

## Target Market Determination

### Everyday Account

<b>Effective date</b>	1 September 2025
<b>Next review date</b>	1 September 2027
<b>Review period</b>	At least every two (2) years from the effective date of this Target Market Determination
<b>Reporting period</b>	Quarterly (within ten (10) business days of the end of each financial quarter)
<b>Product issuer</b>	Maitland Mutual Limited trading as The Mutual Bank ABN 94 087 651 983 AFSL/Australian credit licence 238139.

### What is a Target Market Determination?

A Target Market Determination (TMD) is a legally required document that seeks to give our customers, employees, product distributors, or any other interested parties an understanding of the class of customer for whom the product, as described below, has been designed, how the product is distributed, and related matters.

This document is not intended to provide financial advice and does not take into account any person's individual objectives, financial situation or needs.

### Related Disclosure Documents

This TMD should be read in conjunction with the Product Disclosure Statement (PDS), relevant product Terms and Conditions and Interest Rate Schedule when considering whether or not this product is right for you. You can obtain a copy of the PDS or Terms and Conditions at [themutual.com.au/help-support/here-to-help/important-documents/](https://themutual.com.au/help-support/here-to-help/important-documents/), and the Interest Rate Schedule [themutual.com.au/help-support/tools-services/interest-rates/](https://themutual.com.au/help-support/tools-services/interest-rates/), at any branch or by calling 1300 688 825.

### Product Description

**Everyday Account** - A transaction account for day-to-day personal banking, which has multiple access methods available and is low cost.

### Target Market

#### Eligibility Criteria

To hold this product a customer must:

- be an Australian citizen or permanent resident of Australia (limited exceptions may apply);
- be at least twelve (12) years of age (parent/guardian written consent is required for members under sixteen (16) years of age); and
- only use the account for personal purposes.

**Objectives, Needs and Product Attributes**

Objectives and Needs	Product Attributes
A transaction account for everyday banking that allows transactions to be made using a broad range of channels.	A transaction account that allows access using: <ul style="list-style-type: none"> <li>• Visa Debit Card</li> <li>• Digital Wallets (Apple Pay &amp; Google Pay™)</li> <li>• Electronic Banking (Internet Banking &amp; Mobile App)</li> <li>• Periodical Payment</li> <li>• NPP Payments (including Osko®)</li> <li>• BPAY®</li> <li>• PayID</li> <li>• PayTo</li> <li>• Direct Debit</li> <li>• Bank@Post</li> <li>• Staff assisted channels (in branch and contact centre)</li> </ul>
A transaction account with limited fees.	No monthly account keeping or annual fees. Other fees may apply as set out in the PDS.

**Financial Situation**

The financial situation of the target market are customers that have funds available to deposit into the account for everyday transactions and pay fees and charges or penalty interest (as set out in the PDS and Interest Rate Schedule) when they are payable and due.

**Appropriateness Statement**

The product is considered appropriate for the target market as its key attributes directly align with and support the likely objectives, financial situation, and needs of consumers in the target market, as described in this determination.

**Distribution**

The following distribution measures are in place:

**Distribution Channels**

This product is designed to be distributed through the following means:

- The Mutual Bank's employee assisted channels including in person and over the phone;
- The Mutual Bank's online channels which may include our website, Mobile App and Internet Banking; and
- Approved Third Party Distributors (e.g. Mortgage Brokers).

These distribution channels are considered appropriate given the broad nature of the target market.

**Marketing and Promotion**

Distributors must only market and promote the product through the following approved channels:

- Public advertising platforms, including television, radio, internet (such as social media), billboards, physical banners, brochures, and other publicly accessible marketing materials;
- In-person recommendations that direct customers to approved marketing materials, including communications within branches and through authorised referrer networks; and
- Any other communication channels approved by the issuer, such as telephone, email, and social media.

These marketing and promotion channels are considered appropriate given the broad nature of the target market.

## Distribution Conditions and Restrictions

- The customer must meet the eligibility criteria for the product;
- The product can only be distributed by employees or approved Third Party Distributors that have completed relevant training to meet The Mutual Bank's qualification requirements and who are required to follow policies, procedures and processes in relation to distribution; and
- All distribution channels are monitored for adherence to distribution conditions and restrictions.

The distribution conditions and restrictions are appropriate to direct distribution of the product to customers in the target market.

## Reporting

### Review Triggers

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

Review Trigger	Description
<b>Substantial Product Change</b>	If we make a substantial change to the design, terms and conditions or distribution of the product.
<b>Product Performance</b>	Evidence identified by the issuer that the products performance does not align with the needs or circumstances of the target market.
<b>Significant Dealing</b>	Any significant dealing of the product outside of the target market.
<b>Material Complaints</b>	Unexpected trends in complaints received from customers who acquired the product, which relate to the customer's purchase or use of the product attributes, suitability or distribution.
<b>Regulatory Notification</b>	If ASIC, AFCA, or a court raises concerns about the product's design or distribution.
<b>Other</b>	If any other event or circumstance occurs indicating that this TMD may no longer be appropriate.

### Review Trigger Information Reporting Requirements

Review triggers must be reported to the Mutual Bank by all third parties responsible for the distribution of this product in accordance with this TMD. The timeframes for reporting are as follows:

Review Trigger	Description	Reporting Timeframe
<b>Significant Dealing</b>	Any significant dealing of the product outside of the target market.	In writing as soon as possible or within ten (10) business days of becoming aware of a significant dealing.
<b>Complaints</b>	Information relating to complaints received including number of complaints, third party distributor identifier information, product name and the nature and circumstance of the complaint.	In writing as soon as possible or within ten (10) business days of the end of each quarterly reporting period.
<b>Other</b>	If any other event or circumstance occurs indicating that this TMD may no longer be appropriate.	In writing as soon as possible or within ten (10) business days of the end of each quarterly reporting period.