

Target Market Determination

Visa Debit Card



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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	Visa Debit Card
Issuer	Bank Australia Limited ABN 21 087 651 607 AFSL/Australian Credit Licence Number 238431
Date of TMD	23 November 2023
Target Market	<p>Description of target market</p> <p>Retail customers who:</p> <ul style="list-style-type: none">• already have (or who are seeking) a transaction account with card access• are seeking a non-cash payment facility to make purchases and pay bills from their nominated transaction account, either card present (terminal) or not present (online)• are seeking the ability to use a token based wallet, for example Apple Pay, Google Pay and Garmin Pay• are seeking the ability to withdraw cash over the counter or via an ATM• are aged 13 years and over <p>Description of product, including key attributes</p> <p>The key attributes are:</p> <ul style="list-style-type: none">• The customer can only access the funds available in their nominated transaction account• No annual fee• International transaction fees may apply <p>For further information refer to Disclosures https://www.bankaustralia.com.au/ for:</p> <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 <p>Distribution conditions for this product include:</p> <ul style="list-style-type: none"> • ensuring that the customer maintains a transaction account for the card to be linked to • ensuring that retail clients meet the eligibility requirements for the product • ensuring that distribution is by appropriately trained staff <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	<ul style="list-style-type: none"> • Date of superseded TMD: 23 March 2023 • Next review due: 5 October 2024 • Review Period: At least every 12 months from the start date of this Target Market Determination 									
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="462 1281 1477 1646"> <thead> <tr> <th data-bbox="462 1281 794 1339">Type of information</th> <th data-bbox="794 1281 1145 1339">Description</th> <th data-bbox="1145 1281 1477 1339">Reporting period</th> </tr> </thead> <tbody> <tr> <td data-bbox="462 1339 794 1512">Significant dealing(s)</td> <td data-bbox="794 1339 1145 1512">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 1477 1512">As soon as practicable, and in any case within 10 business days after becoming aware</td> </tr> <tr> <td data-bbox="462 1512 794 1646">Complaints</td> <td data-bbox="794 1512 1145 1646">Number of complaints and the substance of those complaints</td> <td data-bbox="1145 1512 1477 1646">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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