

# Target Market Determination

## For the Bendigo Business CommunitySaver Account

D4-BUS-COMM

### Product

This target market determination (TMD) applies to the Bendigo Business CommunitySaver Account

### Issuer

Bendigo and Adelaide Bank Limited ABN 11 068 049 178 AFSL / ACL 237879 (Bendigo Bank)

### Date from which this target market determination is effective

5 October 2021.

## 1. Target market for this product

### Target Market

The retail clients for whom this product has been designed are for eligible organisations that:

- want a savings account and earn interest on their money
- want to donate a portion of their interest to a nominated organisation
- want access to the account either online or via a branch

### Product Description

A Bendigo Business CommunitySaver Account is a savings account that allows eligible organisations to deposit a minimum of \$1 or more with interest payable at the start of the following month. A portion of that interest is donated to a nominated organisation of choice. The low-cost account has no monthly service fee and unlimited e-banking transactions.

### Product key attributes

The key attributes of this product that make it likely to be consistent with the target market described above, include:

Attribute	Appropriate for
Earn interest on savings	Retail clients who want a low-risk product with a return on investment. The applicable interest rate is variable and may fluctuate over time
Eligibility	T This product is available to retail clients who wish to contribute a portion of their monthly earned interest to a community minded organisation.
No monthly service fees	Retail clients who do not want to pay monthly service fees.
A portion of your interest is donated	Retail clients who want to donate a portion of interest earned to a nominated organisation
Easy access to your savings	Retail clients who prefer to access their account electronically. In branch transactions are available, however branch assisted service fees apply.
Overdraft account not permitted	Retail clients who do not want an overdraft facility on their account.

## 2. How this product is to be distributed

Bendigo Bank applies certain conditions and restrictions to the distribution of this product so that distribution is likely to be to clients within the target market for this product. The conditions and restrictions are:

<b>Channel</b>	<p>This product is to be distributed only through the following channels:</p> <ul style="list-style-type: none"><li>• Bendigo Bank and Community Bank branches; and</li><li>• Bendigo Bank agencies</li></ul>
<b>Additional conditions or restrictions</b>	<p>The following additional conditions and restrictions also apply to the distribution of this product:</p> <ul style="list-style-type: none"><li>• Only prospective retail clients who meet Bendigo Bank's minimum eligibility criteria for the product should submit an application for this product;</li><li>• This product can only be issued to retail clients after applying Bendigo Bank's application and assessment processes;</li><li>• This product can only be issued (or arranged to be issued) by persons who are trained and accredited; and</li><li>• This product can only be issued to retail clients.</li></ul>

## 3. Reviewing this target market determination

Bendigo Bank will review this TMD as set out below:

<b>Initial review</b>	Within the first year of the effective date.
<b>Periodic reviews</b>	At least every 12 months from the initial review.
<b>Review triggers or events</b>	<p>Any event or circumstances arising that would reasonably suggest the TMD is no longer appropriate. This may include (but is not limited to):</p> <ul style="list-style-type: none"><li>• a material change to the design or distribution of the product, including related documentation;</li><li>• occurrence of a significant dealing;</li><li>• distribution conditions found to be inadequate in ensuring that the product is issued to retail clients who are likely to be in the target market;</li><li>• relevant changes in the law or its application, a change in an industry code or decision of a court or other body (including through regulatory guidance) that materially affects the product;</li><li>• significant changes in metrics, including, but not limited to:<ul style="list-style-type: none"><li>○ a material increase in the number of complaints in relation to a product or aspect of a product; and</li><li>○ an increase in early termination of the product; and</li></ul></li><li>• any other event occurs, or information is received that reasonably suggests this TMD is no longer appropriate.</li></ul>

## 4. Reviewing this target market determination

Bendigo Bank's third-party distributors who are regulated persons will need to collect, keep and report the following information to Bendigo Bank:

Type	Description of information	Frequency of reporting
<b>Complaints</b>	Customer complaints made in relation to this product. This includes: <ul style="list-style-type: none"> <li>• written details of the complaint; and</li> <li>• the number of complaints during the reporting period.</li> </ul>	<b>Reporting period:</b> Monthly <b>When does the regulated person have to report:</b> Within 10 business days of the end of the reporting period.
<b>Sales data</b>	Sales and customer data in relation to this product as requested by Bendigo Bank.	<b>Reporting period:</b> Monthly <b>When does the regulated person have to report:</b> Within 10 business days of the end of the reporting period.
<b>Significant dealings</b>	The following information: <ul style="list-style-type: none"> <li>• details of the significant dealing;</li> <li>• the date (or range) on which the significant dealing occurred;</li> <li>• why the distributor considers the dealing to be significant (including why it is inconsistent with this TMD); and</li> <li>• how the dealing was identified.</li> </ul>	<b>When does the regulated person have to report:</b> Within 10 business days of the distributor becoming aware of the dealing.