



## Officeworks Extra Cover Plan

### Target Market Determination

(5 October 2021)

This Target Market Determination (TMD) describes the customers that fall within the target market for the Officeworks Extra Cover Plan. The TMD is made by Officeworks Ltd ABN 36 004 763 526 (We or Our), the issuer of the Extra Cover Plan.

This TMD is general information and does not provide any financial product advice to Our customers (You or Your). We do not consider Your personal needs, objectives or financial situation in providing any information in this TMD.

The TMD should be read in conjunction with the Terms and Conditions of the product protection cover, which can be found in the Extra Cover Plan Terms and Conditions booklet available at <https://www.officeworks.com.au/services/extra-cover>. You should refer to the Extra Cover Plan Terms and Conditions booklet before deciding about product protection.

The TMD is effective from 5 October 2021 and applies until withdrawn.

#### About this document

This TMD is provided to assist You in determining whether product protection is suitable for Your needs.

#### Purpose of product protection

Officeworks Extra Cover Plan is designed to assist with the repair or replacement cost, beyond the manufacturer warranty, of certain Officeworks purchased electronic goods. The repair or replacement applies should You suffer an electrical or mechanical failure due to manufacturing defect or fair wear and tear, provided the purchased goods have been used in a manner the manufacturer had intended them to be used.

Officeworks Extra Cover Plans provide rights which are in addition to Your existing rights under the Australian Consumer Guarantees and do not limit or replace them. For information about the Australian Consumer Guarantees, visit [www.accc.gov.au](http://www.accc.gov.au).

## Target Market

Officeworks Extra Cover Plan is designed for customers who purchase electronic goods from Officeworks and wish to protect themselves against financial burden of having to repair or replace the goods beyond the manufacturer warranty should the goods fail through manufacturing defect or fair wear and tear. Customers may also seek convenience and certainty from the Extra Cover Plan contract beyond the remedies provided by the Australian Consumer Laws (ACL).

Product protection may be suitable if:

- the electronic goods are being used for personal (including business) or domestic use.

Product protection is not designed for:

- goods purchased for heavy use, beyond the use of a typical user for example a laptop computer used in an internet cafe;
- where You already have protection for the goods against electrical and mechanical failure that substantially overlaps with the benefits of the Extra Cover Plan; and
- purchased goods not retained in Australia.

## When will this TMD be reviewed?

This TMD will be reviewed at least every 2 years. The next scheduled review will occur on or before 5 October 2023. Each review will be completed within 90 days.

Events that may cause early reviews of the TMD are:

- If the range of products We offer that are eligible for Extra Cover is materially altered such that it changes the nature of the product protection.
- If We change the way We sell the Extra Cover Plan.
- Sales of the Extra Cover Plan have been found to be flawed in that a significant portion of customers are not advised of their consumer rights in respect of the goods purchased.
- Amendments to the Australian Consumer Law impacting the product protection provided by the Extra Cover Plan.
- It is discovered that there is a material defect in the Extra Cover Plan Terms and Conditions booklet.
- Significant or systemic complaints are received from Our customers on coverage stemming from claims issues, suggesting the TMD is no longer appropriate for the likely objectives, financial situation and needs of the target market.
- Information provided by regulators (ASIC or ACCC) indicating the TMD may no longer be appropriate.

## Distribution of Officeworks Extra Cover Plan

Officeworks Extra Cover Plan may only be purchased through Officeworks stores, the Officeworks online website or the Officeworks Customer Support Centre at the time of purchasing the eligible product.

### Reporting to ASIC

If Officeworks discovers the Extra Cover Plan was sold to a customer:

- outside of the TMD;
- outside of the eligibility conditions;
- by untrained and unauthorised personnel;
- not in accordance with the law; or
- through pressure selling,

then We will record the incident and provide the information to ASIC as soon as practicable, but no later than 10 business days from becoming aware.

### Complaints reporting by claims administrator

The claims administrator to the Extra Cover program will record and inform Officeworks of any complaints it receives in respect of Officeworks Extra Cover Plan claims. It will provide copies of these records to Officeworks within 10 business days of the end of each calendar month.