

Treasury at Call Deposit



Target Market Determination (TMD)

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Issued by Suncorp-Metway Ltd ABN 66 010 831 722; Australian Credit Licence 229882; Australian Financial Services Licence 229882 (**Suncorp Bank**).

What is a Target Market Determination?

A Target Market Determination (**TMD**) is a determination that Suncorp Bank has made to:

- describe the class of customers this product has been designed for;
- specify product distribution conditions;
- specify review periods and triggers; and
- set out reporting requirements.

A TMD is not a product disclosure statement and is not a full summary of the product features or the terms of the product. It is not intended to be a customer disclosure document and does not take into account any person's individual objectives, financial situation or needs.

If you are interested in acquiring this product, please carefully read the relevant Product Information Document (PID) and terms and conditions before making a decision. This information is available on request.

What is this Treasury at Call Deposit?

Suncorp Bank's Treasury at Call Deposit allows for the deposit of Australian dollars which offers customers a variable interest rate of return. The funds are available at call and allows for the deposit or withdrawal of Australian dollars

as part of a foreign exchange transaction. It can be used to pledge money for a foreign currency market order.

This product is not suitable for a customer seeking a fixed interest rate of return or a fixed term deposit. It cannot be used to deposit or withdraw cash or cheques.

What are the key attributes of this Treasury at Call Deposit?

This Treasury at Call Deposit has the following key attributes:

- a negotiated variable rate of return paid on the first Business Day of each month or on a different day each month that we mutually agree;
- it is flexible and allows for the withdrawal or deposit on any Business Day subject to close off times;
- no minimum or maximum term;
- no minimum or maximum balance;
- no minimum or maximum deposit or withdrawal; and
- access to this account is through Treasury representatives only.

Who is the Target Market for this Treasury at Call Deposit?

The Target Market is the class of customers who meet the criteria below. Note: sections 1 – 4 should be considered in totality.

Section 1 - Type of Customer	<p>A customer who is any one of the following:</p> <ul style="list-style-type: none"> – an adult personal customer; – a non-personal customer who is: <ul style="list-style-type: none"> – a start-up business, – an established business. <p>These types of customers typically need:</p> <ul style="list-style-type: none"> – an individual account; – joint account with separate or joint signatory authority; or – the ability to delegate signing authority to someone else.
Section 2 - Objectives and Needs	<p>Customers will have any one or more of the following primary short-term and long-term objectives:</p> <ul style="list-style-type: none"> – to hold Australian dollars in an account; – to earn a negotiated variable interest rate of return on Australian dollars held in an account; – to preserve and grow their capital. <p>Customers will have any one or more of the following primary needs:</p> <ul style="list-style-type: none"> – access to Australian dollar holdings at call; – access to an account to pledge Australian dollars for a foreign currency order; – ability to deposit or withdraw Australian dollars as part of a foreign exchange transaction; – to receive a variable interest rate of return on Australian dollar holdings.
Section 3 - Financial Situation	<p>Customers will have all of the following:</p> <ul style="list-style-type: none"> – ongoing and regular income with an ongoing requirement for foreign currency; – ability to pay any fees and charges associated with the product.
Section 4 - Dependencies	<p>Customers will have any one or more of the following in the same name/entity:</p> <ul style="list-style-type: none"> – a transactional bank account with Suncorp Bank in Australian dollars; or – a Treasury Foreign Currency at Call Deposit account with Treasury.

The Treasury at Call Deposit is likely to be consistent with the objectives, financial situation and needs of the class of customers in the target market because:

- the product enables customers to deposit, transfer and make payments in Australian dollars through an account, and that can be pledged to support their foreign currency needs
- the product enables customers to hold account balances in Australian dollars, readily available to conduct transactions and that earn a negotiated variable rate of interest. This supports customers seeking to preserve and grow their capital over the long-term

Suncorp Bank continuously monitors the consumer outcomes with this product and analyses that the key terms, features and attributes of the product are consistent with the identified class of customers.

What conditions/restrictions are there on how this Treasury at Call Deposit is distributed?

This product can only be sold by Suncorp Bank and is distributed through the following channel with the following conditions/restrictions:

Channel	Distribution Conditions/Restrictions
Treasury	<ul style="list-style-type: none">— by an approved Treasury representative;— following an approved conversation framework;— through General Advice or No Advice; and <p>Where:</p> <ul style="list-style-type: none">— products are directed to customers who are likely within the target market;— applications are submitted using approved Treasury onboarding forms either already completed or as part of acquiring this product;— all marketing must be approved by Suncorp Bank and consistent with this TMD.

The limited and specialist distribution channel and the conditions and restrictions on distribution supported by appropriate platform controls, representative training and approval, sales processes and monitoring make it likely the class of customers who acquire the product are in the target market for whom the product has been designed.

When will this TMD be reviewed?

This TMD is effective from 5 October 2021 and will undergo an initial review 12 months later, with subsequent reviews occurring 24 months thereafter. We will also review this TMD if, in Suncorp Bank's view, any of the following Review Triggers occur.

Review Triggers

- there is a significant dealing outside the target market;
- there is a material change in the design and/or strategy for the product, including changes to the distribution channel;
- there is a material change to the fee structure which in Suncorp's opinion negatively impacts the target market of this product;
- there is a material and unexpected increase in the number and in the nature of complaints received about the product;
- there is a material and unexpected increase in the monitoring metrics for the product when compared to expected thresholds; or
- the distribution conditions have in Suncorp Bank's view been found to be inadequate.

An earlier review will also be conducted when other events or circumstances reasonably suggest that the TMD is no longer appropriate.

What information will the bank review?

Internal sources

To monitor for the review triggers mentioned in the previous section, Suncorp Bank will review the following information every quarter from internal sources:

- complaints information in a format required by Suncorp Bank including the number and the nature of complaints;
- product and distribution monitoring metrics, including number of accounts opened but not utilised, and number of accounts closed;
- proportion of customers, not in the target market, who have acquired the product during the reporting period; and
- material changes to the product including strategy, design, fees, documentation, or distribution.

In addition, the bank will review the following information when conducting a review of this TMD (all obtained internally):

- customer feedback on the product;
- quality assurance.