

Target Market Determination: Military Clubs Account

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Issuer: Australian Military Bank Ltd
 ABN 48 087 649 741 | Australian Financial Services Licence and Australian
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What is a Target Market Determination?

A Target Market Determination (TMD) describes:

- ▶ who this product is designed for;
- ▶ conditions of how it is distributed; and
- ▶ events or circumstances that will trigger a review of this document

We are required to have TMDs under the law. The purpose of the law is to ensure customers 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

This product is designed for customers who are responsible for Defence related organisations, clubs, canteens and messes looking for an everyday transaction account with shared access.

The table below sets out who is eligible for this product together with their likely objectives, needs and financial situation.

Eligibility	<p>Customers must be:</p> <ul style="list-style-type: none"> ▶ at least 18 years of age and responsible for managing the finances for Defence related organisations, clubs, canteens and messes; and ▶ an Australian citizen or permanent resident or a New Zealand citizen who permanently lives and works in Australia.
Objectives and needs	<p>Customers who require:</p> <ul style="list-style-type: none"> ▶ a deposit account for Defence related organisations, clubs, canteens and messes for everyday transactions; ▶ flexibility in the way funds can be accessed, including by multiple users; and ▶ a bank account with no monthly account keeping fees.
Financial situation	<p>Customers that are likely to:</p> <ul style="list-style-type: none"> ▶ have funds available to deposit into the account that do not have a requirement to earn interest; ▶ require access to the funds for everyday transactions; and ▶ understand the benefit of the product ability to have multiple authorised signatories.

This product is not designed for customers who are:

- ✗ personal customers;
- ✗ business organisations, clubs, canteens, or messes not Defence related;
- ✗ looking for a product that earns a high interest rate;
- ✗ seeking an overdraft facility.

Product Key Attributes

The key attributes for this product include:

- ▶ the ability to deposit and withdraw funds and make or receive payments; and
- ▶ no limit on users with authority to the account and no limit on number of Visa Debit Card holders;
- ▶ the ability to support Defence related organisations, clubs, canteens and messes meet their financial administrative spending needs;
- ▶ the option to link a Visa Debit card (not available if account is two to sign);
- ▶ the option to add Visa Debit card (if available) to your preferred digital wallet such as Apple Pay, Google Pay, Samsung Pay, Garmin Pay and Fitbit Pay for contactless payments using Visa payWave (age restrictions may apply);
- ▶ no minimum balance or deposit amount required;
- ▶ access to funds via branch, online, mobile, ATM, EFTPOS, Bank@Post, direct credit, direct debit, periodical payments, pay anyone, BPAY[®], PayID and PayTo; and
- ▶ no monthly account keeping fees (other fees may apply, refer to the Schedule of Fees and Charges).

Appropriateness of the Product

This product including the key attributes is likely to be consistent with the objectives, needs and financial situation of the target market for the following reasons:

- ▶ the transaction account caters to consumers who require easy and flexible access to their funds (i.e. unlimited deposits, withdrawals, and a range of payment options);
- ▶ this product and supporting digital banking services allows funds to be accessed by multiple users with appropriate authorisation, providing the ability for accounts to be managed by various roles within the organisation; and
- ▶ the absence of minimum balance or deposit requirements ensures accessibility for customers with varying cash flow situations.

Distribution Conditions

Australian Military Bank has an oversight over how the product is promoted and issued. 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 must:</p> <ul style="list-style-type: none"> ▶ be trained on product features, rates / fees, benefits, associated target markets and regulatory obligations; ▶ have access to product materials and tools; ▶ follow a process to review application eligibility; and ▶ only distribute the product to customers who meet the eligibility criteria.
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"> ▶ 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;



Distribution Channel	Conditions that make product distribution through the channel appropriate
	<ul style="list-style-type: none"> ▶ contact details and online query form, however it cannot be fully distributed online. The online enquiry form will be directed to an assisted channel to complete.
Aggregators	We may use comparison websites that provide a link to our website.

The distribution conditions will enable the product to reach customers in the target market as:

- ▶ the distribution channel/s are monitored by us; and
- ▶ people who distribute the product receive appropriate training regarding the target market.

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, as follows:

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

Reporting Requirements

The table below sets out the information which must be provided to Australian Military Bank by third party distributors:

Information Type	Time Frame
Product related complaints and feedback	Quarterly
If there is a significant dealing of the product to customers who are outside the Target Market..	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.