

Target Market Determination

Call Deposit Account

Effective date: 22 November 2024

About this document

When to use this target market determination

This target market determination (TMD) seeks to offer clients, distributors and staff with an understanding of the class of clients for which this product has been designed, having regard to the client's objectives, financial situation and needs.

This document is not intended to provide financial advice. Clients must refer to the Rabobank Deposit Accounts Terms and Conditions which outline the relevant terms and conditions under the product.

Product to which this target market determination applies

This TMD applies to the Call Deposit Account referred to in the following documents:

- Rabobank Deposit Accounts Terms and Conditions
- Rabobank Australia Limited Financial Services Guide

Date from which this target market determination is effective

22 November 2024.

Class of clients that fall within this target market

The information below summarises the overall class of clients that fall within the target market for this product, based on the product's key attributes and the objectives, financial situation and needs of the client that it has been designed to meet.

Class of clients

The Call Deposit Account is for those who want to invest extra cash, while still being able to access their funds at any time they need.

Product description and key attributes

The Call Deposit Account is a savings product that pays a variable interest rate and provides at-call access to funds via a Nominated Account.

The key attributes of this product are:

- Minimum opening balance of \$5,000
- At-call access to funds - Request withdrawals to a linked Nominated Account (an account that can accept debits and credits) via the Call Centre
- A variable tiered interest rate may apply
- Deposits covered under the Australian Government's guarantee on combined balances of up to \$250,000 per account holder with Rabobank Australia Limited

Needs

The Call Deposit Account has been designed for clients who:

- Need to invest a minimum of \$5,000
- Require at-call access to their funds
- Do not want to pay fees or charges

Objectives

The Call Deposit Account has been designed for clients who are seeking to earn interest on their savings.

Financial situation

The Call Deposit Account has been designed for clients who have at least \$5,000 of surplus funds available for saving.

Excluded class of customer

This Call Deposit Account has not been designed for clients who require a savings account with internet and mobile banking access.

Consistency between target market and product

This product is likely to be consistent with the likely objectives, financial situation and needs of the class of clients in the target market. This is based on an analysis of the key terms, features and attributes of the product and a finding that these are consistent with the likely objectives, financial situation and needs of the identified class of clients.

Applications are subject to Rabobank Approval

Applications for a Call Deposit Account are subject to Rabobank approval and generally open to clients who meet the following requirements:

- Call Deposits are available for individuals (including Joint applicants), Businesses (including companies and partnerships), Trusts and Self-Managed Superannuation Funds and other forms of business structures that Rabobank may accept from time to time
- Clients must be at least 18 years old

We may waive any of these requirements at our discretion.

How this product is to be distributed

Distribution conditions

This product has been designed to be distributed through the following means:

- Via appropriately trained and authorised staff (including branch staff and specialised teams); and
- Via the Rabobank Call Centre (for existing clients); and
- Via Rabobank approved intermediaries defined as a licensed professional (e.g. a financial adviser or broker)

Adequacy of distribution conditions and restrictions

By distributing the products through our trained Branch and Call Centre staff, we are able to provide the client with the relevant information about the product so that they are able to determine whether it meets their financial situation, needs and objectives. This makes it likely that clients who acquire the product are in the target market.

Ensuring that distribution is also through Rabobank approved intermediaries who are licensed professionals (e.g. financial advisers or brokers) will make it more likely that customers are in the target market. This is because those professionals understand the target market of the TMD, and will assist distribution in being directed towards the target market for whom the product has been designed.

We have therefore determined that the distribution conditions and restrictions are appropriate and will make it likely that customers who purchase the product are in the class of customers for which it has been designed.

Reviewing this target market determination

We will review this target market determination in accordance with the below:

Initial review

October 2022

Periodic reviews

At least every two years from the previous review

Review triggers or events

Any event or circumstances arise that Rabobank considers would suggest the TMD is no longer appropriate. This may include (but is not limited to):

- A material change to the design or distribution of the product, including related documentation;
- Occurrence of a significant dealing in the product which is not consistent with the product's TMD;
- Distribution conditions are found to be inadequate;
- External events such as adverse media coverage or regulatory attention; and/or
- Significant changes in metrics, including, but not limited to complaints.

Where a review trigger has occurred, this target market determination will be reviewed within 10 business days.

Distribution Reporting Requirements

The following reporting information is collected and monitored by Rabobank when it engages in retail product distribution in relation to this product:

Information	Description	Reporting Period
Complaints	The number of complaints, substance of complaints and general feedback relating to the product and its performance.	As soon as practicable, and in any case within 10 business days of the end of the relevant reporting period. The relevant reporting period is monthly by calendar month.
Significant dealing(s)	The date or date range of the significant dealing(s), a description of the significant dealing(s) including why it is not consistent with the TMD.	As soon as practicable, and in any case within 10 business days after becoming aware.