

Effective Date: 5 October 2021

Status: Historic

ANZ TERM DEPOSIT

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

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 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">• Want to deposit funds including for personal or domestic purposes; | <ul style="list-style-type: none">• Minimum deposit: A minimum deposit amount is required. |
| <ul style="list-style-type: none">• Want to earn a fixed rate of interest (subject to market rates); | <ul style="list-style-type: none">• Interest: Interest is payable on deposited funds at an agreed rate and agreed frequency (which is fixed during the term of the deposit). |
| <ul style="list-style-type: none">• Want to put funds on deposit for a specified term; and | <ul style="list-style-type: none">• Term: Funds are deposited for an agreed term.• Rollover: Customers may elect for deposited funds to be repaid or reinvested at maturity. In some cases, funds may be automatically reinvested at maturity. |
| <ul style="list-style-type: none">• Do not want access to the funds on demand, but may want access to the funds prior to the end of the specified term. | <ul style="list-style-type: none">• Early withdrawal: 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 Early withdrawal may incur an administration fee and results in a reduction in interest payable in respect of the withdrawn funds. |

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.

| | Condition | Why do we do this? |
|-------------------------------------|---|--|
| Channel | <p>ANZ Term Deposit can only be provided to customers through the following channels:</p> <ul style="list-style-type: none"> • ANZ Branches; • ANZ Private; • ANZ Customer Contact Centre; • ANZ Digital¹; and • ANZ approved 'third party intermediaries'². <p>¹This may include anz.com, ANZ App and ANZ Internet Banking. ²Financial planners, accountants, stockbrokers, industry superfunds, SMSF Administrators and fixed interest brokers, or other approved third parties.</p> | <p>So that ANZ only considers providing ANZ Term Deposit if the customer's application is received through channels that are subject to appropriate conditions, controls and/or monitoring by ANZ.</p> |
| Training & Accreditation | <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"> • authorised ANZ staff who are accredited and trained; and • third party intermediaries who are approved by ANZ, including that have an agreement with ANZ and that they comply with the requirements of that agreement. | <p>So that:</p> <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; • 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; • third party intermediaries have an agreement with ANZ under which they are authorised to arrange to issue ANZ Term Deposit and comply with the requirements under that agreement; and • third party intermediaries are licensed or regulated by an applicable regulator (such as ASIC) or are exempt from any such requirement. |
| Process | <p>ANZ Term Deposit can only be provided to customers by:</p> <ul style="list-style-type: none"> • for initial issuance: <ul style="list-style-type: none"> - via ANZ Channels – following ANZ's customer application and product selection process, including making relevant enquiries into the customer's product needs; or - via authorised third party intermediaries – 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; • for issuance on rollover, sending a reminder to the customer to confirm instructions on upcoming maturity, and: <ul style="list-style-type: none"> - if the customer has responded to the reminder (including via the Intermediary), then in accordance with those instructions; or - if the customer has not responded but: <ul style="list-style-type: none"> • has provided previous instructions, then in accordance with those instructions; or • has not provided previous instructions, then in accordance with the terms and conditions. | <p>So that enquiries are made to determine whether the product meets the likely needs, financial situation and objectives of the customer.</p> |

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 (including APRA requirements) 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 either the product or a third party intermediary (including its authorised third parties) so far as it relates to the product.
- ANZ has information about either:
 - 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 third party 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.
- 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. |

In addition, third party 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">• Date(s) the significant dealing occurred;• Description of the significant dealing and why it is not consistent with the TMD;• Why the dealing is significant;• How the significant dealing was identified; and• What steps, if any, have been, or will be, taken in relation to the significant dealing. | 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.