

Introduction

About this Target Market Determination

This Target Market Determination [TMD] is a document of Maitland Mutual Limited trading as The Mutual Bank ABN 94 087 651 983, AFSL/Australian credit licence 238139 [we, us, our].

This TMD seeks to give our members, staff, product distributors, or any other interested parties an understanding of the class of members for whom the product, as described below, has been designed, how the product is distributed, and related matters.

This TMD is not, and should not be construed as, a full summary of the product's Terms and Conditions. Nor is it a substitute for the provision of financial advice.

When deciding about a deposit product members should refer to the Product Disclosure Statement. For credit products members should refer to the relative credit product Terms and Conditions.

Product to which this Target Market Determination Applies

This TMD applies to the 100% Loan Offset product referred to in the following Product Disclosure Statement:

- [Key Features: Terms and Conditions \(Product Disclosure Statement Part 1\)](#)

Effective Date of this Target Market Determination

This TMD is effective from: 12 July 2023.

100% Loan Offset Target Market

Class of Members

Below we summarise the class of members comprising the target market for the 100% Loan Offset account based on the 100% Loan Offset account's key attributes, the member's objectives and financial situations, and the member's needs which the product has been designed to meet.

Class of Members

Product Description Summary including

- key attributes and
- eligibility criteria

The product has been designed for individual / joint individual Members who are looking for an everyday transaction account to pay bills has the convenience of digital banking, and has a 100% loan offset feature available with their eligible variable rate home loan.

The product has NOT been designed for individuals and businesses who:

- Require a transaction account for a business;
- Do not have an eligible variable rate home loan;
- Want to be paid interest on their account balance; and

This product is a transaction account designed for personal everyday banking needs, which allows members to access their funds when and where they need to.

The product's key attributes are:

- 100% loan offset feature with eligible variable interest rate home loan;

**Product
explanation of
objectives including**

- **financial
situations and
needs**

- Card and Digital Wallet access;
- No interest paid on account balance;
- Scheduling of bill payments;
- Digital banking 24/7; and
- NPP payments and PayID enabled.

The product's eligibility criteria are:

- Individuals who are an Australian citizen or permanent resident, or as otherwise approved;
- Must be at least 18 years of age;
- Must have an eligible variable rate home loan with The Mutual Bank at the time of account opening;
- Personal use purpose; and
- Opening balance of \$2 or more.

The product has been designed for an individual's personal use who:

- Requires an everyday transaction account;
- Schedules payment of bills;
- Requires the convenience of Digital Banking; and
- Requires Card and / or Digital Wallet access.

The product is consistent with the likely financial objectives and needs of the members in the target market as:

- Funds are electronically accessible 24/7;
- It allows for convenient everyday banking needs; and
- It reduces the interest payable on their eligible variable rate home loan with an 100% loan offset feature.

Distribution of the 100% Loan Offset

Distribution Channels

The 100% Loan Offset is designed to be distributed through the following means:

- The Mutual Bank's Branches as located in the Hunter Region of NSW;
- The Mutual Bank's Member Services via online or phone application; and
- Through third party distributors (e.g. investment brokers).

Distribution Conditions and Restrictions

The distribution of the 100% Loan Offset is subject to the following conditions and restrictions:

- The product can only be distributed by those employees that have completed The Mutual Bank's Deposit Product Training and have been assessed as competent;
- The product can only be distributed by those employees that have a current Tier 2 in Financial Services qualification; and
- The product can be distributed by accredited third party as approved by The Mutual Bank.

Reporting by Distributors of the 100% Loan Offset

Significant Inconsistent Dealings

Distributors must report to us in writing within 10 business days if they become aware of a significant dealing in the 100% Loan Offset product that is inconsistent with this TMD. This also applies when we distribute 100% Loan Offset product.

Complaints

Distributors must report all complaints they receive in relation to the 100% Loan Offset product to us within 48 hours. Reports must be in writing and must include details of the complaints.

Other Information Required

Distributors must also report in relation to the 100% Loan Offset product of any circumstances, incidents or events within 48 hours, including:

- If any inconsistent of the dealing of the product occurs;
- Adverse media reports; and
- That this TMD may no longer be appropriate.

Reviewing this Target Market Determination

Periodic review

We will undertake periodic reviews of this TMD for the 100% Loan Offset product at least every three (3) Years from the Effective Date of this TMD.

Review Triggers or Events

Where a review trigger or event occurs, we will review this TMD within 10 business days.

We will also undertake a review of this TMD in the following circumstances:

- If we make a material change to the design or distribution of the product;
- If a significant inconsistent dealing in the product occurs;
- If it is determined by The Mutual Bank that there are more than 3 major complaints about the product in a 6 month period, or more than 6 major and moderate complaints over a period of 12 months;
- If The Mutual Bank's Board, Executive Management with product management responsibilities, Strategic Plan, and/or Business Plan, require the product to be changed in any way;
- If The Mutual Bank's Product Owner, Chief Risk Officer, or designed AML Compliance Officer (under the AMLCTF laws) has identified that the product's risks, including its money laundering and terrorism financing risks, have materially changed;
- If ASIC raises concerns about the product's design or distribution;
- If the Australian Financial Complaints Authority or a Court raise concerns about the product's design or distribution;
- If the product's design or distribution receive adverse media coverage; or
- If any other event or circumstance occurs indicating that this TMD may no longer be appropriate.