

Fixed Term Saver - Term Deposit (Platinum Plus)

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, or a superannuation trust with individuals as trustees, that requires a deposit account that provides the consistency and certainty of a fixed interest rate for a specified term.

An individual, or a superannuation trust with individuals as trustees, that requires a deposit account without monthly fees.

An individual, or a superannuation trust with individuals as trustees, that would like to earn interest on their deposit and has a high degree of certainty that they will not require access to their funds during the term of investment.

Product attributes

This product is a deposit account that provides a fixed rate of interest in return for locking those funds away until the end of a specified term.

Terms can vary between 1 year and 5 years maximum at set intervals.

Interest can be paid:

- Monthly; or
- Annually.

At maturity, funds can be withdrawn or reinvested for another term. If funds are reinvested, the term, interest frequency and balance may be changed. If no alternative instructions are provided, the term deposit will be automatically reinvested for the same term and interest frequency but at the interest rate applicable at that time.

This product does not charge monthly fees for holding the account.

This product is a deposit account that requires funds invested to remain in place for the full term.

Requests for early access to funds invested in this product must provide 31 days' prior written notice. An exception to this rule may be made in cases of customer hardship. Documentation may be required to support the request.

Where funds are released early there will be a cost payable in the form of an interest adjustment.

Financial situation

The financial situation of the Target Market is customers that:

- ✓ Have at least \$5,000 to invest and do not require access to those funds during the term of the product.

This product is not suitable for customers who:

- Require access to their funds before the end of the term of the term deposit.

Eligibility criteria and distribution conditions

All applicants must:

- Be a resident of Australia;
- Be:
 - An individual aged 55 years or older, or
 - A superannuation trust with individuals as trustees and at least one trustee is 55 years or older; and
- Meet our ID verification requirements to acquire this product.

Joint accounts are available on this product. In those cases, at least one of the account holders must meet the age requirements.

Customers must have an Everyday Banking account with Great Southern Bank which will be used to add or withdraw funds from the account, or be willing to apply for one at the same time as opening this product.

This product is available via the Great Southern Bank website (for individual customers only), 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">• Must follow procedures that outline eligibility processes;• Undergo appropriate training to understand and discuss the product features, benefits and key differences between savings products; and• Have access to tools and resources such as product information and product comparison tools.
Online	The online channels provide customers with access to this product, including: <ul style="list-style-type: none">• Comparison pages and educational assets to assist customers with selecting the right product.

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">• Account closures.
Complaints	Trends in customer complaints from customers who hold the product, which relate to the purchase or use of the product, including: <ul style="list-style-type: none">• Customer understanding of consumer risks or conditions of the product.• Customer understanding of the key attributes of the product.
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.

Review of this document and associated triggers (continued)

Review trigger	Description
Material product and/ or distribution channel change	Where Great Southern Bank 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">• Adding, removing or changing a key attribute.• A material pricing change to the associated fees and/ or charges which impacts the overall value proposition.• A substantial change to the distribution strategy or channel(s) of the product.
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">• Significant change in economic and market conditions.• Regulatory or legislative requirement.• Notification from ASIC requiring immediate stop of distribution.
Significant dealings	<ul style="list-style-type: none">• Evidence of any significant dealing in the distribution of the product.

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.
Sales data	Sales data including number of accounts opened and closed on a quarterly basis.

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.