

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 Retirement 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: 23 September 2021.

Retirement Target Market

Class of Members

Below we summarise the class of members comprising the target market for the Retirement based on the Retirement key attributes, the member's objectives and financial situations, and the member's needs that 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 over 55 years of age or in receipt of a government pension and are looking for an everyday transaction account to pay bills, which is free from account and transaction fees, has the convenience of digital banking and other access options, and pays a higher rate of interest on higher balances and paid monthly.

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

- Require a transaction account for a business;
- Are seeking a high interest rate with investing funds for a fixed term;
- Want to accumulate high interest savings; and
- Are under the age of 55 year and not in receipt of a pension.

The product is a transaction account designed for personal everyday banking needs for individuals 55 years and over in age, or pensioners, that allows members to access their funds when and where they need to.

**Product
explanation of
objectives including**

- **financial
situations and
needs**

The product's key attributes are:

- Choice of Card and Digital Wallet or Passbook access;
- Scheduling of bill payments;
- Digital banking 24/7;
- NPP payments and PayID enabled;
- Cheque Book available; and
- Interest paid monthly.

The product's eligibility criteria are:

- Individuals who are an Australian citizen or permanent resident, or as otherwise approved;
- Must be at least 12 years of age and in receipt of a pension, or over the age of 55 years;
- 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 for receipt of income;
- Schedules the payment of bills;
- Requires the convenience of Digital Banking;
- Wants choice of Card, Digital Wallet or Passbook access; and
- Wants interest paid monthly with a higher rate of interest on higher balances.

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;
- There is no account or transactional fees, while allowing for convenient everyday banking needs;
- Interest is paid monthly; and
- Higher rate of interest is paid on high balances for accumulated savings.

Distribution of the Retirement

Distribution Channels

The Retirement 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 Retirement 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 Retirement product

Significant Inconsistent Dealings

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

Complaints

Distributors must report all complaints they receive in relation to the Retirement 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 Retirement 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 Retirement 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.