

Target Market Determination

Term Deposit Accounts (Rabobank Online Savings)

Effective date: 5 October 2021

About this document

When to use this target market determination

This target market determination (TMD) seeks to offer customers, distributors and staff with an understanding of the class of customers for which this product has been designed, having regard to the customer's objectives, financial situation and needs.

This document is not intended to provide financial advice. Customers must refer to the Rabobank Online Savings Terms and Conditions which outline the relevant terms and conditions under the product.

Products to which this target market determination applies

This TMD applies to the Term Deposit Accounts referred to in the following documents:

- Rabobank Online Savings Terms and Conditions
- Important information about accessing Term Deposit funds
- Rabobank Australia Limited Financial Services Guide

Date from which this target market determination is effective

5 October 2021.

Class of customers that fall within this target market

The information below summarises the overall class of customers that fall within the target market for these products, based on the products' key attributes and the objectives, financial situation and needs of the customer that it has been designed to meet.

Class of customers

Term Deposit Accounts have been designed for customers who would like to earn a guaranteed interest rate on their surplus funds for a fixed period and who do not require at-call access to funds.

Product description and key attributes

Term Deposit Accounts are savings products that pay a fixed rate of interest for a fixed period from 1 month to 5 years with funds available for withdrawal at the expiry of the agreed term.

The key attributes of these products are:

- A fixed rate of return on savings
- Investment options of 1 month to 5 years
- Ability to invest from \$1,000 up to \$2,000,000
- Interest is paid at maturity on terms from 1 month to 12 months. Monthly, quarterly, half yearly and annual interest payments are available on terms of 12 months and greater
- Added security using a Digipass (a device supplied to enable accessing and transacting on accounts)
- New customers are required to open and maintain a High Interest Savings Account (HISA) which is a variable rate at-call savings account which does not charge fees and has no minimum balance requirement

- Must nominate and hold a Linked Account, which is an account:
 - in the same entity name as the Term Deposit Account
 - which is owned and operated with an Australian financial institution; and
 - which can accept debits and credits
- Deposits covered under the Australian Government's guarantee on combined balances of up to \$250,000 per account holder with Rabobank Australia Limited
- An early withdrawal fee may be payable if the funds are accessed prior to maturity

Needs

Term Deposit Accounts have been designed for customers who:

- Would like to invest at least \$1,000 for a fixed term
- Require a fixed interest rate for the term of the investment
- Would like to manage their savings account using internet and mobile banking

Objectives

Term Deposit Accounts have been designed for customers who:

- Seek to earn interest on their savings
- Seek to retain their everyday banking account

Financial situation

Term Deposit Accounts have been designed for customers who have surplus funds of at least \$1,000 saved and who don't require at-call access to funds and are willing to lock their funds away for a fixed period of time.

Excluded class of customer

Term Deposit Accounts have not been designed for individuals who require at-call access to their savings and who require branch access to their account.

Consistency between target market and product

These products are likely to be consistent with the likely objectives, financial situation and needs of the class of customers in the target market. This is based on an analysis of the key terms, features and attributes of these products and a finding that these are consistent with the identified class of customers.

Applications are subject to Rabobank Approval

Applications for Term Deposit Accounts are open to customers who meet the following requirements:

- New individual (including Joint applicants) and Self-Managed Superannuation Fund (SMSF) customers
- Existing Individual, SMSF, Business and Trust customers are able to continue operating their Rabobank Online Savings Accounts and are able to open Term Deposit Accounts
- Each individual or trustee owner of an account must be at least 16 years old
- Each applicant must be an Australian tax resident at all times while holding a Term Deposit Account
- Applicants are required to provide us with a valid and current:
 - email address
 - residential address and if applicable, postal address; and
 - Australian mobile phone number

We may waive any of these requirements at our discretion.

How this product is to be distributed

Distribution conditions

These products have been designed to be distributed through the following means:

- Online via links on *www.rabobank.com.au*;
- Via the Rabobank Secure Site;
- Via our Call Centre; and
- Rabobank approved intermediaries including:
 - a licensed professional (e.g. a financial adviser or broker); and
 - any other appropriately licenced distributor (e.g. comparison website)

Adequacy of distribution conditions and restrictions

By distributing the products via links on *www.rabobank.com.au* and via the Rabobank Secure Site, it means that customers are able to view information about the product as they apply for it, and determine whether it meets their financial situation, needs and objectives. This makes it more likely that customers who acquire the product are in the target market.

By distributing the products through our trained Call Centre staff we are able to provide customers with the relevant information about the product so that they are able to determine whether it meets their financial situation, needs and objectives. This makes it likely that customers who acquire the product are in the target market.

Ensuring that distribution is also through Rabobank approved intermediaries who are licensed professionals (e.g. financial advisers or brokers) will make it more likely that customers are in the target market. This is because those professionals understand the target market of this TMD, and will assist distribution in being directed towards the target market for whom the product has been designed.

By distributing the products through Rabobank approved intermediaries who are appropriately licenced distributors – particularly comparison websites – this means that customers are able to view information about the product and compare it to other similar products which may then result in them going to the Rabobank website to view information about the product to confirm whether it meets their financial situation, needs and objectives. Use of these websites makes it more likely that customers who acquire the products are in the target market.

We have therefore determined that the distribution conditions and restrictions are appropriate and will make it likely that customers who purchase these products are in the class of customers for which it has been designed.

Reviewing this target market determination

We will review this target market determination in accordance with the below:

Initial review

October 2022

Periodic reviews

At least every two years from the previous review

Review triggers or events

Any event or circumstances arise that Rabobank considers would suggest the TMD is no longer appropriate. This may include (but is not limited to):

- A material change to the design or distribution of the product, including related documentation;
- Occurrence of a significant dealing in the product which is not consistent with the product's TMD;
- Distribution conditions are found to be inadequate;
- External events such as adverse media coverage or regulatory attention; and / or
- Significant changes in metrics, including, but not limited to complaints

Where a review trigger has occurred, this target market determination will be reviewed within 10 business days.

Distribution Reporting Requirements

The following reporting information is collected and monitored by Rabobank and must be provided in writing to Rabobank by distributors who engage in retail product distribution in relation to these products:

Information	Description	Reporting Period
Complaints	Number of complaints and details about those complaints	Distribution by Intermediaries As soon as practicable, and in any case within 10 business days after the end of the relevant reporting period. The reporting period is every 3 months (i.e. quarterly). Each Reporting period ends on the last day of the last month in the relevant quarter, as set out below: <ul style="list-style-type: none"> • 1 January to 31 March (first quarter); • 1 April to 30 June (second quarter); • 1 July to 30 September (third quarter); and • 1 October to 31 December (fourth quarter).
		Distribution by Rabobank As soon as practicable, and in any case within 10 business days of the end of the relevant reporting period. The relevant reporting period is monthly by calendar month.
Significant dealing(s)	Date or date range of the significant dealing(s), a description of the significant dealing(s) including why it is not consistent with the TMD	Distribution by Intermediaries and by Rabobank As soon as practicable, and in any case within 10 business days after becoming aware.