

Target Market Determination (TMD)

Effective from 30 January 2025

About This Document

This TMD applies to the Greater Bank Retirement Plus account issued by Greater Bank, part of Newcastle Greater Mutual Group Ltd (ACN 087 651 992 AFSL/Australian credit licence 238273) (the **Issuer**).

The purpose of this TMD is to outline who a product is appropriate for (the target market), and any conditions around how the product can be distributed to customers.

This TMD is not intended to provide any financial product advice and does not take into account any individual customer's objectives, financial situation or needs. Examples used in this TMD are illustrative only and are not intended to be exhaustive.

This TMD does not replace the Terms and Conditions applicable to this product. Before deciding to acquire a product from Greater Bank, you should consider the relevant Terms and Conditions, which are available from www.greater.com.au/termsandconditions, at any branch or by calling our Contact Centre at 13 13 86.

Who is this product suitable for?

The Retirement Plus account is designed for personal banking customers (e.g., natural persons wishing to hold the account solely, severally or in joint names) who:

- Have at least one account owner who is 55 years and over.
- Seek a transaction account to deposit funds and manage their everyday spending, while earning a variable rate of interest.
- Want a transaction account with no account keeping fees, to minimise ongoing costs.
- Seek full transactional functionality with a range of convenient purchase and payment options.
- Seek an account with a monthly transaction fee allowance. Additional transaction fee allowances or waivers may be applicable where criteria are met (see Product Schedule for details).

Who is this product generally not suitable for?

The Retirement Plus account is not generally suitable for customers who:

- Are under the age of 55 years.
- Wish to benefit from a higher interest rate offered on either a savings account (conditional, variable interest) or a Term Investment account (fixed interest).
- Wish to use the account for business purposes.
- Are not a natural person and therefore do not meet the eligibility criteria to open the account.
- Meet the eligibility criteria for other transaction accounts that may offer alternate benefits, such as transaction fee-free banking.

How is this product distributed?

The Retirement Plus account can be opened through the following channels:

- Greater Bank representatives (in person at a branch, or via the Customer Contact Centre).
- Greater Bank online channels (to apply online; for existing customers only).
- Conversion from an existing product, in line with our Terms and Conditions.

What conditions or restrictions are there on the distribution of this product?

- This product is designed to be distributed by Greater Bank's internally accredited staff members who are aware of the product and its attributes.
- Distribution of this product by staff is to follow from a conversation with the customer on their banking needs, and whether these appear to be met by the product's key attributes. This conversation involves factual information and/or general advice only.
- Customers will need to complete the appropriate identification details and accept the product Terms and Conditions as available to them prior to opening the account.
- Potential customers may also be referred to the website via links from third-party comparison websites that Greater Bank has partnered with. These customers are able to apply for the product in the same manner as described above (i.e. no different distribution conditions apply).
- Greater Bank has assessed the distribution conditions and restrictions will make it likely customers acquiring the product are in the target market. Greater Bank has considered the distribution conditions and restrictions are appropriate and will facilitate distribution of the product to be directed towards the class of customer for whom the product has been designed.

What monitoring will be undertaken on this product?

This product is not distributed by any entity other than Greater Bank.

This product will be subject to internal reporting and monitoring on:

- Sales outside TMD, on a monthly basis.
- Customer complaints, on a monthly basis.
- Staff feedback, either ad hoc or via internal forums and surveys.
- Product portfolio and performance measures such as account closure patterns, on a quarterly basis.
- Incidents, on a monthly basis.

How will Greater Bank review this TMD?

Greater Bank will review this document at a minimum of once every two years from the effective date to ensure it remains appropriate, or earlier as required or if other circumstances occur which trigger the need to review the TMD.

The specific review triggers (events that reasonably suggest the TMD may no longer be appropriate) for the Retirement Plus account that may result in an earlier review of the TMD are:

- Any distribution or sales activity, outside the TMD or to ineligible customers, that meets the definition of a significant dealing.
- A material change in the nature and number of customer complaints and underlying complaint trends.
- Regulatory change that materially impacts the manufacture or sale of this product.
- Material customer remediation events and incidents in relation to this product.
- Internal decisions to materially amend or modify the product, its features and/or its distribution, including changes to pricing.