

Target Market Determination

Product:	Card Services – Salary Packaging
Made by:	Beyond Bank Australia Limited ABN 15 087 651 143 AFSL/Australian Credit Licence 237856
Version no.:	1.0
Date made:	5 October 2021
Last review date:	-
Ceased date:	In use.

Target Market

Customers in the target market are natural persons who need a salary packaging (meal and entertainment and/or living expenses) card for personal use who:

- are currently employed by an employer organisation eligible to offer salary packaging benefits to individual employees;
- seeks access to perform card-based transactions (via a physical card or digital card);
- use the salary packaging (meal and entertainment and/or living expenses) card only for the intended purpose and within the defined allowable use;
- only access funds provided to them by their employer, not their own.

Customers in the target market may or may not have previous experience with account access facilities and will therefore have differing levels of knowledge and experience with these services, including very little or no such experience.

Customers are not in the target market for obtaining a salary packaging card if they:

- are not 16 years of age or older;
- are not employed by an eligible employer organisation;
- want to use the card for cash advances, cash withdrawals or account transfers;
- want to deposit their own funds into the account to access with the card;
- want to use the salary packaging card for a reason beyond its intended purpose.

Distribution Conditions

The Product may be advertised by us on our website, in our branches and through various targeted communication and media channels including online.

The Product is distributed by the bank directly to customers and arranged through selected salary packaging agents or administrators or directly with an eligible community organisation. There are no additional requirements or distribution conditions.

Review Triggers

The following review triggers apply for this Product:

- Material changes to the Product terms and conditions, including any changes that introduce new fees and charges or increase existing fees and charges materially.
- Number of customer complaints alleging that the Product was unsuitable for the customer by reason of the product features or terms.

Review Period

An initial review of this Target Market Determination will occur within 12 months.

This Target Market Determination is then to be reviewed at least every 12 months.

The Product Manager is responsible for initiating the review process at least one month prior to the end of each review period.

Information Reporting

The following table sets out the information which we require to be reported to us in respect of the Product by persons who engage in retail distribution conduct in respect of the product.

Unless otherwise stated, the first reporting period commences on 5 October 2021 and each subsequent reporting period commences at the end of the prior reporting period.

Information required to be reported	Who is required to report?	How frequently is report required (reporting period)?	How reported?
The number of complaints received in relation to the Product during the reporting period	Products	Quarterly	By email to Product Manager at productoperations@beyondbank.com.au

Revision management

Date	Action	Current Version
5 October 2021	TMD made	1.0