

Target Market Determination (TMD) - Everyday Access Account

Product	Everyday Access Account
Issuer	Family First Bank ABN / ACN 39 087 650 057 AFSL / Australian Credit License No 241068
Effective Date of TMD	October 2021
Date of TMD	27 November 2023
Target Market	<p>Retail clients who:</p> <ul style="list-style-type: none"> • become a member with Family First automatically open this Everyday Access Account • need a savings account with a full range of access and payment facilities to manage their everyday banking and spending at anytime <p>This is an Everyday Savings Account and the key features of this product are:</p> <ul style="list-style-type: none"> • No minimum deposit or balance required • Funds available at call • Visa Debit Card – including available as digital or wearable wallet using Apple Pay or Google Pay • Internet Banking • Phone Banking • Mobile Banking app • Over the counter branch transactions • Direct Credits/Debits • BPay • Payments via OSKO • Periodical Payments • Personal Cheque facility • Overdrafts available • eStatements available via Internet Banking • No account keeping fees • Transaction and other fees may apply. Details are in our Fees and Charges Schedule, which also details Family First’s Relationship Balance Fee Rebate Scheme.
Distribution Conditions	<p>This product is distributed by the issuer through the following channels:</p> <ul style="list-style-type: none"> • branches • by phone • online

	Distribution conditions for this product include: <ul style="list-style-type: none"> ensuring that retail clients meet the eligibility requirements for the product ensuring that distribution through branches, by phone and online is by appropriately trained staff 		
Review Triggers	The review triggers that would reasonably suggest that the TMD is no longer appropriate include: <ul style="list-style-type: none"> 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. 		
Review Periods	Initial review date: Within 12 months of the effective date Periodic review: Every two years after the initial review and any subsequent periodic review		
Distribution Reporting Requirements	The following information is monitored by Family First in relation to the distribution of this product:		
	Type of information	Description	Reporting period
	Complaints	Number of complaints	Every 3 months
	Sales outside the target market	Number of sales \$ value of sales	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