

# ANZ TERM DEPOSIT

## AVAILABLE ONLY THROUGH ANZ OR THIRD PARTY INTERMEDIARIES WHO ARE APPROVED BY ANZ

### TARGET MARKET DETERMINATION

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#### 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 Term Deposit and the key attributes of the product that meet the needs, objectives and financial situation of customers in the target market as follows:

ANZ Term Deposit has been designed for customers who:	Key attributes of ANZ Term Deposit that make the product appropriate for the target market:
<ul style="list-style-type: none"><li>• Want to deposit funds including for personal or domestic purposes;</li></ul>	<ul style="list-style-type: none"><li>• <b>Minimum deposit:</b> A minimum deposit amount is required.</li></ul>
<ul style="list-style-type: none"><li>• Want to earn a fixed rate of interest (subject to market rates);</li></ul>	<ul style="list-style-type: none"><li>• <b>Interest:</b> Interest is payable on deposited funds at an agreed rate and agreed frequency (which is fixed during the term of the deposit).</li></ul>
<ul style="list-style-type: none"><li>• Want to put funds on deposit for a specified term; and</li></ul>	<ul style="list-style-type: none"><li>• <b>Term:</b> Funds are deposited for an agreed term.</li><li>• <b>Rollover:</b> Customers may elect for deposited funds to be repaid or reinvested at maturity. In some cases, funds may be automatically reinvested at maturity.</li></ul>
<ul style="list-style-type: none"><li>• Do not want access to the funds on demand, but may want access to the funds prior to the end of the specified term.</li></ul>	<ul style="list-style-type: none"><li>• <b>Early withdrawal:</b> Customers may withdraw funds before the end of the agreed term on notice and these requests are generally processed on the same day or next business day. Early withdrawal may incur an administration fee and results in a reduction in interest payable in respect of the withdrawn funds.</li></ul>

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## DISTRIBUTION CONDITIONS

ANZ applies the following conditions and restrictions to the distribution of ANZ Term Deposit 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 or are approved and authorised by ANZ; and
- ensure the product is only distributed in accordance with a consistent application and assessment process.

	Condition	How does this make the distribution appropriate?
<b>Channel</b>	<p>ANZ Term Deposit can only be provided to customers through the following channels:</p> <ul style="list-style-type: none"> <li>• ANZ Branches;</li> <li>• ANZ Private;</li> <li>• ANZ Customer Contact Centre;</li> <li>• Online channels (this may include anz.com, ANZ App and ANZ Internet Banking); and</li> <li>• ANZ approved 'Intermediaries' (financial planners, accountants, stockbrokers, SMSF Administrators and fixed interest brokers, or other approved third parties)</li> </ul>	<p>By limiting channels, ANZ can ensure that applications for ANZ Term Deposit are only received through channels that are subject to appropriate conditions, controls and/or monitoring.</p>
<b>Training, Approval &amp; Accreditation</b>	<p>ANZ Term Deposit can only be provided to customers by ANZ directly or through the following persons:</p> <ul style="list-style-type: none"> <li>• authorised ANZ staff who are accredited and trained; and</li> <li>• Intermediary who are approved by ANZ, including that they have an agreement with ANZ and that they comply with the requirements of that agreement.</li> </ul>	<p>By applying training and accreditation standards to ANZ staff who distribute the product, ANZ is ensuring:</p> <ul style="list-style-type: none"> <li>• background checks are conducted on relevant individuals;</li> <li>• those distributing the product hold appropriate qualifications, are authorised to engage in distribution activities and are appropriately trained and accredited to ANZ standards; and</li> <li>• those distributing the product understand the distribution process ANZ requires them to follow, as well as the legislative framework relevant to their activities.</li> </ul> <p>By requiring Intermediaries to have an agreement with ANZ, ANZ can ensure that these Intermediaries:</p> <ul style="list-style-type: none"> <li>• are authorised to arrange to issue ANZ Term Deposit; and</li> <li>• comply with the requirements under that agreement; and</li> <li>• are required to be licensed or are regulated by an applicable regulator (such as ASIC) or are exempt from any such requirement.</li> </ul>

	Condition	How does this make the distribution appropriate?
<b>Process</b>	<p>ANZ Term Deposit can only be provided to customers by:</p> <ul style="list-style-type: none"> <li>• for initial issuance: <ul style="list-style-type: none"> <li>- via ANZ Channels – following ANZ’s customer application and product selection process, including making relevant enquiries into the customer’s product needs; or</li> <li>- via authorised Intermediary – following ANZ’s account issuance process, including receipt from the intermediary of a compliant customer application to open the account in the name of the customer;</li> </ul> </li> <li>• for issuance on rollover, sending a reminder to the customer to confirm instructions on upcoming maturity, and: <ul style="list-style-type: none"> <li>- if the customer has responded to the reminder (including via the Intermediary), then in accordance with those instructions; or</li> <li>- if the customer has not responded but: <ul style="list-style-type: none"> <li>• has provided previous instructions, then in accordance with those instructions; or</li> <li>• has not provided previous instructions, then in accordance with the terms and conditions.</li> </ul> </li> </ul> </li> </ul>	<p>By requiring ANZ staff and authorised Intermediary to follow ANZ’s issuance process, ANZ can ensure that enquiries are made 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"><li>• Initial review</li></ul>	<ul style="list-style-type: none"><li>• No later than 18 months from the date the TMD is made.</li></ul>
<ul style="list-style-type: none"><li>• Subsequent ongoing review</li></ul>	<ul style="list-style-type: none"><li>• No later than 18 months from the date of the previous review.</li></ul>

### 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 (including APRA requirements) 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 either the product or a Intermediary (including its authorised third parties) so far as it relates 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; or
  - the way in which a Intermediary (including its authorised third parties) is operating, so far as it relates to the product, that reasonably suggests the TMD is no longer appropriate.For example, ANZ will monitor:
  - number of accounts that are closed prior to maturity, particularly if this occurs shortly after the product is issued; and
  - unexpected changes in sales trends.
- 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"><li>• Whether any complaints relating to the product were received during the reporting period; and</li><li>• If so:<ul style="list-style-type: none"><li>- the number of complaints received during the reporting period; and</li><li>- the substance of those complaints and any general feedback relating to the product or its performance.</li></ul></li></ul>	Every calendar quarter.	As soon as practicable and in any case within 10 business days of the relevant reporting period.

In addition, Intermediaries must provide the following information to ANZ:

Category	Description	Reporting period	Reporting timeframe
Regulator feedback	Any other significant feedback from a regulator or consumer group which relates to the suitability of the product or its distribution.	Every calendar quarter.	As soon as practicable and in any case within 10 business days of the relevant reporting period.
Significant dealings	<ul style="list-style-type: none"><li>• Date(s) the significant dealing occurred;</li><li>• Description of the significant dealing and why it is not consistent with the TMD;</li><li>• Why the dealing is significant;</li><li>• How the significant dealing was identified; and</li><li>• What steps, if any, have been, or will be, taken in relation to the significant dealing.</li></ul>	See reporting timeframe.	As soon as practicable and in any case within 10 business days of becoming aware of the significant dealing.

## 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/term-deposits/anz-term-deposit/> for information about the product.