

Target Market Determination

Mortgage Offset



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A Target Market Determination (TMD) is a document which describes who a product is intended to be appropriate for based on a consumer's needs, financial situation and objectives (target market). A TMD is not a product disclosure statement and is not a full summary of the product features or the terms of the product.

It helps us make sure we're keeping customers at the center of our approach to the design and distribution of our financial products. The design and distribution obligations are intended to help consumers obtain appropriate financial products by requiring issuers and distributors to have a consumer-centric approach to the design and distribution of products. A TMD describes any conditions around how the product can be distributed to customers. It also describes the events or circumstances where we may need to review the TMD.

Product	Mortgage Offset
Issuer	Bank Australia Limited ABN 21 087 651 607 AFSL/Australian Credit Licence Number 238431
Date of TMD	5 December 2024
Target market	<p>Description of target market</p> <p>Only available for retail customers who have an Offset Home Loan or a Clean Energy Home Loan and:</p> <ul style="list-style-type: none"> • want to reduce the amount of interest payable under a linked loan account so that the loan is repaid sooner • need a transactional banking account to conveniently manage their funds and facilitate payments • want to access money anytime, anywhere • want the option to manage money any time via our full-featured Bank Australia app or internet banking • require a secure and easy way to bank on the go <p>Description of product, including key attributes</p> <p>This is a Mortgage Offset Account and the key features of this product are:</p> <ul style="list-style-type: none"> • No minimum deposit before offset applies • 100% offset of the account balance against the linked variable rate home loan balance when calculating interest on the linked loan • Whenever the linked home loan has a fixed interest rate, the balance which can be offset is capped at \$20,000 • Apart from any offset against the linked loan account, no interest is payable on the account balance • Visa Debit Card access • Internet banking • Bank Australia app • For further information refer to Disclosures https://www.bankaustralia.com.au/ for: <ul style="list-style-type: none"> – Product terms and conditions – Product fees and rates

Distribution conditions	<p>This product is distributed by the issuer through the following channels:</p> <ul style="list-style-type: none"> • Branches • Contact centre • Online • Brokers <p>Distribution conditions for this product include:</p> <ul style="list-style-type: none"> • ensuring that retail customers meet the eligibility requirements for the product • ensuring that distribution is by appropriately trained staff • mortgage brokers must hold an accreditation with Bank Australia <p>There are no other distributors for this product.</p>									
Review triggers	<p>The review triggers that would reasonably suggest that the TMD is no longer appropriate include:</p> <ul style="list-style-type: none"> • a significant dealing of the product to consumers outside the target market occurs • a significant number of complaints are received from customers in relation to their purchase or use of the product that reasonably suggests that the TMD is no longer appropriate • a material change to the product or the terms and conditions of the product occurs which would cause the TMD to no longer be appropriate • a notification from ASIC requiring immediate cessation of product distribution or particular conduct in relation to the product 									
Review periods	<p>Date of superseded TMD: 20 November 2024</p> <p>Next review due: 5 October 2025</p> <p>Review Period: At least every 12 months from the start date of this Target Market Determination</p>									
Distribution information reporting requirements	<p>The following information must be provided to Bank Australia by distributors who engage in retail product distribution conduct in relation to this product:</p> <table border="1" data-bbox="467 1283 1479 1624"> <thead> <tr> <th data-bbox="467 1283 786 1328">Type of information</th> <th data-bbox="794 1283 1137 1328">Description</th> <th data-bbox="1145 1283 1479 1328">Reporting period</th> </tr> </thead> <tbody> <tr> <td data-bbox="467 1339 786 1507">Significant dealing(s)</td> <td data-bbox="794 1339 1137 1507">Date or date range of the significant dealing(s) and description of the significant dealing (e.g. why it is not consistent with the TMD)</td> <td data-bbox="1145 1339 1479 1507">As soon as practicable, and in any case within 10 business days after becoming aware</td> </tr> <tr> <td data-bbox="467 1518 786 1624">Complaints</td> <td data-bbox="794 1518 1137 1624">Number of complaints and the substance of those complaints</td> <td data-bbox="1145 1518 1479 1624">Monthly</td> </tr> </tbody> </table>	Type of information	Description	Reporting period	Significant dealing(s)	Date or date range of the significant dealing(s) and description of the significant dealing (e.g. why it is not consistent with the TMD)	As soon as practicable, and in any case within 10 business days after becoming aware	Complaints	Number of complaints and the substance of those complaints	Monthly
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