

**TEACHERS MUTUAL  
BANK LIMITED**

# CASH MANAGEMENT ACCOUNT

Target Market Determination

Date: 7 August 2023



# ABOUT THIS DOCUMENT

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This Target Market Determination (**TMD**) applies to the Cash Management Account issued by Teachers Mutual Bank Limited ABN 30 087 650 459, Australian Financial Services Licence/Australian Credit Licence 238981 (**TMBL**). TMBL operates under a number of brand names.

This TMD seeks to give TMBL members, staff, product distributors and other interested parties an understanding of the class of consumers for whom the Cash Management Account has been designed and how the product is to be distributed.

This TMD is not, and should not be construed as, a full summary of the product's terms, conditions and attributes. Nor is it a substitute for the provision of financial advice. When deciding about the product, consumers should refer to the Conditions of Use Accounts and Access, available at [www.tmbank.com.au](http://www.tmbank.com.au).

For further information on TMBL's approach to the distribution and development of products for appropriate target markets, please refer to the website, [www.tmbank.com.au/design-distribution-obligations](http://www.tmbank.com.au/design-distribution-obligations).

# TARGET MARKET DETERMINATION

**Issuer:** Teachers Mutual Bank Limited ABN 30 087 650 459, Australian Financial Services Licence/Australian Credit Licence 238981

**Effective Date:** 7 August 2023

**Product:** Cash Management Account

**Closed to New Accounts:** 7 August 2023

## A. Class of consumers

Below TMBL summarises the class of consumers comprising the target market for the Cash Management Account based on the Product's key attributes and the consumer objectives, financial situation and needs.

PRODUCT DESCRIPTION	
<b>Product Description</b>	A savings account to accrue interest on funds, with minimal fees and a competitive rate of interest.
<b>Key Attributes</b>	<p>A savings account with the following key attributes:</p> <ul style="list-style-type: none"><li>• variable interest rate;</li><li>• conditional higher interest on deposited funds;</li><li>• access funds via internal account transfer;</li><li>• internal periodical payments;</li><li>• direct deposits and credits;</li><li>• sweep service;</li><li>• PayID;</li><li>• no minimum balance;</li><li>• no monthly account fees;</li><li>• no excess usage charge;</li><li>• internet banking, phone banking, mobile app banking and banking in branch;</li></ul> <p>and</p> <ul style="list-style-type: none"><li>• SMS push notifications and email tracking notifications.</li></ul>
<b>Eligibility</b>	<p>The Product was available before 7 August 2023 to:</p> <ul style="list-style-type: none"><li>• individual or joint applicants who are Australian citizen(s) or permanent Australian resident(s); or</li><li>• an Australian company, partnership or registered co-operative.</li></ul> <p>The Product was closed to new accounts on 7 August 2023.</p>

## LIKELY NEEDS, OBJECTIVES AND FINANCIAL SITUATION

<b>Class Description</b>	The Product has been designed for consumers seeking an interest bearing deposit account, with minimal fees and a competitive rate of interest.
<b>Likely Financial Situation</b>	Consumers with a wide range of: <ul style="list-style-type: none"> <li>• income and saving habits;</li> <li>• age, employment status and life stages; and risk tolerances.</li> </ul>
<b>Likely Needs</b>	Consumers who need a savings account to: <ul style="list-style-type: none"> <li>• deposit funds;</li> <li>• earn conditional higher interest on deposited funds;</li> <li>• access funds via internal account transfer;</li> <li>• no monthly account fees; and</li> <li>• no excess usage charge.</li> </ul>
<b>Likely Objective</b>	Consumer seeking a savings account with the following features: <ul style="list-style-type: none"> <li>• the ability to earn higher interest when the net balance of the account is over \$5,000;</li> <li>• the ability to access savings at any time via internal account transfer with the Everyday Direct Account;</li> <li>• the ability to establish internal periodic recurring payments;</li> <li>• the ability to create a PayID for instant, secure payments between bank accounts that is easier to remember than a BSB and account number;</li> <li>• sweep services to automatically transfer funds from the savings account to cover most transactions which would otherwise exceed the account's available balance; and</li> <li>• the ability to access internet banking, phone banking, mobile app banking and banking in branch.</li> </ul>
<b>Classes of Consumers for whom the Product is Unsuitable</b>	This account might <i>not</i> be suitable for a consumer seeking the ability to draw on funds for everyday transactions, or consumers who cannot maintain an account balance of at least \$5,000 to qualify for the higher interest rate.

## B. Distribution conditions and restrictions

Below TMBL summarises the conditions and restrictions on distribution of the Product and the distribution channels that are likely to result in distribution to consumers in the target market.

<b>Distribution Channel</b>	<p>Before 7 August 2023, the Product was distributed through:</p> <ul style="list-style-type: none"> <li>• TMBL branch;</li> <li>• TMBL call centre;</li> <li>• TMBL websites;</li> <li>• TMBL online inquiries, including email and live chat function;</li> <li>• face-to-face, including TMBL events, home visits and video chat;</li> <li>• accredited brokers;</li> <li>• advertising through comparison sites; and</li> <li>• advertising through television, radio, the internet (including social media), billboards and physical banners, periodicals, brochures and other marketing available to the public.</li> </ul> <p>The Product ceased to be distributed and was closed to new accounts on 7 August 2023.</p>	
<b>Distribution Conditions and Restrictions</b>	<b>General advice (such as advertising)</b>	<ul style="list-style-type: none"> <li>• the distributor may provide general advice, such as advertising, through public channels.</li> </ul>
	<b>Retail Product distribution conduct (other than general advice)</b>	<ul style="list-style-type: none"> <li>• the Product must not be distributed through third parties, the product can only be distributed directly by TMBL;</li> <li>• all distribution channels must be staffed by persons who have been trained in the distribution of this Product; and</li> <li>• the Product can only be distributed to consumers that meet the eligibility requirements for the Product.</li> </ul>

### DISTRIBUTION DETERMINATION

The distribution strategy will enable the Product to reach consumers in the target market as the distribution channels are monitored by TMBL and/or staffed by persons who have been trained in the distribution of this Product.

## C. Review

Below TMBL summarises the events or circumstances that reasonably suggest that the TMD is no longer appropriate.

<b>Review Triggers</b>	<p>The following events and circumstances would reasonably suggest the TMD is no longer appropriate and would trigger a review of the TMD:</p> <ul style="list-style-type: none"> <li>• significant dealings that are inconsistent with the TMD;</li> <li>• a disproportionately high number of complaints received in relation to the design and/or distribution of the Product;</li> <li>• relevant material change in law, such as changes to applicable legislation, court/AFCA decisions, regulatory guidance or other mandatory requirements which impact the Product’s design and/or distribution;</li> <li>• identified systemic issues in the design and/or distribution of the Product, which would cause the TMD to no longer be appropriate;</li> <li>• material changes to the design and/or distribution of the Product, including its key attributes and terms and conditions; or</li> <li>• other events or circumstances which indicate that the TMD is no longer appropriate (e.g. a disproportionately high number, beyond expected levels, of consumers switching or closing the Product each month; or evidence that consumer usage is significantly different from original expectations).</li> </ul>	
<b>Review Periods</b>	<b>Next review of this TMD</b>	31 October 2023
	<b>Periodic reviews following the first review of this TMD</b>	Annually