

# Target Market Determination

## Access Assist Account

Product	Access Assist Account (with Visa Debit Card)
Issuer	MyState Bank Ltd ABN 89 067 729 195 ACN 067 729 195 AFSL / ACL 240896
Date of TMD	30 April 2024
Target Market	<p>This Target Market Determination describes the class of customers for whom the product has been designed. It factors in the likely objectives, financial situation and needs of those customers. This document does not provide a full summary of terms and conditions or other disclosure documents. These can be found at <a href="http://mystate.com.au">mystate.com.au</a></p> <p><i>Description of target market</i> The features of this product are consistent with the likely objectives, financial situation and needs of consumers who:</p> <ul style="list-style-type: none"> <li>• are aged 55 years or over and;</li> <li>• want an interest bearing account to deposit salary / wages and to pay bills and</li> <li>• want to make purchases or withdraw cash with a linked debit card; and</li> <li>• require an account with no monthly fees and low transaction fees</li> </ul> <p><i>Target market rationale</i> The Access Assist Account is easy to use, flexible and not complex; there are low fees and low risk associated with the product; the product is likely to suit customers aged 55 years and over for their everyday banking needs. The product is low risk because deposits of up to \$250,000 per customer are guaranteed by the Financial Claims Scheme (FCS).</p> <p><i>Description of product, including key attributes</i> How to apply</p> <ul style="list-style-type: none"> <li>• The Access Assist Account is available via our Customer Care Contact Centre or in branch</li> </ul> <p>Access methods include:</p> <ul style="list-style-type: none"> <li>• Online banking (including BPAY, OSKO, periodical payments)</li> <li>• Visa Debit Card (including digital wallets, online, in person or over the phone)</li> <li>• ATM (Non-MyState ATM operators may apply a fee)</li> <li>• Branch</li> <li>• Bank@Post (withdrawal fees apply)</li> <li>• Customer Care Contact Centre</li> </ul> <p>Fees</p> <ul style="list-style-type: none"> <li>• Nil monthly account keeping fee</li> </ul>

	<ul style="list-style-type: none"> <li>Free Australian domestic electronic transactions</li> <li>Fees apply if account becomes overdrawn</li> <li>Fees may apply if transactions are dishonoured / rejected</li> <li>Other fees may apply as per <i>Fees and Charges for Deposit Accounts</i></li> </ul> <p>Interest</p> <ul style="list-style-type: none"> <li>Interest is payable monthly on an Access Assist Account for balances of \$2,000 or more</li> </ul> <p><b><i>Classes of customers for whom the product may be unsuitable</i></b> This product may not be suitable for customers who:</p> <ul style="list-style-type: none"> <li>do not meet the eligibility criteria for the product; or</li> <li>meet the eligibility criteria for a Basic Account; or</li> <li>meet the eligibility criteria for an Offset Account</li> </ul>								
<p><b>Distribution Conditions</b></p>	<table border="1" data-bbox="402 1025 1404 1370"> <thead> <tr> <th>Channel</th> <th>Conditions</th> </tr> </thead> <tbody> <tr> <td>Direct - online</td> <td>Not available</td> </tr> <tr> <td>Direct – by phone</td> <td>Only authorised bankers are permitted to assist consumers with this product, as these staff will have the necessary training, skills and knowledge to assess whether the consumer is within the target market.</td> </tr> <tr> <td>Direct – in branch</td> <td>Only authorised bankers are permitted to assist consumers with this product, as these staff will have the necessary training, skills and knowledge to assess whether the consumer is within the target market.</td> </tr> </tbody> </table> <p>We may advertise this product on third party websites such as comparison sites. To the extent that the conduct of the third party website constitutes retail product distribution conduct, the third party website must have regard to the TMD for the product. Our arrangements with third party websites are appropriate because third party websites do not assist customers to apply for our products.</p> <p>All product applications must be made directly to us and we take reasonable steps to determine whether the consumer is within the target market.</p> <p>Staff are trained to determine if Basic Account eligibility criteria are met. Website content directs customers who may be eligible for either an Access Assist Account or Basic Account to contact MyState prior to applying.</p> <p><u>Distribution restrictions</u> - the Access Assist Account is not available to acquire online.</p>	Channel	Conditions	Direct - online	Not available	Direct – by phone	Only authorised bankers are permitted to assist consumers with this product, as these staff will have the necessary training, skills and knowledge to assess whether the consumer is within the target market.	Direct – in branch	Only authorised bankers are permitted to assist consumers with this product, as these staff will have the necessary training, skills and knowledge to assess whether the consumer is within the target market.
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<p><b>Review Triggers</b></p>	<p>The review triggers that may reasonably suggest that the TMD is no longer appropriate include where there is:</p> <ul style="list-style-type: none"> <li>A significant dealing of the product to customers outside the target market;</li> </ul>								

	<ul style="list-style-type: none"> <li>• A significant number of unexpected customer complaints in relation to their purchase or use of the product during the preceding 6 months;</li> <li>• A material change to the product or the terms and conditions</li> <li>• e.g. a material increase in fees; a material change to withdrawal limits or transaction methods;</li> <li>• A significant number of unexpected account closures;</li> <li>• Regulatory attention relating to the design or distribution of the product</li> <li>• Adverse media coverage relating to the design or distribution of the product</li> </ul>												
<b>Review Periods</b>	<b>Last review date:</b> 16 April 2024 <b>Periodic reviews:</b> every 2 years												
<b>Distribution Reporting Requirements</b>	<p>The following information must be provided to MyState by distributors who engage in retail product distribution conduct in relation to this product.</p> <p>Please send information to:</p> <p>DDOReporting@mystate.com.au</p> <table border="1" data-bbox="402 1124 1406 1984"> <thead> <tr> <th>Type of Information</th> <th>Description</th> <th>Reporting period</th> </tr> </thead> <tbody> <tr> <td>Complaints</td> <td>Number of complaints</td> <td>Every 6 months</td> </tr> <tr> <td>Significant dealing(s)</td> <td>           Date or date range of the significant dealing(s);            Description of the significant dealing (e.g. why it is not consistent with the TMD);            Why the dealing is significant;            How the significant dealing was identified (e.g. complaint(s), review trigger);            What steps, if any, have been or will be taken to address the significant dealing.            The number of customers affected or potentially affected by the significant dealing.         </td> <td>As soon as practicable, and in any case within 10 business days after becoming aware</td> </tr> <tr> <td>Account closures</td> <td>Number of account closures during the period as a percentage of accounts.</td> <td>Annually</td> </tr> </tbody> </table>	Type of Information	Description	Reporting period	Complaints	Number of complaints	Every 6 months	Significant dealing(s)	Date or date range of the significant dealing(s); Description of the significant dealing (e.g. why it is not consistent with the TMD); Why the dealing is significant; How the significant dealing was identified (e.g. complaint(s), review trigger); What steps, if any, have been or will be taken to address the significant dealing. The number of customers affected or potentially affected by the significant dealing.	As soon as practicable, and in any case within 10 business days after becoming aware	Account closures	Number of account closures during the period as a percentage of accounts.	Annually
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		Number of account closures during the period compared with account openings.	
	Basic Account eligibility	Number of accounts opened in the period where the customer was eligible for a Basic Account	Annually