

Target Market Determination

Everyday Transaction Accounts



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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.

Products	<ul style="list-style-type: none">• Everyday Access• Pension Access• Basic Access
Issuer	Bank Australia Limited ABN 21 087 651 607 AFSL/Australian Credit Licence Number 238431
Date of TMD	23 November 2023
Target Market	Description of target market For retail customers who: <ul style="list-style-type: none">• need an everyday transaction banking account with full access to their available funds and the ability to conveniently deposit and withdraw funds through a range of payment methods• want the option to manage money any time via our fully featured Bank Australia app, Internet Banking, Telephone Banking, Branch and ATMs• receives an aged, disability or veteran government pension or allowance that wants a transaction account with low fees and the ability to earn interest on the funds (Pension Access only)• hold an eligible health care and concession card that wants a no monthly account fee transaction account (Basic Access only)

	<p>Description of product, including key attributes</p> <p>The key attributes are:</p> <ul style="list-style-type: none"> • Deposit or withdraw funds via Bank Australia app, Internet banking, Telephone banking, Branch or ATMs • Visa Debit card access to withdraw own funds as cash or make purchases and payments • Monthly account keeping fee and other fees and charges may apply. The monthly account keeping fee is waived if certain criteria are met (Everyday Access only) <table border="1"> <thead> <tr> <th data-bbox="464 472 794 528">Everyday Access</th> <th data-bbox="794 472 1134 528">Pension Access</th> <th data-bbox="1134 472 1479 528">Basic Access</th> </tr> </thead> <tbody> <tr> <td data-bbox="464 528 794 1010"> <ul style="list-style-type: none"> • Monthly fee applies unless any of these apply to you: <ul style="list-style-type: none"> – under 25 years of age – external deposit at least \$2,000 or more each month – have combined loans, savings and investments over \$50,000 – have a Bank Australia Premium Home Loan Package • Earn variable interest </td> <td data-bbox="794 528 1134 1010"> <ul style="list-style-type: none"> • Aged, disability or veterans government pension holders • No monthly account fee • Earn tiered variable interest </td> <td data-bbox="1134 528 1479 1010"> <ul style="list-style-type: none"> • Commonwealth Seniors Health card, Pensioner concession card or Health Care card holders • No monthly account fee </td> </tr> </tbody> </table> <p>For information refer to Disclosures https://www.bankaustr.com.au/ for:</p> <ul style="list-style-type: none"> • Product terms and conditions • Product fees and rates 	Everyday Access	Pension Access	Basic Access	<ul style="list-style-type: none"> • Monthly fee applies unless any of these apply to you: <ul style="list-style-type: none"> – under 25 years of age – external deposit at least \$2,000 or more each month – have combined loans, savings and investments over \$50,000 – have a Bank Australia Premium Home Loan Package • Earn variable interest 	<ul style="list-style-type: none"> • Aged, disability or veterans government pension holders • No monthly account fee • Earn tiered variable interest 	<ul style="list-style-type: none"> • Commonwealth Seniors Health card, Pensioner concession card or Health Care card holders • No monthly account fee
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<p>Distribution Conditions</p>	<p>This product is distributed by the issuer through the following channels:</p> <ul style="list-style-type: none"> • Branches • Contact centre • Online (Everyday Access only) <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 • online distribution set-up guides applicant to select right product for their needs <p>There are no other distributors for this product.</p>						
<p>Review Triggers</p>	<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	The following information must be provided to Bank Australia by distributors who engage in retail product distribution conduct in relation to this product:		
	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	