



Target Market Determination

Gold Term Deposit

Start date: 1 March 2022
Next review due: By 28 February 2025
Review period: At least every 36 months from the start date of this Target Market Determination

What is a Target Market Determination?

A Target Market Determination (TMD) 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 who have the likely objectives, financial situation, and needs of wanting to invest their funds to receive a fixed interest rate for a set term (up to 5 years) and do not anticipate needing immediate access to these funds during the term.

Eligibility criteria for the product

To hold this product customers will need to satisfy certain eligibility criteria including that each customer must:

- Be an individual aged 12 years and above; or
- If a trustee, be an individual trustee (e.g. of a self-managed super fund or family trust) aged 18 years and above;

and

- Have a residential address in Australia (limited exceptions may apply subject to conditions).

or

- Be one of the following:
 - A sole trader individual trading under the individual's name; or
 - A domestic business (e.g. a sole trader, partnership, company, trust, etc.) with an ABN or ACN; or
 - A trust, superannuation fund, association, registered co-operative, body corporate or government body; or
 - In the case of foreign companies that carry on business in Australia, be registered with ASIC (but in the case of foreign companies that own property in Australia but do not carry on a business in Australia, these companies may not be required to be registered with ASIC).

Key features of the product

- Funds can be invested for an agreed term (up to 5 years) and will receive a fixed rate of return depending on the term and amount.
- Minimum and maximum deposit amounts apply.
- Interest earned is paid out or re-invested on maturity (where the term is 12 months or less), or paid out during the term and at maturity (where the term is over 12 months).
- Funds are locked in for the agreed fixed term and 31 days' notice is required if customers need to withdraw before maturity.

Target Market (continued)

Key features of the product (continued)

- An interest rate reduction applies if funds are withdrawn before maturity.
- At maturity of the term, unless we notify the customer that we will not be renewing their deposit, funds invested will be automatically renewed into another term, or otherwise dealt with in accordance with the customer's instructions.

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

- Customers will receive a fixed rate of return for the funds invested for the term; 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 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).
- The product cannot be distributed through online channels;
- The product cannot be distributed or offered through third parties; and
- The product can only be distributed to customers in accordance with Bankwest's product terms and conditions and process 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.

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 this product in accordance with this TMD, within the required timeframes:

Information Type	Description	Time Frame for Reporting
Product complaints data	Information relating to complaints received including number of complaints, third party name, product name and complaint verbatim.	Quarterly and in any case no later than 10 business days from the end of the quarter.