

Target Market Determination – Retirement Account

Effective date	01 December 2023
Next review date	01 December 2026
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 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
Customer is over 55 or in receipt of pension and requires a variable rate of interest on their savings balance without interest penalty.	For personal use only. Tiered variable interest rates paid on the portion of daily balances within each tier, with interest paid monthly to the account (in circumstances where interest is payable on the account). Unlimited electronic withdrawals without interest penalty.
Customer requires access to their funds via various payment facilities.	Allows electronic transactions via Internet Banking (including The Mutual Bank App), Phone Banking, Visa Debit Card, Member Cheques, BPAY®, NPP Payments (including Osko ®), PayID, Direct Debit, Periodical Payments. Allows transactions to be made with staff assistance in branch and via our Contact Centre
Customer requires a passbook facility	Passbook facility available
Customer requires an account with no fees: for monthly account keeping or to transfer funds to other financial institutions within Australia.	No monthly account keeping fee. No fee for transferring funds to other financial institutions within Australia.

Financial Situation

The financial situation of the target market are customers that want to earn interest on their money while having access to their funds at call without impact to interest

Eligibility Criteria

To hold this product a customer must:

- be an Australian citizen or permanent resident of Australia (limited exceptions may apply) and
- at least fifty five (55) years of age; or
- must be at least 12 years of age and in receipt of a pension

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; and
- The Mutual Bank's online channels including our website, Mobile App and Internet Banking.

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 meets the eligibility criteria for the product.
- The product can only be distributed by those employees 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.