Target Market Determination

Bankwest Qantas Transaction Account

Start date: 17 March 2023

Next review due: By 30 September 2024

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

The table below matches the Product Attributes to the Objectives and Needs of the Target Market for this Product. Bankwest has assessed that the Product - including its Key Attributes - are likely to be consistent with the Objectives and Needs of the Target Market.

Objectives and Needs	Product Attributes
Require a transaction account for everyday use with a range of features allowing customers to conveniently make or receive payments and access cash	Customers can transact on the account using: • Card (Platinum Debit Mastercard); • Cheque; • Bankwest Online Banking / Bankwest App / Online Business Banking; • Phone Banking; • Direct Debit Facility; • PayTo; • Periodical Payment; • PayID; • Staff assisted channels - including Branch, Contact Centre and participating Australia Post outlets; and • ATMs/Cash.
Ability to earn Qantas Points	Qantas Points are earned on eligible transactions and credit balances held in the account (limits apply). To redeem Qantas Points that are earned in connection with this account, a customer must be a valid member of the Qantas Frequent Flyer Program.
Ability to earn credit interest	Earn credit interest on credit balances held in the account (in circumstances where credit interest is payable on the account).
Ability to pay no monthly maintenance fee (conditions apply)	A monthly maintenance fee is not charged if the customer meets monthly deposit criteria.
No honour fee or dishonour fee	No honour fee or dishonour fee
Does not require a formal overdraft facility	The account does not have a formal overdraft facility, but Bankwest may overdraw the account to cover an unplanned shortfall in funds to meet a particular payment in circumstances where it is impossible or reasonably impractical for

Objectives and Needs	Product Attributes
	Bankwest to prevent the account from being overdrawn.

Financial Situation

The Financial Situation of the Target Market are customers that are likely to have funds available to deposit and transact.

Bankwest views that its processes in place will mean that the product will likely be consistent with the Financial Situation of the Target Market.

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 18 years and above;
- Have a residential address in Australia (limited exceptions may apply subject to conditions); and
- Where the customers want to access their funds, meet specific eligibility requirements that apply to those payments products.

Distribution Conditions

Bankwest will have oversight over how the product is promoted and issued. The product can only be distributed to customers in accordance with Bankwest's product and process requirements. In addition, the below table identifies the distribution channels which the product can be sold through and sets out the conditions that apply to each channel. Bankwest views that the conditions specified are appropriate and are of a nature that it will be likely that the product will be distributed to the Target Market.

Proprietary:

Distribution Channels	Conditions that make product distribution through the channel appropriate
Staff assisted channels (e.g., trained consultants, lenders, home lending specialists, private bankers and/or relationship managers)	Bankwest staff that distribute this product: • are appropriately trained and accredited to meet Bankwest's qualification requirements; • understand and are able to discuss the features, rates/fees of the product and the key differences between deposit products; • must follow procedures that outline application eligibility and processes, including scripting; • have access to product resources such as

Distribution Channels	Conditions that make product distribution through the channel appropriate
	comparison tools; and • are monitored through controls such as sample call/conversation monitoring or sampling applications for errors to ensure proprietary distribution adheres to procedures.
Online channels (e.g., Bankwest Online Banking/App and Bankwest website (limited exceptions))	• The Bankwest website provides customers with a comparison tool that assists customers to select a suitable product • All online channels (Bankwest Online Banking/App and Bankwest website) provide information about the product with a summary of key benefits, and rates/fees, in an easy to navigate format

Third Party:

Distribution Channels	Conditions that make product distribution through the channel appropriate
The product cannot be distributed or offered through third parties	N/A

Review Triggers

If any of the below review triggers occur, or if an event or circumstance has occurred that would reasonably suggest that the TMD may no longer be appropriate, Bankwest will undertake a review of this TMD.

Information Type	Description
Customer Outcomes	Unexpected trends in customer outcomes which are significantly inconsistent with the intended product performance, including: • customers with high balances who could earn more credit interest in a different product • accounts with no customer-initiated transactions in the first 6 months
Complaints	Unexpected trends in complaints received from customers who acquired the product, which relate to the customer's purchase or use of the product, for example: • distribution (e.g., misrepresentation or

Information Type	Description
	mis-selling from staff); • product suitability (e.g., sale of a Qantas Transaction Account to a customer who does not require an account that earns Qantas Points) and • product attributes (e.g., sale of a Qantas Transaction Account to a customer who preferred a savings account).
Incident Data	A material incident or significant number of incidents in relation to the product's design or distribution, identifying potential breaches of our legal or regulatory obligations.
Changes to the Product	A material alteration of the product or product Terms and Conditions (e.g., adding to, removing, or changing a key product attribute; significant change to distribution channel and distribution strategy).
Significant Dealings	Any significant dealing of the product to customers who are outside of the Target Market.
Notification from ASIC	The receipt of a product intervention power order from ASIC requiring Bankwest to immediately cease retail product distribution conduct in respect of the product.

Review Trigger Information Reporting Requirements

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.

Product Issuer: Bankwest, a division of Commonwealth Bank of Australia
ABN 48 123 123 124 AFSL and Australian credit licence 234945