

Target Market Determination (TMD)

This TMD is issued by St.George Bank - A Division of Westpac Banking Corporation ABN 33 007 457 141

Product: This TMD applies to:

- St.George Business Access Saver
 - St.George Call Deposit Account.
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Effective date: 29 May 2023

Target market class of consumers

Product description and key attributes

The St.George Business Access Saver and St.George Call Deposit account offer base variable interest on account balances. Customers may deposit or withdraw by various methods including Internet and Mobile banking, Phone banking, and branch.

The key product attributes (including the key eligibility requirements) to acquire these products:

St.George Business Access Saver

Key product attributes:

- Variable interest rates may apply;
- Access to funds by various methods including Internet and Mobile Banking, Phone Banking, and branch;
- No minimum opening balance required;
- No monthly account keeping fee, but other fees and charges may apply.

Key eligibility requirements:

- Business customers aged 18 years or above (for all signatories);
- Be a company, sole trader, partnership, association, trust, not-for-profit organisation, self-managed superannuation fund or other forms of business structures acceptable to the bank;
- Be operating using an Australian address;
- Have an eligible St.George transaction product in the same name.

St.George Call Deposit Account.

Key product attributes:

- Variable interest rates may apply;
- Minimum opening balance may be required;
- No monthly account keeping fee, but other fees and charges may apply.

Key eligibility requirements:

- Business customers aged 18 years or above (for all signatories);

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- Be a company, sole trader, partnership, association, trust, not-for-profit organisation, self-managed superannuation fund or other forms of business structures acceptable to the bank;
- Be operating using an Australian address.

Class of consumers

These products are designed for a class of consumers whose likely needs, objectives and financial situation (as set out below) are aligned with the product and the product's key attributes.

These products are for those who:

- Want a savings account with the ability to earn a variable interest rate while still having access to their funds.

Needs, objectives and financial situation

These products are designed for consumers who:

- Want to regularly save;
- Want to earn interest on an account balance;
- Like to access their funds at their convenience;
- Are likely to have funds available to deposit to earn interest.

Alignment to target market

These products are likely to be consistent with the likely objectives, financial situation and needs of the class of consumers in the target market. This is based on an assessment of the key terms, features and attributes of the products and a determination that these are consistent with the identified class of consumers.

Distribution conditions and restrictions:

Distribution channels

St.George Business Access Saver is designed to be sold via the following means:

- Banker assisted channels including in branch, over the phone and Relationship Managers under a personal advice or no advice (factual information only) model;
- Online channels including, our websites, mobile app and internet banking under a general advice or no advice (factual information only) model.

St.George Call Deposit Account. is designed to be sold via the following means:

- Through Relationship Managers under a personal or no advice model (factual information only).

Distribution conditions and restrictions

These products should only be distributed under the following circumstances:

- If a consumer meets the eligibility criteria for these products;

St. George Business Access Saver

- Banker assisted channels including in branch, over the phone or Relationship Managers, with bankers who:
 - are required to be trained to meet role-based accreditation requirements;
 - are able to discuss the product features, eligibility requirements, fees and charges including key differences from other relevant deposit products we offer;
 - have access to tools and resources such as product information;
 - are required to follow the policies, procedures and systems including in relation to eligibility criteria.
- Online channels including our websites, mobile app and internet banking provide customers with access to:
 - information about the product's features, eligibility requirements, fees and charges to assist customers to make an informed choice of the product;

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- the application process which includes an assessment of meeting product eligibility requirements;
 - an optional product comparison tool to assist customers to make an informed choice of product
- All distribution channels are subject to appropriate controls and/or monitoring.

St. George Call Deposit Account.

- To selected consumers on Master Mandates;
- Through Relationship Managers who:
 - are required to be trained to meet role-based accreditation requirements;
 - are able to discuss the product features, eligibility requirements, fees and charges including key differences from other relevant deposit products we offer;
 - have access to tools and resources such as product information;
 - are required to follow the policies, procedures and systems including in relation to eligibility criteria.
- All distribution channels are subject to appropriate controls and/or monitoring.

Appropriateness of distribution conditions and restrictions

We have assessed that the distribution conditions and restrictions will make it likely that consumers who acquire the products are in the target market. We consider that the distribution conditions and restrictions are appropriate and will direct distribution towards the class of consumer for whom the products have been designed.

TMD reviews

We will review this TMD in accordance with the below:

Initial review	Within 2 years of the effective date.
Periodic reviews	At least every 2 years from the last review.
Review triggers	<p>The review triggers (which reasonably suggest the TMD is no longer appropriate) that may result in an earlier review of the TMD include material changes to the design or distribution of the products including related documentation, material changes in law or taxation policy that may affect the operation of the products, or:</p> <ul style="list-style-type: none">• Significant changes in metrics. These include complaints (e.g. relating to key product attributes, product suitability and sales conduct) and account closure volumes;• Distribution conditions found to be inadequate;• Any direction from ASIC which requires us to cease distribution of the product;• Occurrence of a significant dealing.

Distribution information

We will collect the following information from our distributors directly or indirectly in relation to this TMD.

Complaints	Distributors will report all complaints in relation to the products covered by this TMD on a monthly basis. This will include written details of the complaints.
Significant dealings	Distributors will report if they become aware of a significant dealing in relation to this TMD that is inconsistent with the TMD within 10 business days.