

Debit Card

Effective date: March 2022

This Target Market Determination (**TMD**) is required under section 994B of the Corporations Act 2001 (Cth). It sets out the target market for the product, triggers to review the target market for this product and certain other information. It forms part of Great Southern Bank's product governance framework for the product.

This document is not a Product Disclosure Statement (**PDS**) and is not a summary of the product features or terms of the product. This TMD does not take into account any person's individual objectives, financial situation or needs.

Target Market

Great Southern Bank currently offers customers a Visa Debit card which can be linked to our transaction account products. It's ideal for customers wanting to make regular card-based (including digital wallet) purchases and payments.

Visa Debit Card

The Visa Debit Card has been designed for customers who want to access the convenience of the global Visa network, whilst using their own funds to make purchases and payments.

This product is suitable for people who would like to:

- ✓ have 24-hour access to funds held in their linked Great Southern Bank transaction account.
- ✓ withdraw their own funds as cash at an ATM (both domestically and internationally) Bank@Post, eftpos or Great Southern Bank branch.
- ✓ utilise the Visa network to make purchases and payments, in store, online or over the phone.
- ✓ access to the Visa tap and pay 'contactless' service.
- ✓ make purchases without the need to swipe, provide a PIN or signature (limits apply).
- ✓ access to digital wallet (card-less) purchase and payment services.

Product is subject to eligibility criteria.

Distribution conditions

This product must only be distributed to customers who meet the eligibility requirements in relation to the product.

Eligibility Criteria

All applicants must:

- hold an eligible Great Southern Bank transaction account.
- provide written consent for obtaining the card.
- be at least 10 years of age to be provided with a Visa Debit Card.
- be a permanent resident of Australia.
- meet our ID verification requirements in order to acquire this product.

All new Great Southern Bank customers obtaining a debit card must have an email address and contact number.

A customer can apply for a Visa Debit Card via our website, branches and Customer Contact Centre, or through written application.

Only representatives who have the appropriate levels of authority may distribute this product. They will have been trained on this product and in particular, the target market and relevant acceptance criteria.

Reviewing this document

We will review this TMD within 1 year from the first effective date to ensure it remains appropriate. Thereafter, regular reviews will be completed within 12 months from the completion of the last review.

We will also review this TMD if:

- we make a material change to the product or the terms and conditions of the product.
- a change in our acceptance criteria impacts on the suitability of the product for the target market.
- a material change to the distribution conditions of the product.
- the discovery of a relevant and material deficiency in the product's disclosure documentation.
- a significant number of complaints are received from customers about the product which indicate that the TMD is no longer appropriate.
- material and relevant changes in key product metrics which indicate that the TMD is no longer appropriate. Such metrics include:
 - negative trends across complaints, and product usage data.

Reporting

Great Southern Bank as issuer and distributor must record written details of:

- product related complaints received each month from its customers and distributors.
- any significant dealing which is not consistent with this TMD. Reporting must be within 10 business days of becoming aware of such dealing.