

ANZ ACCESS BASIC

TARGET MARKET DETERMINATION

PURPOSE OF THIS DOCUMENT

This target market determination is made by ANZ under section 994B of the *Corporations Act 2001* (Cth). Its purpose is to describe who this product has been designed for, conditions under which the product must be distributed and how this document will be monitored for ongoing appropriateness.

TARGET MARKET

ANZ Access Basic has been designed for customers who:	Key attributes of ANZ Access Basic that make the product appropriate for the target market:
<ul style="list-style-type: none">• Hold an eligible concession card;	<ul style="list-style-type: none">• Eligibility: ANZ Access Basic is only available to individuals who hold an eligible concession card.
<ul style="list-style-type: none">• Want a low cost bank account for personal or domestic purposes; and	<ul style="list-style-type: none">• Transactional ability: Allows customers to access funds and to make and receive payments.• Fees: No periodic service fee; no transaction fees for ANZ Transactions*.
<ul style="list-style-type: none">• Want the ability to make and receive payments frequently through one or more of the payment methods offered by ANZ, except by cheque.	<ul style="list-style-type: none">• Payment methods: Payments can be made through a range of methods, including digitally and via ANZ Phone Banking. An ANZ Access Card or an ANZ Visa Debit Card may also be requested. Cheque facilities are not available.

For a list of eligible concession cards, go to: anz.com.

*Refer to the [ANZ Personal Banking Account Fees and Charges \(PDF\)](#) for a list of transactions which are 'ANZ Transactions'.

DISTRIBUTION CONDITIONS

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

	Condition	Why do we do this?
Channel	ANZ Access Basic can only be provided to customers through the following channels: <ul style="list-style-type: none">• ANZ Branches; and• ANZ Customer Contact Centre.	So that ANZ only considers providing ANZ Access Basic if the customer's application is received through channels that are subject to appropriate conditions, controls and/or monitoring by ANZ.
Training & Accreditation	ANZ Access Basic can only be provided to customers by ANZ directly or through the following persons: <ul style="list-style-type: none">• Authorised ANZ staff who are accredited and trained.	So that: <ul style="list-style-type: none">• checks are conducted on matters like qualifications and past conduct for ANZ staff involved in the distribution of ANZ products; and• ANZ staff responsible for providing products understand the distribution process they are required to comply with when distributing ANZ products, as well as the legislative framework relevant to their activities.
Process	ANZ Access Basic 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.	So that enquiries are made to determine whether the product meets the likely needs, financial situation and objectives of the customer.

REVIEW 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.
- 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 that materially affects 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.
- 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; andIf so:<ul style="list-style-type: none">the number of complaints received during the reporting period; andthe 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/personal/bank-accounts/everyday-accounts/access-basic/> for information about the product.