

# Target Market Determination

## Special eSaver Account

|                      |  |
|----------------------|--|
| <b>Product</b>       | Special eSaver Account   |
| <b>Issuer</b>        | MyState Bank Ltd ABN 89 067 729 195 ACN 067 729 195 AFSL / ACL 240896  |
| <b>Date of TMD</b>   | 5 October 2021   |
| <b>Target Market</b> | <p><b>Description of target market</b></p> <p>The features of this product are likely to be consistent with the likely objectives, financial situation and needs of consumers who are aged 13 years or over and who:</p> <ul style="list-style-type: none"> <li>• meet the eligibility criteria;</li> <li>• require a flexible savings account which has multiple online payment access methods;</li> <li>• require an account which can be operated as a standalone online account;</li> <li>• require an account that earns interest on saved balances without the requirement to meet interest eligibility criteria;</li> <li>• requires the ability to earn interest on deposits but with little to no risk of loss of capital; and</li> <li>• require access to their funds at call as required.</li> </ul> <p>The product is suitable for a wide range of potential financial situations and life stages.</p> <p><b>Target market rationale</b></p> <p>The Special eSaver Account is an easy to use, flexible account with low fees which enables consumers who are unable to commit to a minimum balance to earn interest on their funds at the same time as having those funds at call.</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><b>Description of product, including key attributes</b></p> <p>Access methods include:</p> <ul style="list-style-type: none"> <li>• Internet and mobile banking</li> <li>• BPAY, OSKO, periodical payments</li> <li>• Branch</li> </ul> <p>Access methods do not include:</p> <ul style="list-style-type: none"> <li>• Telephone Banking</li> <li>• Visa Debit Card (including Apple Pay, Google Pay, Samsung Pay, Fitbit Pay and Garmin Pay)</li> <li>• RediCARD</li> </ul> |

TMD Special eSaver Account v1.0 effective 5 October 2021

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"> <li>• ATM</li> <li>• Bank@Post</li> <li>• Cheque book</li> </ul> <p>Fees</p> <ul style="list-style-type: none"> <li>• nil monthly account keeping fee</li> <li>• unlimited free electronic payments successfully made</li> <li>• fees apply if account becomes overdrawn</li> <li>• fees apply if transactions are dishonoured / rejected</li> </ul> <p>Interest</p> <ul style="list-style-type: none"> <li>• Interest rates are tiered. Higher interest rates are payable for higher balances.</li> </ul> <p><b><i>Classes of customers for whom the product may be unsuitable</i></b><br/> This product may not be suitable for customers who:</p> <ul style="list-style-type: none"> <li>• prefer restricted access to their savings account to help them meet their savings goals;</li> <li>• are regular savers who wish to earn bonus interest as reward for meeting bonus eligibility criteria;</li> <li>• require an interest rate for a set term;</li> <li>• require ATM or card access to their account;</li> <li>• require a chequing facility</li> </ul>  |         |            |                 |     |                   |   |                    |   |
|--------------------------------|--|---------|------------|-----------------|-----|-------------------|---|--------------------|---|
| <b>Distribution Conditions</b> | <table border="1" style="width: 100%; border-collapse: collapse;"> <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 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. 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></p> <ul style="list-style-type: none"> <li>• Applicants must be 13 years of age or older.</li> </ul> | 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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|  | <ul style="list-style-type: none"> <li>When applying online applicants must be 18 years of age or older</li> <li>Non-Australian Citizens can only apply for a Special eSaver Account by phone or in branch.</li> </ul>   |  |             |                  |            |                      |                |                        |  |  |                  |  |          |                  |  |          |
|--|--|--|-------------|------------------|------------|----------------------|----------------|------------------------|--|--|------------------|--|----------|------------------|--|----------|
| <b>Review Triggers</b>                     | <p>The review triggers that may reasonably suggest that the TMD is no longer appropriate include:</p> <ul style="list-style-type: none"> <li>A significant dealing of the product to customers outside the target market occurs;</li> <li>A significant number of customer complaints in relation to 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;</li> <li>e.g. a material increase in fees; a material change to withdrawal limits or transaction methods; a material reduction in interest rate</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> </ul>  |  |             |                  |            |                      |                |                        |  |  |                  |  |          |                  |  |          |
| <b>Review Periods</b>                      | <p><b>First review date:</b> 5 October 2022<br/> <b>Periodic reviews:</b> every 1 year after the initial and each subsequent 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> <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)</td> <td>As soon as practicable, and in any case within 10 business days after becoming aware</td> </tr> <tr> <td>Account closures</td> <td>Number of account closures during the period as a percentage of accounts. Number of account closures during the period compared with account openings.</td> <td>Annually</td> </tr> <tr> <td>Account switches</td> <td>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.</td> <td>Annually</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) | As soon as practicable, and in any case within 10 business days after becoming aware | 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 |
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