

Target Market Determination

Macquarie Business Banking Accounts

Issued by Macquarie Bank Limited

ABN 46 008 583 542 AFSL and Australian Credit Licence 237502

Effective date: 11 December 2023

This Target Market Determination (TMD) describes the class of customer for which these products have been designed, having regard to the likely objectives, financial situation and needs of customers in the target market. This document is not a complete summary of the products' terms and conditions or other disclosure documents. Further information about these products can be found on the Macquarie website.

This TMD applies to the following products:

- ☐ Macquarie Business Account (**Business Account**) (formerly known as Cheque Account)
- ☐ Macquarie Business Banking Investment Account (**Investment Account**)
- ☐ Macquarie Business Banking Trust Account (**Trust Account**)

Target Market

These products (including the key attributes set out below) are likely to be consistent with the likely needs, objectives and financial situation of customers in the target market. This conclusion is based on an assessment of the key terms, features and attributes of the products and a determination that they are consistent with the objectives, financial situation and needs of the identified class of customers (as set out below).

These products are designed for customers who are operating an Australian business and want:

- ☐ A bank account designed for digital use and to manage their bank account via Electronic Banking (essential to access the full functionality of these products);
- ☐ Access to funds at call; and
- ☐ Multiple payments options to send and receive funds.

Alternatively, the Investment Account is also designed for customers who want:

- ☐ An account to be used as cash security for the purpose of a Macquarie Express Guarantee (MEG).

A MEG must be linked to an Investment Account, which holds cash that has been provided as security for the MEG. The Investment Account cannot be transacted upon whilst subject to the MEG. The MEG has a separate TMD which is available at www.macquarie.com.au/ddo.

In addition:

- ☐ The Business Account is designed for customers who want an everyday business operating account.
- ☐ The Investment Account is designed for customers who want to earn a variable rate of interest on their account balance; and
- ☐ The Trust Account is designed for customers who want the functionality to manage third party monies and an account that can be used for regulated industries (e.g., law firms, real estate agencies).

These products are not designed for customers who, want the ongoing ability to:

- ☐ Deposit physical currency to their account;
- ☐ Withdraw physical currency at a branch;
- ☐ Deposit or draw cheques, including bank cheques; or
- ☐ Transact on their account using a debit card.

Customers who hold any of these products must maintain a current email address, an Australian mobile number and have access to an electronic device with a working internet connection.

Distribution Conditions

Macquarie's view is that the conditions specified below are appropriate and that most of the customers who acquire the products will likely be in the target market if distributed in accordance with them. These conditions are:

- ☐ The product can only be distributed by appropriately authorised Macquarie staff, that have satisfied Macquarie's training requirements.

These conditions help:

- ☐ Ensure that applications are only received through channels that are subject to appropriate conditions, appropriate controls and appropriate monitoring;
- ☐ Ensure Macquarie only distributes these products in accordance with a consistent application and assessment process; and
- ☐ Ensure advertising materials are prepared in accordance with appropriate Macquarie processes and controls, in order to ensure that those materials are consistent with this TMD.

Distributor Reporting Requirements

If applicable, third party distributors of these products must provide Macquarie with the information in the tables below, in writing:

Complaints

Reporting obligation	As soon as practicable but, in any case, within 10 business days after the end of each reporting period.
Reporting period	Every quarter, ending on: <ul style="list-style-type: none"><input type="checkbox"/> 31 March;<input type="checkbox"/> 30 June;<input type="checkbox"/> 30 September; and<input type="checkbox"/> 31 December.
Required detail	The full details of any complaints received.
Reporting method	Via www.macquarie.com.au/ddo

Significant Dealings

Reporting obligation	As soon as practicable but, in any case, within 10 business days of becoming aware of the significant dealing.
Required detail	<ul style="list-style-type: none"><input type="checkbox"/> The date on which or the date range over which the dealing occurred;<input type="checkbox"/> A description of the dealing;<input type="checkbox"/> An explanation of why the dealing is considered significant;<input type="checkbox"/> An explanation of why the dealing is considered to be inconsistent with the TMD;<input type="checkbox"/> How the dealing was identified (e.g., through monitoring, complaints etc); and<input type="checkbox"/> Detail of what steps have been or will be taken in relation to the significant dealing.
Reporting method	Via www.macquarie.com.au/ddo

Additional Information

Reporting obligation	As soon as practicable but, in any case, within 10 business days of receiving a request from Macquarie.
Required detail	Any additional complaint related information (such as further information relating to the nature of complaints) that Macquarie requests from time to time.
Reporting method	As specified in any request from Macquarie.

Operation of this TMD

We consider that the products (including their key attributes) are likely to be appropriate for the target market because:

- ☐ We have conducted an assessment and concluded that
 - The products (and each of their key attributes as set out above) are likely to be consistent with the likely needs, objectives and financial situation of customers in the target market as disclosed in this document; and
 - The distribution conditions have been designed with the purpose of appropriately directing the distribution of the products to the target market, such that most of the customers who acquire the products are likely in the target market; and
- ☐ Our application and assessment processes (including the collection of information from customers as part of the application process ensure that most customers who acquire the products are in the target market.

Review of this Target Market Determination

This TMD will be reviewed as follows:

Initial review	Within 18 months of the effective date.
Periodic review	Within 18 months from the completion of the last TMD review.
Review triggers	<p>This TMD will be reviewed should any of the following events occur:</p> <ul style="list-style-type: none"><input type="checkbox"/> A material, unexpected increase in complaints received about the products;<input type="checkbox"/> A material incident (affecting a customer) or significant number of incidents in relation to the product's design or distribution that identify breaches of Design and Distribution Obligations; <p>Note: The above review triggers are monitored through the collection of data relating to the performance of the products.</p> <ul style="list-style-type: none"><input type="checkbox"/> Implementation of a material change to the products including a material change to the fees or terms and conditions of the products;<input type="checkbox"/> Commencement of a change in law or other regulatory requirement materially affecting the products;<input type="checkbox"/> The use of a regulatory order or direction (including the use by ASIC of its Product Intervention Powers) that expressly states or directly implies that this TMD is no longer appropriate; or<input type="checkbox"/> Macquarie reporting a significant dealing in the products to ASIC. <p>The TMD need not be reviewed if any of the above matters occur and they have been specifically considered as part of a prior review.</p>
