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| Product Name | Mortgage Offset Account (S23, S33, S35 & S25, S31) | | |
| Issuer | G&C Mutual Bank Limited, ABN 72 087 650 637, AFSL & Australian Credit Licence 238311 | | |
| Effective Date | 1 January 2024 | Next Review Date | 1 July 2025 |
| Target Market | Description of Target Market | | |
| | <p>Retail customers who:</p> <ul style="list-style-type: none"> have an eligible home loan need an everyday transaction account to conveniently manage their funds and facilitate payments want to offset funds held in an at-call account against an eligible, linked home loan to reduce the interest payable | | |
| | Description of Product, including key attributes | | |
| | <p>This is an at-call, everyday transaction account with a number of key attributes:</p> <ul style="list-style-type: none"> no minimum deposit or balance balance in this account is offset against an eligible home loan to help reduce interest payments over the long-term withdrawal limits debit card access online banking mobile app telephone banking loyalty structured fee regime range of unlimited fee free transactions including Osko, BPAY, payWave and eftpos <p>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 G&C Mutual Bank Account and Access Facilities Terms and Conditions, Summary of Account and Access Facilities, Fees and Charges Schedule and Interest Rate Schedule.</p> | | |
| | Needs, Objectives and Financial Situation | | |
| | <p>This product has been designed for those wanting an everyday transaction account linked to their eligible home loan to reduce interest payments, combined with access to spend their funds in a variety of ways. The crosses indicate where the product is not suitable for retail customers.</p> | | |
| | Wish to offset their account balance against their linked home loan | | ✓ |
| | Need access to funds at-call 24 hours a day, 7 days a week 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, phone or online banking and a mobile app | | ✓ |
| | May want to separate their everyday spending money from their savings | | ✓ |

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| | Seeking a high income generating account with less transaction options | x |
| | Minimum eligibility and account criteria not met | x |
| Distribution Conditions | <p>This product is designed to be distributed by G&C Mutual Bank 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 18 years or older and hold an eligible home loan; 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> | |
| Reviewing this Target Market Determination | We will review this Target Market Determination in accordance with the below: | |
| | Initial Review | Within 12 months of the effective date |
| | Periodic Review | Within 18 months of the effective date |
| | Review Triggers or Events | <p>Any event or circumstances arising that would suggest this TMD is no longer appropriate will prompt a review of this TMD. This may include (but is not limited to):</p> <ul style="list-style-type: none"> A material change to the product or its terms and conditions; A change in our acceptance criteria that impacts on the suitability of the product for the target market; Negative trends across sales and product usage data; Distribution conditions are no longer appropriate; External events such as adverse media coverage or regulatory attention; and Significant numbers of complaints received from customers in relation to the use of the product. |
| 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. | |