

Target Market Determination

Premium Business Account (with Visa Debit Card)

Product	Premium Business 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 Tasmanian small business customers who:</p> <ul style="list-style-type: none"> • meet the eligibility criteria; and • require a working capital account; and • require a fully featured transaction account that provides convenient at call access to their funds across a range of access methods; and • require a product which earns interest on credit balances; and • are likely to conduct high transaction volumes each month. <p>Target market rationale The Premium Business Account is easy to use, flexible and not complex; there is low risk associated with the product; the product is suitable for a wide range of potential business purposes. Whilst the Premium Business Account has a higher monthly fee than the Everyday Business Account, it offers more free transactions before excess transaction fees apply and is interest bearing.</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 Premium Business Account can be applied via our Customer Care Contact Centre or in branch. Overdraft facilities are available subject to approval. <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) • Cheque book

	<ul style="list-style-type: none"> Customer Care Contact Centre <p>Fees</p> <ul style="list-style-type: none"> A monthly account keeping fee applies 70 free electronic transactions for most transaction types per month 20 free staff assisted transactions per month Fees apply for excess electronic transactions and excess staff assisted transactions each month 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 an Premium Business Account <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; are likely to conduct low to moderate transaction volumes each month; 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"> <thead> <tr> <th style="background-color: #003366; color: white;">Channel</th> <th style="background-color: #003366; color: white;">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>	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><u>Distribution restrictions</u> – a Visa Debit Card can only be opened with a Premium Business Account where the account authority is ‘one to sign’. The product is only available to businesses based in Tasmania.</p>									
<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 1462 1404 1899"> <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
	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