



# Debit Card

Effective date: March 2024

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 consider any person's individual objectives, financial situation, or needs.

## Target Market

### Objectives and needs

An individual who requires debit card access to funds held in an eligible linked Great Southern Bank transaction account.

### Product attributes

A debit card which provides access to a linked transaction account by facilitating the following transaction types via the Visa and/or eftpos network(s):

- Card Present purchases.
- Card not Present purchases (such as Online).
- ATM withdrawals.
- Bank@Post.
- Digital Wallets.

## Financial situation

### The financial situation of the Target Market is customers that:

- ✓ Have funds they wish to access from their eligible linked transaction account\* via a debit card through the Visa or eftpos networks.

\*A separate Target Market Determination (TMD) has been made for each of the eligible transaction accounts and can be found at <https://www.greatsouthernbank.com.au/tools-and-services/target-market-determinations>

### This product is not suitable for customers who:

- Are aged 9 years or below.
- Require an attached credit facility.
- Are seeking a savings account.
- Do not hold an eligible linked transaction account.

## Eligibility criteria and distribution conditions

All applicants must:

- Hold an eligible Great Southern Bank transaction account to which a debit card can be linked;
- Provide written consent for obtaining the card;
- Be aged at least 10 years or older;
- Be a resident of Australia; and
- Meet our ID verification requirements to acquire this product.

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.

This product is available via the Great Southern Bank website, branches and Customer Contact Centre.

Distribution channel	Conditions that make this channel appropriate
Branch and phone-assisted channels	The staff that distribute this product: <ul style="list-style-type: none"><li>• Must follow procedures that outline eligibility processes;</li><li>• Undergo appropriate training to understand and discuss the product features, benefits and key differences between products; and</li><li>• Have access to tools and resources such as product information.</li></ul>
Online	The online channels provide customers with access to this product, including: <ul style="list-style-type: none"><li>• Comparison pages and educational assets to help customers with selecting the right product.</li></ul>

All distribution channels are subject to appropriate controls and/or monitoring.

## Review of this document and associated triggers

The review period of this document is every 24 months, with the next review due March 2026.

Great Southern Bank may also review this TMD sooner 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:

Review trigger	Description
Customer outcomes	Trends in customer outcomes that are significantly inconsistent with the intended product performance, including: <ul style="list-style-type: none"><li>• Account Closures.</li></ul>
Complaints	Trends in customer complaints from customers who hold the product, which relate to the functionality or use of the product, including: <ul style="list-style-type: none"><li>• Customer understanding of consumer risks or conditions of the product.</li><li>• Customer understanding of the key attributes of the product.</li><li>• The underlying functionality of the product.</li></ul>
Incidents and breaches	Where deficiencies are identified in the products' design, distribution or disclosure documentation as a result of incidents related to potential breaches of legal or regulatory obligations.
Material product and/or distribution channel change	Where Great Southern Bank or an associated third party makes a material change to the product construct, key attributes or terms and conditions through any of its distribution channels: <ul style="list-style-type: none"><li>• Adding, removing or changing a key attribute.</li><li>• A material pricing change to the associated fees and/ or charges which impacts the overall value proposition.</li><li>• A substantial change to the distribution strategy or channel(s) of the product.</li></ul>

## Review of this document and associated triggers (continued)

Review trigger	Description
External events	Where there is a change in the external environment or a legal requirement to do so including: <ul style="list-style-type: none"><li>• Significant change in economic and market conditions.</li><li>• Regulatory or legislative requirement.</li><li>• Notification from ASIC requiring immediate stop of distribution.</li></ul>
Significant dealings	<ul style="list-style-type: none"><li>• Evidence of any significant dealing in the distribution of the product.</li></ul>

## Reporting Requirements

Great Southern Bank as issuer and distributor of this product will record details of:

Information type	Description
Product related complaints and feedback data	Product related complaints and feedback received each month from customers and distributors.
Significant dealings	Any significant dealing which is not consistent with this TMD. Reporting must be within 10 business days of becoming aware of such dealing.

### Appropriateness statement

Great Southern Bank has assessed that the Product including its distribution definitions and key attributes are likely to be consistent with the objectives, needs and financial situations of the target market.