

## Target Market Determination – Solicitors Trust Statutory Deposit

|                  |   |
|------------------|---|
| Effective date   | 24 June 2025  |
| Next review date | 24 June 2028  |
| Review period    | At least every three (3) years from the effective date of this Target Market Determination                      |
| Product issuer   | Maitland Mutual Limited trading as The Mutual Bank ABN 94 087 651 983<br>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.

### Target Market

The Mutual Bank has assessed that the below class of customers comprise the target market for the product based on the product's key attributes and the customer's likely objectives, financial situation, and needs.

| Customer Objectives and Needs  | Product Attributes   |
|--|--|
| A trust account that is required by law to hold a portion of the funds held in the Solicitor's Trust Account.                  | Special purpose transaction account that allows customers to deposit and withdraw a portion of the funds held in their Solicitor's Trust Account as required by law.   |
| A trust account that is required by law to pay credit interest to the relevant regulating body rather than the account holder. | A trust account where credit interest earned is paid after the close of business to the relevant regulating body each month.   |
| A deposit trust account that allows transactions to be made using a range of channels.   | A deposit trust account that allows transactions using:<br><br>Electronic Banking (Internet Banking & Mobile App);<br>NPP Payments (including Osko®);<br>BPAY®;<br>PayID;<br>PayTo; and<br>Staff assisted channels (in branch, and contact centre).<br><br>Direct feed allowed into accounting software. |
| A deposit trust account with limited fees.   | No monthly account keeping or annual fees. Fees and charges relating to the account are debited to a linked account.   |

### Financial Situation

The financial situation of the target market are licensed solicitors or legal practice customers that have funds in a Solicitor's Trust Account.

**Eligibility Criteria**

To hold this product a customer must:

- be a licenced Solicitor or Legal Practice business that is required by legislation to hold a portion of their trust account funds with their relevant regulatory body;
- in the case of a domestic business have an ABN or ACN where relevant (e.g. company, sole trader, partnership, association, trust); and
- only use the account for business purposes; and
- have a linked Business Cheque Account.

**Distribution**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;
- Through third party distributors (e.g. investment brokers).

Distribution Conditions and Restrictions

The Mutual Bank has assessed that the following conditions and restrictions are appropriate to direct distribution of the product to customers in the target market:

- 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;
- All distribution channels are monitored for adherence to distribution conditions and restrictions.

**Review Triggers**

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

| Review Trigger                   | Description  |
|----------------------------------|--|
| Material Product Change          | If we make a material change to the design, terms and conditions or distribution of the product.   |
| Significant Inconsistent Dealing | Any significant dealing of the product outside of the Target Market.   |
| Complaints                       | 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. |
| Regulatory Notification          | If ASIC, AFCA, or a court raises concerns about the product's design or distribution.  |
| Other                            | 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 Target Market Determination. The timeframes for reporting are as follows:

| Review Trigger                   | Description  | Reporting Time Frame  |
|----------------------------------|--|---|
| Significant Inconsistent Dealing | Any significant dealing of the product outside of the Target Market.   | In writing within ten (10) business days becoming aware of a significant dealing. |
| Complaints                       | Information relating to complaints received including number of complaints, third party distributor identifier information, product name and complaint verbatim. | In writing within two (2) business days of receiving a complaint.                 |
| Other                            | If any other event or circumstance occurs indicating that this TMD may no longer be appropriate.   | In writing within two (2) business days.  |

### Important information about this TMD

This Target Market Determination does not consider your objectives, financial situation, or needs and is not a substitute for the provision of financial advice. This target market determination should be read in conjunction with the Product Disclosure Statement and relevant Terms and Conditions when considering whether or not this product is right for you.