Effective Date: 12th September 2026
Status: Current

ANZ BUSINESS OFFSET

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 Business Offset 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 Business Offset has been designed for customers who:	Key attributes of ANZ Business Offset that make the product appropriate for the target market:
• Have or are applying for an eligible ANZ loan and want to reduce the amount of interest payable in respect of the loan by keeping an amount on deposit with ANZ;	• **Eligibility:** ANZ Business Offset is only available for customers who have or are applying for an eligible ANZ loan. • **Operation:** While the account is linked to an eligible ANZ loan, the balance in the account is taken into account in the calculation of interest on the loan.
• Require access to their funds on demand; and	• **Access:** Allows customers to access funds on demand.
• Are willing to accept applicable fees.	• **Fees:** A fixed monthly fee applies. • **Transaction Fee:** Transaction fees apply on transactions over a certain free monthly limit.

DISTRIBUTION CONDITIONS

ANZ applies the following conditions and restrictions to the distribution of ANZ Business Offset 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 the distribution appropriate?
Channel	ANZ Business Offset can only be provided to customers through the following channels: • ANZ Commercial; • ANZ National Business Centre; and • ANZ Private. ANZ Business Offset 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.	By limiting channels, ANZ can ensure applications for ANZ Business Offset are only received through channels that are subject to appropriate conditions, controls and/or monitoring.
Training & Accreditation	ANZ Business Offset can only be provided to customers by ANZ directly, or through authorised ANZ staff who are accredited and trained.	By applying training and accreditation standards to ANZ staff who distribute the product, ANZ is ensuring: • 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	ANZ Business Offset 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.	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.

REVIEW OF THE TARGET MARKET DETERMINATION (TMD)

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

Periodic Reviews of the TMD	Timing
• Initial review	• No later than 18 months from the date the TMD is made.
• Subsequent ongoing review	• 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 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:
  - number of accounts that customers opt to close shortly after the product is issued; and
  - number of accounts that incur high levels of transaction fees.
- 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	• Whether any complaints relating to the product • were received during the reporting period; and • If so: - 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. Contact ANZ for information about the product.

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