

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 Real Estate Trust 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.

Real Estate Trust Target Market

Class of Members

Below we summarise the class of members comprising the target market for the Real Estate Trust account based on the Real Estate Trust account's key attributes, the member's objectives and financial situation, 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 Members who are Licenced Real Estate Agent businesses that are required by the Property and Stock Agents Act to have a statutory trust account to hold client funds pending settlement of property purchases, as well as rental payments deposited by tenants.

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

- Are not licenced real estate agents operating in a business capacity;
- Require a transaction account for personal purposes; and
- Are seeking interest on surplus funds.

This product is a special purpose transaction account available to members who are a Licenced Real Estate Agent business who are required to hold a statutory trust account.

The product's key attributes are:

- Digital banking 24/7;
- NPP payments and PayID enabled;

**Product
explanation of
objectives including**

- **financial situations and**
- **needs**

- Cheque Book; and
- Optional direct feed into accounting software.

The product's eligibility criteria are:

- Member must be an Australian citizen or permanent resident, or as otherwise approved;
- Must be at least 12 years of age;
- Licenced Real Estate Agent business purpose; and
- Opening balance of \$2 or more.

The product has been designed for businesses who:

- Are required by the Property and Stock Agents Act to hold a statutory trust account;
- Need the convenience of Digital Banking; and
- Want Cheque Book 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;
- Allowing for convenient everyday Real Estate Trust business banking needs; and
- It is compliant with the requirements of the Property Stock and Business Agents Act 2002 to operate a trust account with an Authorised Deposit Institution.

Distribution of the Real Estate Trust

Distribution Channels

The Real Estate Trust 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 Real Estate Trust 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 Real Estate Trust

Significant Inconsistent Dealings

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

Complaints

Distributors must report all complaints they receive in relation to the Real Estate Trust product to

us within 48 hours. Reports must be in writing and must include details of the complaint.

Other Information Required

Distributors must also report in relation to the Real Estate Trust product 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 Real Estate Trust 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 three (3) major complaints about the product in a six (6) month period, or more than six (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 Australian Securities and Investments Commission (ASIC) raise concerns about the product's design or distribution;
- If Australian Financial Complaints Authority (AFCA) or a Court raise concerns about the product's design or distribution;
- If the product's design or distribution receives adverse media coverage; or
- If any other event or circumstance occurs indicating that this TMD may no longer be appropriate.