

### Target Market Determination (TMD) – Term Deposit (Interest Paid on Maturity)

<b>Product</b>	Family First Term Deposit Interest Paid on Maturity
<b>Issuer</b>	Family First Bank  ABN / ACN 39 087 650 057 AFSL / Australian Credit Licence No 241068
<b>Effective Date of TMD</b>	October 2021
<b>Date of TMD</b>	1 April 2024
<b>Target Market</b>	<p>Retail clients who:</p> <ul style="list-style-type: none"> <li>• need a deposit account offering the certainty of a guaranteed return</li> <li>• do not need access to funds on a regular basis and can await the maturity of the deposit</li> <li>• need to maximise the interest rate payable and will accept interest at maturity</li> </ul> <p>This is a Term Deposit that pays interest on maturity and the key features of this product are:</p> <ul style="list-style-type: none"> <li>• Fixed amount of money locked in at a fixed interest rate for the term of the deposit</li> <li>• Minimum and maximum deposit amounts to choose from</li> <li>• A number of available terms to choose from – 3 months, 6 months, 1 year, 2 years and 3 years</li> <li>• Automatic rollover available at maturity</li> <li>• Ability to fully redeem or partially redeem an amount if financial circumstances change. There may be some loss of interest on the amount redeemed prior to maturity.</li> <li>• Internet Banking</li> <li>• Phone Banking</li> <li>• Mobile Banking app</li> <li>• eStatements available via Internet Banking</li> <li>• Over the counter branch transactions</li> </ul>
<b>Distribution Conditions</b>	<p>This product is distributed by the issuer through the following channels:</p> <ul style="list-style-type: none"> <li>• branches</li> <li>• by phone</li> <li>• online</li> </ul> <p>Distribution conditions for this product include:</p>

	<ul style="list-style-type: none"> <li>ensuring that retail clients meet the eligibility requirements for the product</li> <li>ensuring that distribution through branches, by phone and online is by appropriately trained staff</li> </ul>												
<b>Review Triggers</b>	<p>The review triggers that would reasonably suggest that the TMD is no longer appropriate include:</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>												
<b>Review Periods</b>	<p><b>Initial review date:</b> Within 12 months of the effective date</p> <p><b>Periodic review:</b> Every 2 years after the initial review and any subsequent periodic review</p>												
<b>Distribution Reporting Requirements</b>	<p>The following information is monitored by Family First in relation to the distribution of this product:</p> <table border="1"> <thead> <tr> <th>Type of information</th> <th>Description</th> <th>Reporting period</th> </tr> </thead> <tbody> <tr> <td>Complaints</td> <td>Number of complaints</td> <td>Every 3 months</td> </tr> <tr> <td>Sales <b>outside</b> the target market</td> <td>Number of sales \$ value of sales</td> <td>Every 3 months</td> </tr> <tr> <td>Significant dealing(s)</td> <td>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>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	Every 3 months	Sales <b>outside</b> 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
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