

Target Market Determination

Business Online Saver Account

Product	Business Online Saver Account
Issuer	MyState Bank Ltd ABN 89 067 729 195 ACN 067 729 195 AFSL / ACL 240896
Date of TMD	30 April 2023
Target Market	<p><i>Description of target market</i> The features of this product are likely to be consistent with the likely objectives, financial situation and needs of Tasmanian small business customers who:</p> <ul style="list-style-type: none"> • meet the eligibility criteria; and • have a linked MyState Everyday Business Account or Premium Business Account; and • require an at call cash holding account with low fees which earns interest on credit balances. <p><i>Target market rationale</i> The Business Online Saver Account has low fees, is easy to use, and is not complex; there is low risk associated with the product; the product is suitable for a wide range of potential business purposes.</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 Business Online Saver Account can be applied for via our Customer Care Contact Centre or in branch. <p>Access methods include:</p> <ul style="list-style-type: none"> • Internet and mobile banking • Funds transfers to another MyState account held under the same customer number <p>Access methods do not include:</p> <ul style="list-style-type: none"> • Visa Debit Card • ATM • Branch • Bank@Post • Cheque book • BPAY • Periodical Payments

	<ul style="list-style-type: none"> • Direct Debits • Customer Care Contact Centre <p>Fees</p> <ul style="list-style-type: none"> • Fees apply if account becomes overdrawn • Fees may apply if transactions are dishonoured / rejected • Other fees may apply as per <i>Fees and Charges for Deposit Accounts</i> <p>Interest</p> <ul style="list-style-type: none"> • Interest is payable on a Business Online Saver Account • Interest rates are tiered based on credit balances <p><i>Classes of customers for whom the product may be unsuitable</i> This product may not suitable for customers who:</p> <ul style="list-style-type: none"> • require an account for personal or non-business purposes; • do not have a linked Everyday Business Account or Premium Business Account; • require an interest rate for a set term; • require more than one to sign functionality for online transactions; • require the ability to set up administrative users who are not account owners; • require the ability to process batch payments. 								
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>Direct - online</td> <td>Not available</td> </tr> <tr> <td>Direct – by phone</td> <td>Only authorised bankers are permitted to assist business customers 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 business customers 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. 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>Distribution Restrictions: This product is only available to businesses based in Tasmania.</p>	Channel	Conditions	Direct - online	Not available	Direct – by phone	Only authorised bankers are permitted to assist business customers 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 business customers 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>Review Triggers</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"> • A significant dealing of the product to customers outside the target market; • A significant number of customer complaints in relation to their purchase or use of 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 significant number of account closures; • A significant number of account switches to other MyState products whilst the product is still offered. • 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: 18 April 2023 Periodic reviews: every 2 years after the initial review</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: DDOReporting@mystate.com.au</p> <table border="1" data-bbox="402 1397 1404 1966"> <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>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>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.	
	Account closures	Number of account closures during the period as a percentage of accounts. Number of account closures during the period compared with account openings.	Annually
	Account switches	Number of account switches to other MyState Accounts in the period where the account was opened in the period. Number of account switches to other MyState Accounts in the period where the account was opened in a previous period.	Annually