

# School Everyday Account

## Target Market Determination

5 October 2021

<p><b>Issuer</b></p>	<p>Victoria Teachers Limited, ABN 44 087 651 769, AFSL and Australian Credit Licence 240 960, trading as Bank First</p>
<p><b>Target Market</b></p>	<p><b>Description of target market (including likely objectives, financial situation and needs of the consumer)</b></p> <p>Schools that:</p> <ul style="list-style-type: none"> <li>• need a main operating transactional banking account to conveniently manage their funds and facilitate payments</li> <li>• need that transactional account to have a full range of features</li> <li>• need a low or no fee account</li> </ul> <p><b>Description of product, including key attributes</b></p> <p>This is a School Everyday Account and the key features of this product are:</p> <ul style="list-style-type: none"> <li>• no minimum deposit</li> <li>• at call with no withdrawal limits</li> <li>• variable interest rate</li> <li>• interest rate tiers</li> <li>• internet banking</li> <li>• banking app</li> <li>• phone banking (enquiry only)</li> <li>• joint signatories</li> <li>• no account fees</li> </ul> <p><b>Classes of consumers for whom the product is unsuitable</b></p> <ul style="list-style-type: none"> <li>• non Schools (including Preschools)</li> </ul>
<p><b>Distribution Conditions</b></p>	<p><b>Distribution conditions</b></p> <p>This product is distributed by the issuer through the following channels:</p> <ul style="list-style-type: none"> <li>• branches</li> <li>• relationship officers</li> <li>• call centre</li> <li>• online</li> </ul> <p>Distribution conditions for this product include:</p> <ul style="list-style-type: none"> <li>• ensuring that retail customers meet the eligibility requirements for the product</li> <li>• ensuring that distribution through the above channels is by appropriately trained staff</li> </ul> <p>There are no other distributors for this product.</p> <p><b>Why the distribution conditions and restrictions will make it more likely that the consumers who acquire the product are in the target market</b></p> <p>School accounts issued by Bank First are simple, well understood, and suitable for the majority of Schools (excluding Preschools).</p> <p>The nature of the bank accounts issued by Bank First means that distribution through all of its usual channels will generally be appropriate.</p> <p>The distribution conditions will enable the product to reach consumers in the target market while providing relevant and sufficient information about the product through the distribution channels. Eligibility requirements are enforced in each distribution channel to ensure that only eligible consumers can acquire the product.</p>

<p><b>Review Triggers</b></p>	<p>The review triggers that would reasonably suggest that the TMD is no longer appropriate are:</p> <ul style="list-style-type: none"> <li>• a significant dealing of the product to consumers outside the target market occurs</li> <li>• 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</li> <li>• 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</li> </ul>									
<p><b>Review Periods</b></p>	<p><b>First review date:</b> 30 September 2022</p> <p><b>Periodic reviews:</b> Every 2 years after the initial and each subsequent review</p>									
<p><b>Distribution Information Reporting Requirements</b></p>	<p>The following information must be provided to Bank First by distributors who engage in retail product distribution conduct in relation to this product:</p> <table border="1" data-bbox="379 528 1506 808"> <thead> <tr> <th data-bbox="379 528 628 607">Type of information</th> <th data-bbox="628 528 1190 607">Description</th> <th data-bbox="1190 528 1506 607">Reporting period</th> </tr> </thead> <tbody> <tr> <td data-bbox="379 607 628 714">Complaints</td> <td data-bbox="628 607 1190 714">           Number of complaints            Summary of each complaint including nature of complaint, resolution undertaken and customer outcome         </td> <td data-bbox="1190 607 1506 714">Every 3 months</td> </tr> <tr> <td data-bbox="379 714 628 808">Significant dealing(s)</td> <td data-bbox="628 714 1190 808">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)</td> <td data-bbox="1190 714 1506 808">As soon as practicable, and in any case within 10 business days after becoming aware</td> </tr> </tbody> </table>	Type of information	Description	Reporting period	Complaints	Number of complaints Summary of each complaint including nature of complaint, resolution undertaken and customer outcome	Every 3 months	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
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