

Access Account (S1)

Target Market Determination

This Target Market Determination (TMD) is required under section 994B of the Corporations Act 2001 (Cth). It sets out the target market for the product, triggers to review the target market and how the product is distributed.

This document is not a Product Disclosure Statement (PDS) and is not a summary of the product features or substitute for the product's terms and conditions or other disclosure documents. This TMD does not consider any person's individual objectives, financial situation or needs.

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| Issuer | Unity Bank Limited, ABN 72 087 650 637, AFSL & Australian Credit Licence 238311 | | |
| Effective Date | 7 March 2025 | Next Review Date | 7 March 2027 |
| Target Market | Description of Target Market | | |
| | Retail customers who: <ul style="list-style-type: none"> ▪ need an everyday transaction account to conveniently manage their funds and facilitate payments ▪ need an everyday transaction account with a full range of features | | |
| | Description of Product, including key attributes | | |
| | This is an everyday transaction account with a number of key attributes: <ul style="list-style-type: none"> ▪ no minimum deposit or balance ▪ withdrawal limits ▪ direct debit and credit transactions ▪ debit card access ▪ online banking ▪ mobile app ▪ contact centre and service centre support ▪ loyalty structured fee regime ▪ range of unlimited fee free transactions including Osko, BPAY, payWave and eftpos ▪ debit interest applies if the account is overdrawn Additional features, fees, charges, or conditions other than those displayed in this document may be available or applicable. This document must be read together with the Account and Access Facilities Terms and Conditions, Summary of Account and Access Facilities, Fees and Charges Schedule and Interest Rate Schedule. | | |
| | Suitability, Needs, Objectives and Financial Situation | | |
| | The product has been designed for those wanting an everyday transaction account offering funds at-call with optional access facilities, allowing flexibility in withdrawing, depositing, and accessing funds. The <u>crosses indicate</u> where the product is <u>not suitable</u> for retail customers. | | |
| | Need access to funds at-call 24 hours a day, 7 days a week for regular transaction activity for regular transaction activity | | |
| Seeking a variety of cash withdrawal or payment options to make purchases anywhere in Australia or throughout the world | | | ✓ |
| Need the ability to transfer money through digital channels, online banking and mobile app | | | ✓ |

| | May want to separate their everyday spending money from their savings | ✓ | | | | | | | | | | |
|--|--|---|----------------|-------------|------------------------|---|-------------------|--|-------------------------------|---|--|--|
| | Seeking a high income generating account with less transaction options | ✗ | | | | | | | | | | |
| | Customers that do not want access to funds to limit spending | ✗ | | | | | | | | | | |
| | Minimum eligibility and account criteria not met | ✗ | | | | | | | | | | |
| Distribution Conditions | <p>This product is designed to be distributed through the following channels:</p> <ul style="list-style-type: none"> ▪ online through our website ▪ online through relevant third-party comparison sites ▪ targeted advertising ▪ by phone or email through our Contact Centre ▪ in person through our Service Centres <p>This product can only be issued to those who are eligible and meet the minimum account criteria. All applicants must be:</p> <ul style="list-style-type: none"> ▪ aged 12 years or older, or if aged under 12, the account signatory must be an adult relative; ▪ a permanent resident of Australia; and ▪ able to meet our identity verification requirements <p>Only representatives who have the appropriate levels of authority may advise on and distribute this product. They will have been trained on this product and in particular, the target market and relevant acceptance criteria.</p> <p>All distribution channels are subject to appropriate controls and/or monitoring.</p> | | | | | | | | | | | |
| Reviewing this Target Market Determination | <p>The initial review of this document is within 12 months of product launch. Periodic reviews will be completed every 24 months from the last review.</p> <p>We may also review this TMD sooner if any of the below review triggers occur, or if an event or circumstance has occurred that would reasonably suggest that the TMD may no longer be appropriate:</p> <table border="1" data-bbox="320 1290 1538 2074"> <thead> <tr> <th data-bbox="320 1290 608 1352">Review Trigger</th> <th data-bbox="608 1290 1538 1352">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="320 1352 608 1671">Customer Trends</td> <td data-bbox="608 1352 1538 1671"> <p>Trends in customer outcomes that are significantly inconsistent with the intended product performance that reasonably suggests the TMD is no longer appropriate including:</p> <ul style="list-style-type: none"> ▪ number of accounts that customers opt to close shortly after the product is issued; ▪ number of accounts that appear inactive shortly after the product is issued; and ▪ unexpected changes in sales trends </td> </tr> <tr> <td data-bbox="320 1671 608 1794">Complaints</td> <td data-bbox="608 1671 1538 1794"> <p>Unexpected trends in complaints received from customers in relation to the use of the product including the understanding of risks, conditions suitability and/or key attributes.</p> </td> </tr> <tr> <td data-bbox="320 1794 608 1917">Incidents and breaches</td> <td data-bbox="608 1794 1538 1917"> <p>Where deficiencies are identified in the products' design, distribution or disclosure documentation as a result of incidents related to potential breaches of legal or regulatory obligations.</p> </td> </tr> <tr> <td data-bbox="320 1917 608 2074">Material product or distribution channel change</td> <td data-bbox="608 1917 1538 2074"> <p>Where material changes are made to the products' key attributes or terms and conditions through any of the distribution channels including but not limited to:</p> <ul style="list-style-type: none"> ▪ Adding, removing or changing a key attribute </td> </tr> </tbody> </table> | | Review Trigger | Description | Customer Trends | <p>Trends in customer outcomes that are significantly inconsistent with the intended product performance that reasonably suggests the TMD is no longer appropriate including:</p> <ul style="list-style-type: none"> ▪ number of accounts that customers opt to close shortly after the product is issued; ▪ number of accounts that appear inactive shortly after the product is issued; and ▪ unexpected changes in sales trends | Complaints | <p>Unexpected trends in complaints received from customers in relation to the use of the product including the understanding of risks, conditions suitability and/or key attributes.</p> | Incidents and breaches | <p>Where deficiencies are identified in the products' design, distribution or disclosure documentation as a result of incidents related to potential breaches of legal or regulatory obligations.</p> | Material product or distribution channel change | <p>Where material changes are made to the products' key attributes or terms and conditions through any of the distribution channels including but not limited to:</p> <ul style="list-style-type: none"> ▪ Adding, removing or changing a key attribute |
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| | | <ul style="list-style-type: none"> ▪ A material pricing change to the associated fees and/ or charges which impacts the overall value proposition ▪ A change in our acceptance criteria that impacts on the suitability of the product for the target market; ▪ A substantial change to the distribution strategy or channel(s) of the product. |
| | External events | <ul style="list-style-type: none"> ▪ There is a change in law or its application, a change in relevant industry code, an AFCA determination, a court decision, or ASIC or other regulatory guidance or action that materially affects the product. ▪ Significant change in economic and market conditions. ▪ Notification from ASIC requiring immediate stop of distribution. |
| Reporting | <p>We will collect and record details of:</p> <ul style="list-style-type: none"> ▪ Product related complaints received each month from customers or distributors. ▪ Any significant dealing which is not consistent with this TMD. Reporting must be within 10 business days of becoming aware of any such dealing. | |