

# Target Market Determination

## Glide Account (with Visa Debit Card)

<b>Product</b>	Glide Account (with Visa Debit Card)
<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 2023
<b>Target Market</b>	<p><i>Description of target market</i></p> <p>The features of this product are likely to be consistent with the likely objectives, financial situation and needs of consumers who are:</p> <ul style="list-style-type: none"> <li>aged 13 years or over; and</li> <li>meet the eligibility criteria; and</li> <li>require a fully featured personal everyday transaction account that provides convenient access to their funds across a range of access methods; and</li> <li>require an account with no monthly fees and low transaction fees</li> </ul> <p><i>Target market rationale</i></p> <p>The Glide Account is easy to use, flexible and not complex; there are low fees and low risk associated with the product; the product is suitable for a wide range of potential financial situations and life stages.</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></p> <p>How to apply</p> <ul style="list-style-type: none"> <li>The Glide Account is available on line, via our Customer Care Contact Centre or in branch</li> </ul> <p>Access methods include:</p> <ul style="list-style-type: none"> <li>Internet and mobile banking (including BPAY, OSKO, periodical payments)</li> <li>Visa Debit Card (including Apple Pay, Google Pay, Samsung Pay, Fitbit Pay and Garmin Pay)</li> <li>ATM (Non-MyState ATM operators may apply a fee)</li> <li>Branch</li> <li>Bank@Post (withdrawal fees apply)</li> </ul> <p>Customer Care Contact Centre</p> <p>Access methods do not include:</p> <ul style="list-style-type: none"> <li>Cheque book</li> <li>RediCARD</li> </ul>

TMD Glide Account (with Visa Debit Card) v1.23effective 30 April 2023

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

	<p>Fees</p> <ul style="list-style-type: none"> <li>• Nil monthly account keeping fee</li> <li>• Unlimited free electronic transactions for most transaction types</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 not payable on a Glide Account</li> </ul> <p><b><i>Classes of customers for whom the product may be unsuitable</i></b>          This product may not suitable for customers who:</p> <ul style="list-style-type: none"> <li>• meet the eligibility criteria for a Basic Account; or</li> <li>• meet the eligibility criteria for an Offset Account; or</li> <li>• require a product that earns interest.</li> </ul>								
<p><b>Distribution Conditions</b></p>	<table border="1" data-bbox="403 1088 1406 1435"> <thead> <tr> <th>Channel</th> <th>Conditions</th> </tr> </thead> <tbody> <tr> <td>Direct - online</td> <td>Customers must be aged 16 years or over</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. 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> – customers under the age of 13 years can only use a Glide Account operated by a Parent or Guardian; Non-Australian Citizens can only apply for a Glide Account by phone or in branch.</p> <p>When applying online, applicants must be 16 years of age or older.</p>	Channel	Conditions	Direct - online	Customers must be aged 16 years or over	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 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 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;</li> <li>• A significant number of account closures;</li> <li>• A significant number of account switches to other MyState products whilst the product is still offered;</li> <li>• A significant number of customers opening the product who would otherwise be eligible for a Basic Account;</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>	<p><b>Last review date:</b> 18 April 2023  <b>Periodic reviews:</b> every 2 years after the initial review</p>									
<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:  DDOReporting@mystate.com.au</p> <table border="1"> <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;   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. </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;  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.	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	<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
	Account switches	<p>Number of account switches to other MyState Accounts in the period where the account was opened in the period.</p> <p>Number of account switches to other MyState Accounts in the period where the account was opened in a previous period.</p>	Annually
	Basic Account eligibility	Number of accounts opened in the period where the customer was eligible for a Basic Account.	Annually