

Target Market Determination

Special eSaver Account

Product	Special eSaver Account
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 mystate.com.au</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"> • require a flexible savings account which has multiple online payment access methods; • require an account which can be operated as a standalone online account; • require an account that earns variable interest on saved balances without the requirement to meet interest eligibility criteria; and • require access to their funds at call as required. <p>The product is suitable for a wide range of potential financial situations and life stages.</p> <p><i>Target market rationale</i> The Special eSaver Account is an easy to use, flexible account with low fees which enables consumers to make online payments and earn variable interest without having to meet eligibility requirements..</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"> • The Special eSaver Account is available online, via our Customer Care Contact Centre or in branch. <p>Access methods include:</p> <ul style="list-style-type: none"> • Online banking • BPAY, OSKO, periodical payments • Branch

TMD Special eSaver Account v1.4 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"> • Customer Care Contact Centre <p>Access methods do not include:</p> <ul style="list-style-type: none"> • Visa Debit Card • ATM • Bank@Post <p>Fees</p> <ul style="list-style-type: none"> • nil monthly account keeping fee • unlimited free electronic payments successfully made • fees apply if account becomes overdrawn • fees may apply if transactions are dishonoured / rejected <p>Interest</p> <ul style="list-style-type: none"> • Interest rates are tiered. Higher interest rates are payable for higher balances. <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"> • prefer restricted access to their savings account to help them meet their savings goals; • are regular savers who wish to earn bonus interest as reward for meeting bonus eligibility criteria; • require an fixed interest rate for a set term; • require ATM or card access to their account; 								
Distribution Conditions	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #003366; color: white;"> <th style="text-align: left;">Channel</th> <th style="text-align: left;">Conditions</th> </tr> </thead> <tbody> <tr> <td style="background-color: #e6f2ff;">Direct - online</td> <td style="background-color: #e6f2ff;">Nil</td> </tr> <tr> <td style="background-color: #e6f2ff;">Direct – by phone</td> <td style="background-color: #e6f2ff;">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 style="background-color: #e6f2ff;">Direct – in branch</td> <td style="background-color: #e6f2ff;">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>	Channel	Conditions	Direct - online	Nil	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><u>Distribution restrictions</u></p> <ul style="list-style-type: none"> • Applicants must be 13 years of age or older. • When applying online applicants must be 16 years of age or older • Non-Australian Citizens can only apply for a Special eSaver Account by phone or in branch. 									
<p>Review Triggers</p>	<p>The review triggers that may reasonably suggest that the TMD is no longer appropriate include:</p> <ul style="list-style-type: none"> • A significant dealing of the product to customers outside the target market occurs; • A significant number of unexpected customer complaints in relation to the product during the preceding 6 months; • 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; • e.g. a material increase in fees; a material change to withdrawal limits or transaction methods; a material reduction in interest rate • A significant number of unexpected account closures; • Regulatory attention relating to the design or distribution of the product; • Adverse media coverage relating to the design or distribution of the product. 									
<p>Review Periods</p>	<p>Last review date: 16 April 2024 Periodic reviews: every 2 years</p>									
<p>Distribution Reporting Requirements</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="402 1478 1404 1915"> <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); and Description of the significant dealing (e.g. why it is not consistent with the TMD); Why the dealing is significant;</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)	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); Why the dealing is significant;	As soon as practicable, and in any case within 10 business days after becoming aware
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		<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> <p>The number of customers affected or potentially affected by the significant dealing.</p>	
	Account closures	<p>Number of account closures during the period as a percentage of accounts.</p> <p>Number of account closures during the period compared with account openings.</p>	Annually