

Banking Accounts

Target Market Determination

Version: 1.0
Effective date: 27 July 2026
Last review date: 27 July 2026

The purpose of this Target Market Determination (TMD) is to provide consumers, distributors and our representatives with information about:

- who this product has been designed for;
- how this product is distributed; and
- when this document will be reviewed.

This product is issued by Bank of us (a trading name of B&E Ltd), ABN 32 087 652 088, AFSL & Australian Credit Licence 236870.

In this document the terms "Bank of us", "we", "us" or "our" refer to Bank of us (a trading name of B&E Ltd).

This document is not a summary of the product features, terms and conditions. Any advice provided in this document is general advice only. It has been prepared without considering any person's particular objectives, financial situations or needs. Ensure this product is right for you before applying. If you already hold this product, you should review the information we have provided you, in case your circumstances have changed.

PRODUCT: Community Advantage - Everyday Account

Target market

This product is suitable for retail consumers who:

- are a not-for-profit organisation domiciled in Tasmania. This includes charities, community and welfare groups, clubs and sporting associations, schools, school associations and church or other religious institutions
- need a transactional banking account to conveniently manage their funds and to facilitate payments
- are willing to conduct their banking in Store, over the phone or via Internet Banking.
- do not require cheque or card access
- do not require credit interest to be paid on the funds

This product is not suitable for retail consumers who:

- don't satisfy the not-for-profit eligibility criteria specified above
- require a product that is accessible by card or cheque
- require credit interest to be paid on funds deposited

Description of product, including key attributes

This is a Community Advantage account; an "everyday" transaction account which eligible not-for-profit organisations can use to manage their funds and to facilitate payments; it's a transaction account with no monthly fee and unlimited in Store, Contact centre and Internet Banking access. The key features of this product are:

- no minimum deposit
- no monthly account fee
- funds available at call
- unlimited Retail store, Contact centre access and Internet Banking access



- other available access methods: BPAY, Osko Payments, NPP payments / external transfers, direct credits, direct debits, periodical payments, sweeps. Note: No card or cheque option is available with this product
- information about fees:

For full details of the Fees and Charges that may apply to this product, please refer to the *Fees and Charges Schedule*, which is available from www.bankofus.com.au/product-disclosure or from any Bank of us Retail store.

Distribution conditions

This product is distributed by the issuer (Bank of us) through the following channels:

- Bank of us' Retail Stores / locations: Hobart, Rosny, Launceston, Devonport, Ulverstone, Burnie, Wynyard
- Bank of us Contact centre by calling 1300 306 716

Distribution conditions for this product include:

- ensuring that consumers meet the suitability and eligibility conditions for the product
- ensuring that distribution through Bank of us' Retail Stores and the Contact centre is by appropriately authorised and trained staff
- ensuring there are process controls across marketing, sales and service so that this product is not provided to those outside the target market

Reviewing this document

We will review this TMD within the first year from the effective date, and then, we will review this TMD every 2 years to ensure it remains appropriate.

We will also review this TMD if any event or circumstances (called 'review triggers') occur that would reasonably suggest that the determination is no longer appropriate, or the product is no longer consistent with the likely objectives, financial situation and needs of consumers in the target market, such as:

- A significant dealing of the product to consumers outside the target market occurs,
- A significant number of complaints is received from customers in relation to their purchase or use of the product that reasonably suggests that the TMD is no longer appropriate,
- A material change to the product or the terms and conditions of the product occurs which would cause the TMD to no longer be appropriate,
- A change in our approval criteria that impacts the suitability of the product for the target market,
- A change in the distribution of the product,
- A change in the composition of the product i.e. product name, key attributes,
- A material and relevant reduction in our key product suitability metrics such as: customer satisfaction, product approval, sales activity, financial performance, product value and affordability.

We will review this TMD within 10 business days of the occurrence of any review trigger.

Information

The following information will be obtained from Bank of us internal distribution channels to assist in identifying whether a TMD may no longer be appropriate and/or a 'review trigger' is met.

Type of information	Description	Reporting period
Significant dealing(s)	Date or date range of the significant dealing(s) and description of the significant dealing (e.g., why it is not consistent with the TMD)	As soon as practicable, and in any case within 10 business days after becoming aware of the significant dealing
Sales outside the target market	Written details of any identified sale of the product outside of the target market as described in this TMD	As soon as practicable, and in any case within 10 business days after becoming aware of the sale
Complaints	Number of complaints received in relation to the product during the period	Every 3 months
Product performance	Updates about Net Promoter Score / customer satisfaction, product sales, attrition, product holding per customer, and overall financial performance	Monthly, Quarterly and Annually

Record keeping

Bank of us will maintain records of the reasonable steps they have taken to ensure that this product is sold in a manner consistent with this TMD.

We will also prepare and maintain complete and accurate records of our decisions, and the reasons for those decisions, in relation to:

- All target market determinations for this product,
- Identifying and tracking review triggers,
- Setting review periods, and
- The matters documented in this TMD.