

Target Market Determination – Bank Accounts

Product	Total Access Account
Issuer	Ford Co-operative Credit Society Limited ABN 74 087 651 456 trading as Geelong Bank AFSL/Australian Credit Licence 244351
Date of TMD	13 May 2024
Target Market	<p>Description of target market</p> <p>Retail clients who:</p> <ul style="list-style-type: none"> • need a transactional banking account to conveniently manage their funds and facilitate payments 24/7 • to have the full range of features even if that means fees are payable <p>Description of product, including key attributes</p> <p>This is a Total Access Account and the key features of this product are:</p> <ul style="list-style-type: none"> • funds available at call • \$1,000 per card per day from ATM • Nil interest payable • card access via ATM, Eftpos, payWave and over the counter (otc) • internet banking • banking app • mobile wallet – apple pay/google pay <p>Fees:</p> <ul style="list-style-type: none"> - Monthly service fee – exempt if monthly balance > \$3,000 - Four free ATM, Four free over the counter and unlimited Eftpos per month - Presented cheques, Electronic Funds Transfers (EFT), Direct Debits, Bpay - Excess withdrawal fee, over the counter fee. <p>Nil transaction and excess withdrawal fees payable if total banking relationship is greater than \$50,000</p> <p>Refer Fees & Charges & Transaction Limits brochure: https://geelongbank.com.au/about-us/disclosures-publications/</p>

Distribution Conditions	<p>Distribution conditions</p> <p>This product is distributed by the issuer through the following channel</p> <ul style="list-style-type: none"> • branch • call centre • online <p>Distribution conditions for this product include:</p> <ul style="list-style-type: none"> • ensuring that retail clients meet the eligibility requirements for the product • ensuring that distribution through branches and call centres is by appropriately trained staff • online application available <p>There are no other distributors for this product.</p>												
Review Triggers	<p>The review triggers that would reasonably suggest that the TMD is no longer appropriate include:</p> <ul style="list-style-type: none"> • a significant dealing of the product to consumers outside the target market occurs; • a significant number of complaints is received from customers in relation to their purchase or use of the product that reasonably suggests that the TMD is no longer appropriate; • A material change to the product or the terms and conditions of the product occurs which would cause the TMD to no longer be appropriate; <p>The Product Governance Framework includes regular consideration of whether there has been a review trigger following each distribution information report. That consideration is by reference to paragraphs 154 to 156 of RG 274.</p>												
Review Periods	<p>First review date: May 2026</p> <p>Periodic reviews: First review period – 12 months and every 2 years after the initial and each subsequent review</p>												
Distribution Reporting Requirements	<p>The following information must be provided to Ford Co-operative Credit Society Limited ABN 74 087 651 456 trading as Geelong Bank by distributors who engage in retail product distribution conduct in relation to this product:</p> <table border="1" data-bbox="336 1424 1444 2076"> <thead> <tr> <th data-bbox="336 1424 703 1480">Type of information</th> <th data-bbox="703 1424 1019 1480">Description</th> <th data-bbox="1019 1424 1444 1480">Reporting period</th> </tr> </thead> <tbody> <tr> <td data-bbox="336 1480 703 1749">Significant dealing(s)</td> <td data-bbox="703 1480 1019 1749">Date or date range of the significant dealing(s) and description of the significant dealing (e.g. why it is not consistent with the TMD)</td> <td data-bbox="1019 1480 1444 1749">As soon as practicable, and in any case within 10 business days after becoming aware</td> </tr> <tr> <td data-bbox="336 1749 703 1805">Complaints</td> <td data-bbox="703 1749 1019 1805">Number of complaints</td> <td data-bbox="1019 1749 1444 1805">Every 3 months</td> </tr> <tr> <td data-bbox="336 1805 703 2076">Sales outside the target market</td> <td data-bbox="703 1805 1019 2076">Number of sales Details of why it is not consistent with target market How inconsistency was verified</td> <td data-bbox="1019 1805 1444 2076">Every 3 months</td> </tr> </tbody> </table>	Type of information	Description	Reporting period	Significant dealing(s)	Date or date range of the significant dealing(s) and description of the significant dealing (e.g. why it is not consistent with the TMD)	As soon as practicable, and in any case within 10 business days after becoming aware	Complaints	Number of complaints	Every 3 months	Sales outside the target market	Number of sales Details of why it is not consistent with target market How inconsistency was verified	Every 3 months
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