

# Target Market Determination

## Christmas Account

<b>Product</b>	Christmas Account
<b>Issuer</b>	MyState Bank Ltd ABN 89 067 729 195 ACN 067 729 195 AFSL / ACL 240896
<b>Date of TMD</b>	30 April 2024
<b>Target Market</b>	<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 consistent with the likely objectives, financial situation and needs of consumers who:</p> <ul style="list-style-type: none"> <li>• require a savings account to make regular small deposits to help save for special events such as Christmas; and</li> <li>• prefer restricted access help them save; and</li> </ul> <p>The product is suitable for a wide range of potential financial situations and life stages.</p> <p><i>Target market rationale</i> The Christmas Account is a low fee and low risk product which is designed to assist customers to save for Christmas.</p> <p>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 Christmas 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</li> <li>• Branch</li> <li>• Customer Care Contact Centre</li> </ul> <p>Access methods do not include:</p> <ul style="list-style-type: none"> <li>• BPAY, OSKO, periodical payments</li> <li>• Visa Debit Card</li> <li>• ATM</li> </ul>

TMD Christmas Account v1.3 effective 30 April 2024

This document is applicable to MyState Bank Limited (MyState Bank) ABN 89 067 729 195 AFSL/ACL 240896.  
A wholly owned subsidiary of MyState Limited ABN 26 133 623 962

	<ul style="list-style-type: none"> <li>• Bank@Post</li> </ul> <p>Fees</p> <ul style="list-style-type: none"> <li>• Nil monthly account keeping fee</li> <li>• Nil withdrawal fee</li> <li>• Fees apply if account becomes overdrawn</li> <li>• Fees may apply if transactions are dishonoured / rejected</li> </ul> <p>Interest</p> <ul style="list-style-type: none"> <li>• Interest is payable on 31 October and on account closure. An interest penalty applies for early withdrawals.</li> </ul> <p><i>Classes of customers for whom the product may be unsuitable</i></p> <p>This product may not suitable for customers who:</p> <ul style="list-style-type: none"> <li>• have larger savings balances (as higher interest rate options are available);</li> <li>• are regular savers who wish to earn bonus interest as reward for meeting bonus eligibility criteria; or</li> <li>• require an interest rate for a set term.</li> </ul>								
<p><b>Distribution Conditions</b></p>	<table border="1" data-bbox="402 1133 1406 1480"> <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. 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><u>Distribution restrictions</u></p> <ul style="list-style-type: none"> <li>• Applicants must be 13 years of age or older.</li> <li>• Non-Australian Citizens can only apply for a Christmas Account by phone or in branch.</li> </ul>	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:</p> <ul style="list-style-type: none"> <li>• A significant dealing of the product to customers outside the target market occurs;</li> <li>• A significant number of unexpected customer complaints in relation to the product during the preceding 6 months;</li> <li>• A material change to the product or the terms and conditions of the product occurs which may result in the target market no longer being appropriate;</li> <li>• e.g. a material increase in fees; a material change to withdrawal limits or transaction methods; a material reduction in interest rate</li> <li>• A significant number of early redemption requests within a set period;</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>									
<p><b>Review Periods</b></p>	<p><b>Last review date:</b> 16 April 2024  <b>Periodic reviews:</b> every 2 years after the initial review</p>									
<p><b>Distribution Reporting Requirements</b></p>	<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="400 1261 1406 1921"> <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> <p>Date or date range of the significant dealing(s);</p> <p>Description of the significant dealing (e.g. why it is not consistent with the TMD);</p> <p>Why the dealing is significant;</p> <p>How the significant dealing was identified (e.g. complaint(s), review trigger);</p> <p>What steps, if any, have been or will be taken to address the significant dealing.</p> </td> <td>As soon as practicable, and in any case within 10 business days after becoming aware</td> </tr> </tbody> </table>	Type of information	Description	Reporting period	Complaints	Number of complaints	Every 6 months	Significant dealing(s)	<p>Date or date range of the significant dealing(s);</p> <p>Description of the significant dealing (e.g. why it is not consistent with the TMD);</p> <p>Why the dealing is significant;</p> <p>How the significant dealing was identified (e.g. complaint(s), review trigger);</p> <p>What steps, if any, have been or will be taken to address the significant dealing.</p>	As soon as practicable, and in any case within 10 business days after becoming aware
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		The number of customers affected or potentially affected by the significant dealing.	
	Early redemption requests	Number of withdrawal requests outside of the period 1 November – 15 January.	Annually