

# JB Hi-Fi Extras Plan

## Target Market Determination



Issued by SquareTrade Australia Pty Ltd ABN 52 631 111 861 AFSL 525628

Preparation: August 27, 2024

### ABOUT THIS DOCUMENT

This Target Market Determination (TMD) is prepared by SquareTrade Australia Pty Ltd ABN 52 631 111 861 AFSL 525628 (SquareTrade) in relation to JB Hi-Fi Extras, with effect from the 27th of August 2024.

This TMD is not a product disclosure statement and is not a complete summary of the product features. It is not intended to constitute financial product advice. A customer should read the full terms and conditions for JB Hi-Fi Extras available at <https://www.squaretrade.com.au/terms/> and consider whether it meets their own needs, objectives and financial situation before proceeding to purchase JB Hi-Fi Extras.

#### 1. Who is the issuer?

1.1 JB Hi-Fi Extras is issued by SquareTrade Australia Pty Ltd.

#### 2. What is JB Hi-Fi Extras and its key features?

2.1 JB Hi-Fi Extras is a membership program providing customers with access to several discounted benefits (detailed below) on eligible mobile phone, iPad, Macbook, iMac, Mac Mini, Mac Studio, Apple Watch, AirPods, AirPods Pro, AirPods Max and Beats devices that are purchased from JB Hi-Fi. In addition, customers also receive technical support and mobile security included in their membership on select devices. Customers who subscribe to JB Hi-Fi Extras can access the benefits of the program under their selected plan from the time the account has been successfully activated.

2.2 Additional fees and limits may apply to activate or access certain benefits of JB Hi-Fi Extras. Refer to the Product Disclosure Statement (PDS), for all applicable service fees and limits.

2.3 JB Hi-Fi Extras is not an insurance product and does not cover lost or stolen devices. It is designed for customers looking for a bundle of services to optimise their mobile phone and digital connectivity.

### JB HI-FI EXTRAS KEY PRODUCT FEATURES

Device	Smartphone	iPad	MacBook	iMac, Mac Mini, Mac Studio	Apple Watch	AirPods, AirPods Pro, AirPods Max, Beats
Coverage Period for Fixed Term Plans	24 months	24 months	36 months	36 months	24 months	24 months
Coverage Period for Monthly Subscription Plans	Monthly	Monthly	N/A	N/A	N/A	N/A
Technical Support	✓	✓	✓	✓	✓	✓
Mobile Security Software	✓	✓	✓	✓	✗	✗
Swap Anytime	✓	✓	✓	✓	✓	✓
Front Screen Replacement ^	✓	✓ for iPad Pro and iPad Air (Apple Silicon M2 & M4 models only)	✓	✓	✗	✗
Back Glass Replacement ^	✓ excluding iPhone	✗	✗	✗	✗	✗

	models released prior to the iPhone 12					
<b>Apple Care Services Included+</b>	iPhone Devices Only	✓	✓	✓	✓	✓

^ Service Fees Apply. Refer to the **PDS** for full details.

### 3. Who is JB Hi-Fi Extras suitable for?

3.1 The Overall Target Market for JB Hi-Fi Extras comprises of customers who:

- purchase a brand new smartphone, iPad, MacBook, iMac, Mac Mini, Mac Studio, Apple Watch, AirPods, AirPods Pro, AirPods Max or Beats from JB Hi-Fi for personal use; and
- permanently reside in Australia.

### 4. Target Market for Specific Plans

In addition to the Overall Target Market, we have considered the financial situation, needs and objectives of the target market for each JB Hi-Fi Extras plan.

#### 4.1. JB Hi-Fi Extras – Monthly Subscription for Mobile Phones

For JB Hi-Fi Customers in the Overall Target Market who purchase a mobile phone and who have the capacity to pay the \$9.99 monthly fee for mobile phones under \$1000; \$14.99 monthly fee for mobile phones between \$1000-\$1999.99; or \$17.99 monthly fee for mobile phones \$2000 and over, any applicable service fees and who:

Do Want (this product is appropriate for)	Do Not Want (this product is not appropriate for)
<ul style="list-style-type: none"> <li>• 24/7 technical support to assist with technical issues or operations of the registered mobile phone;</li> <li>• mobile security protection from malware, spyware and banking fraud;</li> <li>• the option to exchange their registered mobile phone in any condition, for a refurbished replacement subject to payment of the applicable service fee;</li> <li>• the option to have a front screen or back screen replacement for any reason after the date of purchase for a fixed priced service request fee; and</li> <li>• access to AppleCare service and support channels. Relevant to iPhone models only.</li> </ul>	<ul style="list-style-type: none"> <li>• choice of service provider for tech support, screen and mobile phone replacements (swaps). Authorised service providers are determined by SquareTrade;</li> <li>• support for lost or stolen mobile phones;</li> <li>• cloud storage to back-up registered mobile phone content such as photos, videos, and contacts;</li> <li>• the ability to trade-in their registered mobile phone; and</li> <li>• to exchange their registered mobile phone for any reason after the date of purchase and receive a new replacement mobile phone.</li> </ul>

#### 4.2. JB Hi-Fi Extras – Monthly Subscription for iPads

For JB Hi-Fi Customers in the Overall Target Market who purchase an iPad and who have the capacity to pay the \$6.99 monthly fee for iPads under \$1000; \$10.99 monthly fee for iPads between \$1000-\$1999.99; or \$13.99 monthly fee for iPads \$2000 and over, any applicable service fees and who:

Do Want (this product is appropriate for)	Do Not Want (this product is not appropriate for)
<ul style="list-style-type: none"> <li>• 24/7 technical support to assist with technical issues or operations of the registered iPad;</li> <li>• mobile security protection from malware, spyware and banking fraud;</li> <li>• the option to exchange their iPad in any condition, for a refurbished replacement subject to payment of the applicable service fee; and</li> <li>• access to AppleCare service and support channels.</li> </ul>	<ul style="list-style-type: none"> <li>• choice of service provider for tech support or iPad replacements (swaps). Authorised service providers are determined by SquareTrade;</li> <li>• support for lost or stolen iPads;</li> <li>• cloud storage to back-up registered iPad content such as photos, videos, and contacts</li> <li>• the ability to trade-in their registered iPad device</li> <li>• the option to have a front screen or back screen replacement for any reason after the date of purchase for a fixed priced service request fee; and</li> <li>• the option exchange their registered iPad for any reason after the date of purchase and receive a new or refurbished replacement</li> </ul>

### 4.3. JB Hi-Fi Extras – 36 Month Upfront Plan for MacBook

For JB Hi-Fi Customers in the Overall Target Market who purchase a MacBook and who have the capacity to pay the once-off \$389 membership fee for MacBooks under \$2000; once-off \$489 membership fee for MacBooks between \$2000-\$2999.99; or once-off \$589 membership fee for MacBooks \$3000 and over, any applicable service fees, and who:

Do Want (this product is appropriate for)	Do Not Want (this product is not appropriate for)
<ul style="list-style-type: none"> <li>● 24/7 technical support to assist with technical issues or operations of the registered MacBook;</li> <li>● Mac security protection from malware, spyware and banking fraud;</li> <li>● the option to exchange their registered MacBook in any condition, for a refurbished MacBook replacement subject to payment of the applicable service fee; and</li> <li>● the option to have a front screen replacement for any reason after the date of purchase for a fixed priced service request fee; and</li> <li>● access to AppleCare service and support channels.</li> </ul>	<ul style="list-style-type: none"> <li>● choice of service provider for tech support, screen and MacBook replacements (swaps). Authorised service providers are determined by SquareTrade;</li> <li>● support for lost or stolen MacBooks</li> <li>● cloud storage to back-up registered MacBook content such as photos, videos, and contacts.</li> <li>● the ability to trade-in their registered MacBook</li> <li>● the option to exchange their registered MacBook for any reason after the date of purchase and receive a new replacement MacBook</li> </ul>

### 4.4 JB Hi-Fi Extras – 36 Month Upfront Plan for iMac, Mac Mini & Mac Studio

For JB Hi-Fi Customers in the Overall Target Market who purchase an iMac, Mac Mini or Mac Studio and who have the capacity to pay the once-off \$189 membership fee for devices under \$2000; once-off \$289 membership fee for devices between \$2000-\$2999.99; or once-off \$489 membership fee for devices \$3000 and over, any applicable fees, and who:

Do Want (this product is appropriate for)	Do Not Want (this product is not appropriate for)
<ul style="list-style-type: none"> <li>● 24/7 technical support to assist with technical issues or operations of the registered iMac, Mac Mini or Mac Studio;</li> <li>● Mac security protection from malware, spyware and banking fraud;</li> <li>● the option to exchange their registered iMac, Mac Mini or Mac Studio in any condition, for a refurbished iMac, Mac Mini or Mac Studio replacement subject to payment of the applicable service fee; and</li> <li>● the option to have a front screen replacement for any reason after the date of purchase for a fixed priced service request fee; and</li> <li>● access to AppleCare service and support channels.</li> </ul>	<ul style="list-style-type: none"> <li>● choice of service provider for tech support, screen and iMac, Mac Mini or Mac Studio replacements (swaps). Authorised service providers are determined by SquareTrade;</li> <li>● support for lost or stolen MacBooks</li> <li>● cloud storage to back-up registered iMac, Mac Mini or Mac Studio content such as photos, videos, and contacts.</li> <li>● the ability to trade-in their registered iMac, Mac Mini or Mac Studio</li> <li>● the option to exchange their registered iMac, Mac Mini or Mac Studio for any reason after the date of purchase and receive a new replacement iMac, Mac Mini or Mac Studio</li> </ul>

### 4.5 JB Hi-Fi Extras – 24 Month Upfront Plan for Apple Watch

For JB Hi-Fi Customers in the Overall Target Market who purchase an Apple Watch and who have the capacity to pay the once-off \$129 membership fee for Apple Watches under \$500; once-off \$159 membership fee for Apple Watches between \$500-\$999.99; or once-off \$189 membership fee for Apple Watches \$1000 and over, any applicable service fees, and who:

Do Want (this product is appropriate for)	Do Not Want (this product is not appropriate for)
<ul style="list-style-type: none"> <li>● 24/7 technical support to assist with technical issues or operations of the registered Apple Watch;</li> <li>● the option to exchange their registered Apple Watch in any condition, for a refurbished Apple Watch replacement subject to payment of the applicable service fee; and</li> <li>● access to AppleCare service and support channels.</li> </ul>	<ul style="list-style-type: none"> <li>● choice of service provider for tech support, screen and Apple Watch replacements (swaps). Authorised service providers are determined by SquareTrade;</li> <li>● support for lost or stolen Apple Watches</li> <li>● cloud storage to back-up registered Apple Watch content such as photos, videos, and contacts.</li> <li>● the ability to trade-in their registered Apple Watch</li> <li>● the option to exchange their registered Apple Watch for any reason after the date of purchase and receive a new replacement Apple Watch</li> </ul>

#### 4.6 JB Hi-Fi Extras – 24 Month Upfront Plan for AirPods, AirPods Pro, AirPods Max & Beats Headphones

For JB Hi-Fi Customers in the Overall Target Market who purchase AirPods, AirPods Pro, AirPods Max or Beats Headphones and who have the capacity to pay the once-off \$79 membership fee for devices under \$500; or once-off \$129 membership fee for devices between \$500-\$1999.99, any applicable service fees, and who:

Do Want (this product is appropriate for)	Do Not Want (this product is not appropriate for)
<ul style="list-style-type: none"> <li>24/7 technical support to assist with technical issues or operations of the registered AirPods, AirPods Pro, AirPods Max or Beats Headphones;</li> <li>the option to exchange their registered AirPods, AirPods Pro, AirPods Max or Beats Headphones in any condition, for a refurbished AirPods, AirPods Pro, AirPods Max or Beats Headphones replacement subject to payment of the applicable service fee; and</li> <li>access to AppleCare service and support channels.</li> </ul>	<ul style="list-style-type: none"> <li>choice of service provider for tech support, screen and AirPods, AirPods Pro, AirPods Max or Beats Headphones replacements (swaps). Authorised service providers are determined by SquareTrade;</li> <li>support for lost or stolen AirPods, AirPods Pro, AirPods Max or Beats Headphones</li> <li>the ability to trade-in their registered AirPods, AirPods Pro, AirPods Max or Beats Headphones</li> <li>the option to exchange their registered AirPods, AirPods Pro, AirPods Max or Beats Headphones for any reason after the date of purchase and receive a new replacement AirPods, AirPods Pro, AirPods Max or Beats Headphones</li> </ul>

#### 5. How is JB Hi-Fi Extras distributed?

5.1 JB Hi-Fi Extras plan is distributed by JB Hi-Fi (JB Hi-Fi Group Pty Ltd, an authorised representative (AR 472876) of SquareTrade Australia Pty Ltd (AFSL 525 628)) via the following channels:

- Face to Face Sales in JB Hi-Fi Stores.
- Online Sales on the JB Hi-Fi Website; and
- Telephone Sales via the JB Hi-Fi Direct Telephone Line.

5.2 JB Hi-Fi Extras will only be made available to customers who purchased a brand new mobile phone, iPad, MacBook, iMac, Mac Mini, Mac Studio, Apple Watch, AirPods, AirPods Pro, AirPods Max or Beats Headphones from JB Hi-Fi and completed the JB Hi-Fi Extras plan registration of the mobile phone, iPad, MacBook, iMac, Mac Mini, Mac Studio, Apple Watch, AirPods, AirPods Pro, AirPods Max or Beats Headphones the same day as the purchase date.

5.3 SquareTrade has arrangements in place with JB Hi-Fi to minimise the risk that JB Hi-Fi Extras is sold to customers who are not within the target market.

5.4 SquareTrade has arrangements in place with JB Hi-Fi to ensure salespeople are trained to provide factual information to customers about the features included in each type of JB Hi-Fi Extras plan and the costs associated with each type of JB Hi-Fi Extras plan.

#### 6. When will SquareTrade review this Target Market Determination

A review of this Target Market Determination will occur within 24 months of the date on which this Target Market Determination was made, and every 24 months following the last review.

Events that may cause early review of the Target Market Determination (**Review Triggers**) are:

- Amendments are made to the Australian Consumer Law (or interpretation of relevant provisions of the Australian Consumer Law are clarified by superior Australian court) which materially affects the degree of certainty or other additional benefits provided by JB Hi-Fi Extras beyond what customers are entitled to under the Australian Consumer Law;
- The JB Hi-Fi Extras Product Disclosure Statement is amended in a way which materially affects its key attributes
- Systemic complaints are received from customers making service requests under their JB Hi-Fi Extras plan, which indicate that they misunderstood the benefits provided by JB Hi-Fi Extras plan and were not within the target market;
- Significant number of complaints regarding product design, product availability, service request experience or distribution conditions;
- Significant amount of feedback from customers that product is not suitable;
- Information provided by regulators (e.g. ASIC or ACCC) that indicate this Target Market Determination may no longer be appropriate; or
- A significant dealing in JB Hi-Fi Extras has occurred which is not consistent with this Target Market Determination.

## 7. How will SquareTrade monitor distribution under this Target Market Determination?

SquareTrade will collect the following information to monitor distribution of JB Hi-Fi Extras and to help determine whether a review trigger or event has occurred.

<b>Type of information</b>	<b>Reporting period for when information should be provided to the issuer</b>
Sales, service request, general membership usage, and cancellation data.	Quarterly Review.
Information about the nature of any complaints received by distributors in relation to JB Hi-Fi Extras.	Within 10 business days.
Any significant dealing in JB Hi-Fi Extras that is not consistent with this Target Market Determination.	As soon as practicable and within 10 business days after becoming aware.