

Target Market Determination (TMD) – Teen Saver Account

Product	Teen Saver Account
Issuer	Family First Bank ABN / ACN 39 087 650 057 AFSL / Australian Credit Licence 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"> • are between 13 and 17 years of age • need an interest bearing transaction and savings account to conveniently manage and help with savings growth • may need the assistance of either their parent or guardian to achieve their savings goal <p>This is a Teen Saver Account and the key features of this product are:</p> <ul style="list-style-type: none"> • Variable interest rate • Interest calculated on a daily balance and credited quarterly • 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 • Direct Credits/Debits • BPay • Payments via OSKO • Periodical Payments • eStatements 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 2 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