

Target Market Determination

For 'Alliance Bank' branded Retirement Account

AB-RET

Product

This target market determination (TMD) applies to the Alliance Bank-branded Retirement 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 individuals who:

- want a low-cost bank account;
- want an account for everyday transactions with easy access to funds;
- want to earn interest on their savings; and
- are over the age of 55 and who are either a self-funded retiree or hold an eligible government pension

Product Description

The Alliance Bank-branded Retirement Account is a transaction account for retail clients who are over the age of 55 and either a self-funded-retiree or in receipt of an eligible Commonwealth Government concession. The account is designed for receiving funds, performing day to day transactions and giving customers the option of accessing their money online, at a branch or by card. This product has a monthly service fee which can be avoided subject to balance criteria being met. Ongoing verification of concession is required.

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
Eligibility	This product is only available to retail clients who are over the age of 55 and are either a self-funded retiree or a recipient of an of a Centrelink aged pension or Veterans Affairs (DVA) administered pension. Allocated, Annuity, Centrelink or DVA pension must be deposited into the account.
Earn interest on savings	Retail clients who want to earn interest on their savings. A tiered rate applies to the amount within the tier and is paid monthly. The applicable interest rate is variable and may fluctuate over time
Transaction account	Retail clients who want a transaction account with immediate access to funds.
Monthly service fee	Retail clients who are willing to pay the monthly service fees however it can be waived if the retail client maintains a minimum monthly balance of greater than \$2,000 and makes no withdrawals during the month.

Attribute	Appropriate for
Easy access to funds	Retail clients who want easy access to their funds and make and receive payments through multiple payment methods on demand either online, at a branch or by debit card.
Unlimited online and branch assisted transactions	Retail clients who intend to make frequent transactions.

2. How this product is to be distributed

AWA Mutual Limited®, BDCU Limited®, CIRCLE Mutual Limited®, NOVA Mutual Limited® and SERVICE ONE Mutual Limited® are independent mutual entities and agents of Bendigo Bank in the distribution of this Alliance Bank® branded product through Alliance Bank branded branches and websites.

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

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

3. Reviewing this target market determination

Bendigo Bank will review this target market determination as set out below:

Initial review	Within the first year of the effective date.
Periodic reviews	At least every 12 months from the initial review.
Review triggers or events	<p>Any event or circumstances arises 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"> • a material change to the design or distribution of the product, including related documentation; • occurrence of a significant dealing; • 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; • 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; • significant changes in metrics, including, but not limited to: <ul style="list-style-type: none"> ○ a material increase in the number of complaints in relation to a product or aspect of a product; and ○ an increase in early termination of the product; and ○ any other event occurs, or information is received that reasonably suggests this TMD is no longer appropriate.

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