

Target Market Determination

Offset Account (with Visa Debit Card)

Product	Offset 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 2023
Target Market	<p>Description of target market The features of this product are likely to be consistent with the likely objectives, financial situation and needs of consumers who:</p> <ul style="list-style-type: none"> • meet the eligibility criteria; and • require a fully featured personal everyday transaction account that provides convenient access to their funds via a range of access methods; and • have a loan account with MyState which enables offset functionality, and • require an account to offset their savings against interest payable on their loan. <p>Target market rationale The Offset Account is easy to use and flexible; there are low fees and low risk associated with the product and it provides the ability for consumers to benefit from reducing the interest payable on their home loan.</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>Description of product, including key attributes How to apply</p> <ul style="list-style-type: none"> • The Offset Account is available via our Customer Care Contact Centre or in branch <p>Access methods include:</p> <ul style="list-style-type: none"> • Internet and mobile banking (including BPAY, OSKO, periodical payments) • Visa Debit Card (including Apple Pay, Google Pay, Samsung Pay, Fitbit Pay and Garmin Pay) • ATM (Non-MyState ATM operators may apply a fee) • Branch • Bank@Post (withdrawal fees apply) • Customer Care Contact Centre <p>Access methods do not include:</p> <ul style="list-style-type: none"> • RediCARD

TMD Offset Account v1.2 effective 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"> • Monthly account keeping fee applies • Unlimited free electronic transactions for most transaction types • 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 not payable on an Offset Account however credit balances are offset against the linked loan account to reduce interest payable on the loan. <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"> • have a MyState loan account which is not eligible for offset; • are unlikely to accrue savings after meeting loan repayment commitments (the offset account has a monthly fee which may exceed offset benefits) • meet the eligibility criteria for a Basic Account; or • require a product that earns interest 								
<p>Distribution Conditions</p>	<table border="1"> <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. 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>Systems constraints prevent an offset account being linked to a non-eligible loan.</p> <p>Customers who have an offset account who are no longer eligible (e.g. due to loan payout or loan switching) are regularly identified and switched to a suitable alternative.</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>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 1326 1404 1957"> <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	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
	Basic Account eligibility	Number of accounts opened in the period where the customer was eligible for a Basic Account	Annually
	Offset Account eligibility	Number of accounts open where there is no eligible linked loan account	Annually