



# Target Market Determination

## Offset Transaction Account

Start date: 5 October 2021

Next review due: By 31 May 2022

Review period: At least every 24 months from the start date of this Target Market Determination

### **What is a Target Market Determination?**

A Target Market Determination describes the cohort of customers that the product is targeted at (the Target Market) and any conditions around how the product is distributed to customers (the Distribution Conditions).

It also describes the events or circumstances where we are required to review the Target Market Determination for a financial product (the Review Triggers).

### **Why does Bankwest need to have Target Market Determinations?**

We're required to have Target Market Determinations under law. The purpose of the law is to make sure customers are at the centre of our approach when designing and distributing our financial products.

This document is not a substitute for the product's terms and conditions or other disclosure documents. When making a decision about this product, customers must refer to the relevant Product Disclosure Statement (PDS), Terms and Conditions, or other disclosure documents.

## Target Market

### Objectives, financial situation and needs of the Target Market

This product is targeted at customers with the likely objectives, financial situation, and needs of wanting a transaction account for everyday use which has a range of features, and who want to link the account to an eligible Bankwest home loan for the purpose of reducing the amount of interest payable under the home loan.

### Eligibility criteria for the product

To hold this product customers will need to satisfy certain eligibility criteria, including that each customer must have an eligible Bankwest home loan, and:

- Be an individual (including trustee of a family trust) aged 18 years and above; and
- Be an Australian citizen or Australian permanent resident (limited exceptions may apply subject to conditions).

or

- Be an Australian corporate trustee as trustee for a family trust, (provided the corporate trustee is a non-trading entity) and the family trust beneficiaries are all individuals.

### Key features of the product

- Link the account to an eligible Bankwest home loan for the purpose of reducing the amount of interest payable under the home loan.
- Customers can transact on the account using:
  - Card (Debit Mastercard / Debit card (EFTPOS));
  - Cheque;
  - Bankwest Online Banking / Bankwest App / Online Business Banking;
  - Phone Banking;
  - Direct Debit Facility;
  - Periodical Payment;
  - PayID;
  - Staff assisted channels - including Branch, Contact Centre and participating Australia Post outlets; and
  - ATMs/Cash.

## Target Market continued

### Key features of the product continued

- The Offset Transaction Account will be switched to a Bankwest Easy Transaction account if:
  - The account ceases to be linked to an eligible Bankwest home loan, or
  - The home loan to which it is linked is paid out and closed, or
  - The account is not linked to an eligible Bankwest home loan as a Mortgage Saver Facility within 185 days from the date that the account is opened.
- The account does not have a formal overdraft facility, but Bankwest may (at its discretion) overdraw the account to cover an unplanned shortfall in funds to meet a particular payment.

### Why the product is likely to be consistent with the likely objectives, financial situation and needs of the Target Market

- Customers can use the account for everyday banking purposes, and reduce the interest they pay on their home loan using the offset facility; and
- Customers can only obtain the product if they meet the eligibility criteria.

## Distribution Conditions

The distribution of this product is subject to the following conditions and restrictions:

- The product may be applied for by the customer:
  - Through Bankwest App (with limited exceptions);
  - Through a Bankwest branch, over the phone or through Bankwest employees who meet Bankwest's qualification criteria (e.g. trained consultants, lenders, home lending specialists, private bankers and/ or relationship managers); or
  - Through a third-party broker who meets Bankwest's accreditation criteria, as part of a home lending application.
- The product can only be distributed to customers in accordance with Bankwest's product terms and conditions and process requirements; and
- Aggregators responsible for third-party brokers involved in the distribution of the product must comply with their agreement in place with Bankwest, including ensuring that their individual brokers meet Bankwest's mortgage broking requirements.

Bankwest views that these distribution conditions are appropriate and are of a nature that it is likely that the product will be distributed to the Target Market given that:

- Bankwest will have oversight of how the product is promoted and issued, including that:
  - Bankwest staff are appropriately trained to discuss the features of the product with customers; and
  - Aggregators must comply with their obligations under their agreement with Bankwest, including ensuring that their individual brokers meet Bankwest's accreditation requirements and comply with Bankwest's policies. Failing to do so may mean their respective authority to distribute this product will be terminated.

## Review Triggers

Upon the occurrence of any of the below review triggers, the TMD may no longer be considered appropriate and a review of this TMD must be undertaken by Bankwest:

- A significant number of complaints received from customers who acquired the product, which relate to the customer’s purchase or use of the product and which show that the TMD may no longer be appropriate.
- A material incident or significant number of incidents, which relate to the customer’s purchase or use of the product and which shows that the TMD may no longer be appropriate.
- A significant dealing of this product to customers who are outside the Target Market.
- The receipt of a product intervention power order from ASIC requiring Bankwest to immediately cease retail product distribution conduct in respect of the product.
- The material alteration of the product or product terms and conditions, which would cause the TMD to no longer be appropriate.
- Any other event or circumstance that Bankwest views would materially change a factor taken into account in making the TMD.

## Review Trigger Information Reporting

The following information must be provided to Bankwest by all third parties responsible for the retail product distribution conduct of each product in accordance with this TMD, within the required timeframes:

Information type	Description	Timeframe for reporting
Product complaints data	Information relating to complaints received including number of complaints, third party distributor identifier information, product name and complaint verbatim.	Quarterly and in any case no later than 10 business days from the end of the quarter.
Significant Dealings	Any significant dealing of the product to customers who are outside the Target Market.	As soon as practicable, and in any case, no later than 10 business days after becoming aware.



Visit any branch.  
Call 13 17 19.  
[bankwest.com.au](https://www.bankwest.com.au)

Product Issuer:

Bankwest, a division of Commonwealth Bank of Australia ABN 48 123 123 124  
AFSL/Australian credit licence 234945.