TEACHERS MUTUAL BANK LIMITED

EVERYDAY BUSINESS ACCOUNT

Target Market Determination

Date: 31 October 2026

ABOUT THIS DOCUMENT

This Target Market Determination (**TMD**) applies to the Everyday Business Account product (**Product**) issued by Teachers Mutual Bank Limited ABN 30 087 650 459, Australian Financial Services Licence/Australian Credit Licence 238981 (**TMBL**). TMBL operates under a number of brand names including Teachers Mutual Bank, Australian Mutual Bank, Health Professionals Bank, Firefighters Mutual Bank and UniBank.

This TMD seeks to give TMBL members, staff, product distributors and other interested parties an understanding of the class of consumers for whom the Everyday Business Account has been designed and how the Product is to be distributed.

This TMD is not, and should not be construed as, a full summary of the Product's terms, conditions and attributes. Nor is it a substitute for the provision of financial advice. When deciding about the Product, consumers should refer to the Conditions of Use Accounts and Access and other relevant disclosure documents, available at *www.tmbank.com.au*.

For further information on TMBL's approach to the distribution and development of products for appropriate target markets, please refer to the website, *www.tmbank.com.au/design-distribution-obligations.*

TARGET MARKET DETERMINATION

Issuer: Teachers Mutual Bank Limited ABN 30 087 650 459, Australian Financial Services Licence/Australian Credit Licence 238981

Effective Date: 31 October 2026

Product: Everyday Business Account

A. Class of consumers

Below TMBL summarises the class of consumers comprising the target market for the Everyday Business Account based on the Product's key attributes and those consumers' likely objectives, financial situation and needs. TMBL has assessed that the Product, including its key attributes, is likely to be consistent with the objectives, financial situation and needs of the target market.

PRODUCT DESCRIPTION	
Product Description	A transaction account for small to medium businesses to deposit and access funds, perform online transactions and make day-to-day transactions
Key Attributes	A transaction account with the following key attributes: • no minimum monthly deposit; • no excess transaction fee; • no monthly account fee; • Visa Debit card; • direct debit and credit; • EFTPOS; • BPAY®; • Osko® fast payments; • periodical payments; • PayID; • sweep service; • ability to link as an offset account to an eligible home loan • bank@post; • Up to 15 sub accounts

	• ATM access in Australia and overseas; • mobile or wearable wallet using Apple, Pay, Google Pay or Samsung Pay.
Eligibility	The Product is available to: • an Australian company, partnership, trust, sole trader, incorporated association, self-managed super fund, government body or registered co-operative.
LIKELY NEEDS, OBJECTIVES AND FINANCIAL SITUATION	
Class Description	The Product has been designed to provide a fully featured everyday transaction account for small to medium businesses seeking to deposit and access funds, transact online and make day-to-day transactions.
Likely Financial Situation	Consumers with a wide range of: • income and saving habits; • age, employment status and life stages; and • risk tolerances.
Likely Needs	Consumers who need a transaction account: • deposit funds; • access funds; • transact online; and • make day-to-day transactions.
Likely Objective	Consumers with business funds that require an account for receiving, holding and making payments in connection with their day to day business activities: • the ability to draw on funds for everyday transactions; • flexibility in the way funds can be deposited into the account; • flexibility in the way funds can be accessed and transacted; • the ability to access internet banking, mobile app banking, a contact centre and banking in branch; and • no monthly account fee.
Classes of Consumers for whom the Product has not been designed	This account might not be appropriate for a consumer seeking a product that earns interest.

B. Distribution conditions and restrictions

Below TMBL summarises the conditions and restrictions on distribution of the Product and the distribution channels that are likely to result in distribution to consumers in the target market.

Distribution Channel	• Staff assisted channels including our branches, call centre, with a mobile lender, TMBL event and video chat. • Online channels including websites, online banking, mobile banking, email and live chat function. • Approved licensed intermediaries including comparison websites.	
Distribution Conditions and Restrictions	**General advice (such as advertising)**	• the distributor may provide general advice, such as advertising, through public channels.
	Retail product distribution conduct (other than general advice)	• TMBL distribution channels must be staffed by persons who have been trained in the distribution of this Product; • the Product must not be distributed through third parties; the Product can only be distributed directly by Australia Mutual Bank; • the Product can only be distributed to consumers that meet the eligibility requirements for the Product; and • deposits over $5,000,000 are subject to acceptance at TMBL's discretion.

DISTRIBUTION DETERMINATION
TMBL has assessed that the distribution strategy is appropriate and is of a nature that it will be likely the Product will be distributed to consumers in the target market.

C. Review

Below TMBL summarises the events or circumstances that reasonably suggest that the TMD is no longer appropriate.

Review Triggers	The following events and circumstances would reasonably suggest the TMD is no longer appropriate and would trigger a review of the TMD:
	• significant dealings that are inconsistent with the TMD;
	• a disproportionately high number of complaints received in relation to the design of the Product including:
	  ○ product attributes
	  ○ product suitability
	  ○ product distribution;
	• relevant material change in law, such as changes to applicable legislation, court/AFCA decisions, regulatory guidance or other mandatory requirements which impact the Product's design and/or distribution;
	• identified systemic issues in the design and/or distribution of the Product;
	• material changes to the design and/or distribution of the Product, including its key attributes and terms and conditions; or
	• other events or circumstances which indicate that the TMD is no longer appropriate (e.g. a disproportionately high number, beyond expected levels, of consumers switching or closing the Product each month; or evidence that consumer usage is significantly different from original expectations).	

Periodic Reviews	**First review of this TMD**	31 October 2027
	Periodic reviews following the first review of this TMD	Annually

D. Distributor reporting requirements

The following information must be provided to TMBL by all third party distributors within the required timeframes:

TYPE OF INFORMATION	DESCRIPTION	REPORTING TIMEFRAME
Complaints	Number of complaints received in relation to the Product.	Within 10 business days of the relevant Reporting Period (being each 6 month period ending March and September).
	The circumstances giving rise to the complaints (e.g. product type, issues raised and reasons).	On a half-yearly basis covering the periods ending March and September.
	Whether or not there has been or is likely to be consumer harm or detriment, and if so, the nature of the harm or detriment.	On a half-yearly basis covering the periods ending March and September.
Significant Dealing(s)	Date or date range of the significant dealing(s) and description of the significant dealing(s) (eg, why it is not consistent with the TMD).	As soon as practicable, and in any case within 10 business days after becoming aware.
Other Information Requested from Time-to-Time	Any other information requested in writing by TMBL from time-to-time subject to: • the request being necessary to ensure compliance with TMBL's legal and compliance obligations; and • TMBL providing at least 30 days prior notice before the end of the Reporting Period.	