging Between-Booking Cover are appropriately trained, understand the market this product is designed for and how to identify people within and outside of the target market; and

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- Internal processes and systems are in place to support distribution of Between-Booking Cover within the target market .

## REVIEWING THIS TMD

This TMD will be reviewed no later than 1 year from the Effective Date. We will then review this TMD annually to ensure it remains appropriate. This TMD will be reviewed earlier, if any event or circumstance occurs that would reasonably suggest that the target market is no longer appropriate, or this product is no longer consistent with the likely objectives, financial situation and needs of people in the target market. These events or circumstances are called **review triggers**. A review trigger might be where:

- There is a material change to this product, including to the benefits or exclusions;
- There is a relevant and significant change or event affecting a reasonable proportion of people in the target market (e.g. a change in law or regulation);
- There are changes to how this product is distributed;
- There is a pattern of complaints or feedback relating to the appropriateness of this product for the target market;
- Trends in claims suggest that this product is not performing appropriately for the target market;
- There is a reportable significant dealing in this product;
- There is a material defect in the Protection Document which reasonably suggests that the TMD is no longer appropriate; or
- Feedback, orders or directions from a regulator or external dispute resolution body like AFCA that suggests this TMD is no longer appropriate.

This TMD will be reviewed within 10 business days of the occurrence of any of the review triggers above.

## REPORTING

We record all complaints that we receive about Between-Booking Cover. Carshare Support must provide written details of any complaint received about this product within 10 business days after each Complaints Reporting Period. For the purpose of this TMD, each 6-month period from the Effective Date is a Complaints Reporting Period. If a product is sold to a person that is not within the target market, this must be reported to us within 10 business days of the date on which Carshare Support becomes aware of the sale.

## RECORDS

We will keep records of any actions that are taken to make sure Between-Booking Cover is distributed only within the target market. We will also keep records of any decisions and reasons for:

- Any changes to the TMD for Between-Booking Cover;
- How the review triggers were set;
- The steps taken to decide if a review trigger has taken place; and
- How often this TMD is reviewed.