



## Mess Account

**Effective Date:** 10 February 2024  
**Issuer:** Australian Military Bank Ltd ABN 48 087 649 741, Australian Financial Services Licence and Australian Credit Licence Number 237 988

### What is a Target Market Determination?

The purpose of this Target Market Determination (TMD) is to describe:

- Who this product is designed for;
- How it is distributed;
- When this document will be reviewed; and
- What information is required to be provided to help maintain the accuracy of this document.

### Why do we have TMDs?

We are required to have TMDs, and to comply, with other responsibilities under the Treasury Laws Amendment (Design and Distribution Obligations and Product Intervention Powers) Act 2019. This ensures that our customers will obtain appropriate financial products and are at the centre of how we design and distribute our products.

This TMD is not a Product Disclosure Statement (PDS) and is not a summary of the product terms and conditions. Any advice provided in this document is general advice only. It has been prepared without considering any person's particular objectives, financial situations or needs. More information about this product is contained in the relevant PDS, Terms & Conditions, Schedule of Fees and Charges, and other applicable disclosure documents.

### Target Market

Customers who are responsible for Australian Defence Force messes, military canteens or other defence related clubs looking for an everyday transaction account with shared access.

### Product Key Attributes

The table below matches the Product Attributes to the Objectives and Needs of the Target Market for this product.

Objectives and Needs	Product Attributes
Require an everyday transaction account with shared access for Australian Defence Force related canteen and clubs	<ul style="list-style-type: none"><li>▪ This product is designed specifically for the Australian Defence Force to help defence related clubs, canteens and messes meet their financial administration group spending needs.</li><li>▪ Offers Visa Debit Card enabled with Visa payWave for tap and go transactions (not available if account requires two signatories).</li><li>▪ No minimum balance or deposit amount required.</li></ul>
Require multiple users with access to funds	<ul style="list-style-type: none"><li>▪ No limit on users with authority to the account.</li><li>▪ No limit on number of Visa Debit card holders linked to the account.</li></ul>
Seeking flexibility in the way funds can be accessed	<ul style="list-style-type: none"><li>▪ Access to funds via branch, online, mobile, ATM, EFTPOS, Bank@Post, direct credit, direct debit, periodical payments, pay anyone, BPAY®, PayID and PayTo.</li><li>▪ Option to add Visa debit card to your preferred digital wallet such as Apple Pay, Google Pay, Samsung Pay, Garmin Pay and Fitbit Pay.</li></ul>
Require a bank account with no monthly account keeping fees.	<ul style="list-style-type: none"><li>▪ No monthly account keeping fees for this account. Other fees may apply, refer to the Schedule of Fees and Charges.</li></ul>



## Eligibility

Who is this product designed for	Who this product is Not designed for
<p>This product is designed for customers who are:</p> <ul style="list-style-type: none"> <li>✓ age 18 years or over and responsible for managing finance for Australian Defence Force related messes, canteens, and clubs.</li> <li>✓ is an Australian citizen or permanent resident and/or a New Zealand citizen who permanently live and work in Australia.</li> </ul>	<p>This product is not designed for customers who are:</p> <ul style="list-style-type: none"> <li>× not part of Australian Defence Force messes, canteens or clubs;</li> <li>× personal customers;</li> <li>× looking for a product that earns high rates of interest; or</li> <li>× seeking an overdraft facility.</li> </ul>

## Distribution Conditions

The table below outlines the distribution channels where the product can be sold and sets out the conditions that apply to each channel.

Distribution Channel	Conditions that make product distribution through the channel appropriate
Assisted channels (e.g. in branch, over the phone, with a relationship manager or mobile banker)	<p>Our people who distribute this product:</p> <ul style="list-style-type: none"> <li>▪ are trained on product features, rates / fees, benefits, associated target markets and regulatory obligations;</li> <li>▪ have access to product materials and tools;</li> <li>▪ follow a process to review application eligibility.</li> </ul>
Online channels (e.g. our website, internet banking and mobile banking app)	<p>Our online channels provide customers with:</p> <ul style="list-style-type: none"> <li>▪ information about the products with a summary of key benefits, interest rates and fees as well as relevant disclosure documents to assist in making a decision about the most suitable product for their needs;</li> <li>▪ the ability to open an account and complete the necessary identity checks online by internet or mobile banking.</li> </ul>
Aggregators	We may use comparison websites that provide a link to our website.



## Reviewing this document

We will review this TMD every two years, and where an event or circumstance occurs that may suggest that the TMD is no longer appropriate ('Review Triggers'), as follows:

Information Type	Description
Customer outcomes	<ul style="list-style-type: none"><li>▪ High numbers of account closure.</li><li>▪ High number of accounts that have no transaction activity.</li></ul>
Complaints	<ul style="list-style-type: none"><li>▪ Trends in feedback or complaints received from customers who use this product.</li></ul>
Changes to the Product	<ul style="list-style-type: none"><li>▪ Material changes are made to the product, rates and/or fees.</li><li>▪ Significant changes are required to product terms and conditions.</li><li>▪ Changes to the way the product is distributed.</li></ul>
Incident data	<ul style="list-style-type: none"><li>▪ A material incident, or a number of significant incidents, that relate to the design or distribution of the product that identify potential, or actual, breaches of our legal or regulatory obligations.</li></ul>
Significant dealings	<ul style="list-style-type: none"><li>▪ Any significant dealing to customers who are outside of the Target Market.</li></ul>
Notification from ASIC	<ul style="list-style-type: none"><li>▪ ASIC issuing a product intervention power order requiring us to immediately cease issuing or distributing this product.</li></ul>

## Reporting Requirements

Australian Military Bank will collate and report internally on the following:

Information Type	Time Frame
Product related complaints and feedback	Quarterly
If there is a significant dealing with the product which is inconsistent with the TMD based on: <ul style="list-style-type: none"><li>▪ Proportion of customers not in the target market.</li><li>▪ Actual or potential harm to customers, including amount of loss.</li><li>▪ Nature and extent of inconsistency of distribution to the target market determination.</li></ul>	Within 10 business days of becoming aware of such dealing.

## Questions?

If you have any questions about our products or this TMD, please contact us on 1300 13 23 28 or email us at [service@australianmilitarybank.com.au](mailto:service@australianmilitarybank.com.au).