

ANZ STATUTORY TRUST ACCOUNT

TARGET MARKET DETERMINATION

PURPOSE OF THIS DOCUMENT

ANZ is legally required to prepare this Target Market Determination (TMD). The TMD describes the class of customers the product has been designed for, the conditions under which the product must be distributed and how ANZ will review this document so it remains appropriate.

TARGET MARKET

ANZ has identified the target market for ANZ Statutory Trust Account and the key attributes of the product that meet the needs, objectives and financial situation of customers in the target market as follows:

ANZ Statutory Trust Account has been designed for customers who:	Key attributes of ANZ Statutory Trust Account that make the product appropriate for the target market:
<ul style="list-style-type: none">• Are running a business that is a regulated business or profession; and	<ul style="list-style-type: none">• Eligibility: The product is available to certain customers (such as legal practitioners and real estate agents) who have regulatory obligations to hold monies on trust in certain circumstances.
<ul style="list-style-type: none">• Hold client money and are obliged to hold it on trust in order to comply with applicable regulatory requirements.	<ul style="list-style-type: none">• Trust arrangement: The product provides a means for customers to hold client monies on trust in accordance with their regulatory obligations.

DISTRIBUTION CONDITIONS

ANZ applies the following conditions and restrictions to the distribution of ANZ Statutory Trust Account so that the product is likely to be provided to customers in the target market.

These conditions and restrictions:

- limit the channels through which the product can be provided;
- ensure those who distribute the product are adequately trained and accredited; and
- ensure ANZ only distributes the product in accordance with a consistent application and assessment process.

	Condition	How does this make distribution appropriate?
Channel	<p>ANZ Statutory Trust Account can only be provided to customers through the following channels:</p> <ul style="list-style-type: none"> • ANZ Commercial; • ANZ National Business Centre; • ANZ Branches; and • ANZ Private Bank. <p>ANZ Statutory Trust Account cannot be distributed by third parties. Brokers may refer customers to ANZ, however only authorised ANZ staff may decide to issue the product to a customer.</p>	<p>By limiting channels, ANZ can ensure that ANZ Statutory Trust Account applications are only received through channels that are subject to appropriate conditions, controls and/or monitoring.</p>
Training & Accreditation	<p>ANZ Statutory Trust Account can only be provided to customers by ANZ directly, or through authorised ANZ staff who are trained and accredited.</p>	<p>By applying training and accreditation standards to ANZ staff who distribute the product, ANZ is ensuring:</p> <ul style="list-style-type: none"> • background checks are conducted on relevant individuals; • those distributing the product hold appropriate qualifications, are authorised to engage in distribution activities and are appropriately trained and accredited to ANZ standards; and • those distributing the product understand the distribution process ANZ requires them to follow, as well as the legislative framework relevant to their activities.
Process	<p>ANZ Statutory Trust Account can only be provided to customers by following ANZ's customer application and product selection process, including making relevant enquiries into the customer's product needs.</p>	<p>By applying its application and product selection process, ANZ makes enquiries to determine whether the product is consistent with the likely needs, objectives and financial situation of the customer.</p>

REVIEW OF THE TARGET MARKET DETERMINATION (TMD)

ANZ will review the TMD periodically to ensure it remains appropriate.

Periodic Reviews of the TMD	Timing
<ul style="list-style-type: none">• Initial review	<ul style="list-style-type: none">• No later than 18 months from the date the TMD is made.
<ul style="list-style-type: none">• Subsequent ongoing review	<ul style="list-style-type: none">• No later than 18 months from the date of the previous review.

Review Triggers

In addition, ANZ will review this document earlier if one or more of the following occurs, where they reasonably suggest that the TMD is no longer appropriate:

- There is a material change to the product or its distribution. For example, a change to a key product attribute or a material change to a distribution channel.
- There is a change in law or its application, a change in relevant industry code, an AFCA determination, a court decision, or ASIC or other regulatory guidance or action, or requirements of any relevant professional association or supervisor, that materially affects the product. For example, if a change in the law requires ANZ to change or remove a key product attribute or a product intervention order is made by ASIC in respect of the product.
- There is a significant increase beyond expected levels in complaints or disputes, or a significant change in the nature of complaints or disputes relating to the product.
- ANZ has information about the way in which the product is being distributed, operating or being used by customers that reasonably suggests the TMD is no longer appropriate. For example, ANZ will monitor the number of accounts that customers opt to close shortly after the product is issued.
- Any other event occurs or information is received (for example, significant dealings in the product that are not consistent with the TMD) that reasonably suggests the TMD is no longer appropriate.

REPORTING

Regulated persons must provide the following information to ANZ:

Category	Description	Reporting period	Reporting timeframe
Complaints	<ul style="list-style-type: none">• Whether any complaints relating to the product were received during the reporting period; and• If so:<ul style="list-style-type: none">- the number of complaints received during the reporting period; and- the substance of those complaints and any general feedback relating to the product or its performance.	Every calendar quarter.	As soon as practicable and in any case within 10 business days of the relevant reporting period.

IMPORTANT INFORMATION

This target market determination is not a recommendation, opinion or advice that any person acquire the product or is within the target market for the product. It does not summarise the terms or risks of the product and is not an offer of, or invitation to apply for, the product to any person in Australia or elsewhere. It does not set out all obligations of regulated persons in relation to the product or this target market determination. Go to <https://www.anz.com.au/support/rates-fees-terms/target-market-determinations> for more information about target market determinations. Go to <https://www.anz.com.au/business/accounts/specialist-accounts/statutory-accounts/> for information about the product.