

Target Market Determination - Basic Transaction Account

This is the target market determination (**TMD**) for the purposes of section 994B of the *Corporations Act 2001* (Cth) (**Corporations Act**) for the Basic Transaction Account (**Product**).

The issuer of the Product is Bank of China (Australia) Limited ABN 28 110 077 622 AFSL 287322 ACL 287 322 (**Bank**). This TMD sets out certain information relevant to the Bank's compliance with the design and distribution (**DDO**) framework in the Corporations Act, including the:

- class of consumers that makes up the target market for the Product;
- conditions that will be imposed on the distribution of the Product;
- requirements for the Bank to review the TMD; and
- requirements for distributors to report certain information to the Bank.

This TMD does not provide a complete list of the features and terms and conditions of the Product. This TMD should be read in conjunction with the Transaction and At Call Accounts Terms and Conditions, the Account Access Methods Conditions of Use and the Schedule of Fees and Charges and other information available on the Issuer's website in relation to the Product. A copy of these documents can be accessed on the Bank's website at www.bankofchina.com/au or from the Bank's retail branches in Australia during business hours (free of charge). If an application for the Product is approved, the particular Product will be governed by the Transactional and At Call Accounts Terms and Conditions.

This TMD has been prepared without taking into account any person's individual needs, objectives, or financial situation. If you are considering a Basic Transaction Account, we encourage you to understand how it may affect your personal circumstances and seek professional advice (such as, independent legal and financial advice).

Capitalised terms have the meaning given to them in the Transactional and At Call Accounts Terms and Conditions, unless otherwise defined.

Product	Basic Transaction Account
Issuer	Bank of China Australia Limited ABN 28 110 077 622 AFSL 287 322 ACL 287 322 (Bank)
Date of TMD	5 October 2021

Target Market**Description of target market**

Individual customers, who are 16 years or older and resident in Australia, who are looking for a low or no fee transaction account denominated in AUD that is accessible for day to day transactions and in respect of which the balance is available for withdrawal on demand.

Description of product, including key attributes

A Basic Transaction Account is a transaction account that provides a flexible and convenient way to maintain and access AUD funds on demand.

The key attributes of a Basic Transaction Account include:

- this account can be opened by eligible individual customers who are 16 years of age or older and residents in Australia;
- this account can be denominated in AUD only;
- payments to this account in currencies other than AUD will be converted to AUD, with fees and exchange rates applying to currency conversions;
- this account has the ability to be linked to a debit card (please refer to the Target Market Determination for the Bank's Debit Cards);
- a customer may access their account by using one or more of the following methods:
 - over the counter at any retail branch of the Bank in Australia during business hours by presenting their personal identification that is acceptable to the Bank;
 - using internet banking, including BPAY;
 - using mobile banking;
 - using a debit card, including ATM or EFTPOS facilities within Australia and at worldwide ATM and POS terminals branded with the UnionPay logo;
- funds in this account can be received or transferred via telegraphic transfer remittance through SWIFT;
- AUD funds in this account can be transferred via RTGS;
- AUD funds in this account can be transferred using a bank cheque facility;
- no minimum opening balance requirement applies;
- a maximum account balance of AUD 500,000 applies;
- maximum daily and yearly deposit and withdrawal limits apply. From February 2019, a maximum of AUD 50,000 in physical cash (or its foreign currency equivalent) may be deposited per customer across all accounts owned jointly or separately by a customer per financial year;
- no interest is payable by the Bank on the balance of this account;
- no account keeping fee applies;
- other fees may be payable in respect of this account depending on the service required by customer including for example remittance fee, cheque issuing fee, additional copy of account statement;
- the Bank may reassess an account holder's eligibility for this account and if the customer is no longer eligible the Bank may close the account or change the account to a Demand Deposit Account; and
- a statement of account is provided to customers at least every 6 months (or more frequently at the request of the customer) where transactions have been made on their account since the last statement.

Please refer to the Transactional and At Call Accounts Terms and Conditions for further information in relation to this Product.

Description of likely objectives, financial situation and needs of consumers in the target market

This Product is designed for customers whose:

- Likely objectives include:
 - seeking a low or no fee transaction account accessible for day to day transactions and in respect of which the balance is available for withdrawal on demand;
 - seeking a transaction account denominated in AUD only;
 - seeking a basic transaction account that does not include a variety of features and add-ons;
 - seeking a basic transaction account that is protected by the Financial Claims Scheme.
- Likely financial situation includes:
 - meeting the Bank's eligibility requirements including customers:
 - with lower income;
 - who are reliant on government pension or concession (including a Commonwealth Seniors Health Card; Health Care Card or Pension Concession Card);
 - who have irregular or low spending habits.
- Likely needs include:
 - seeking the ability to withdraw funds easily and immediately;
 - seeking security of funds;
 - seeking a low or no fee account.

Classes of consumers for whom the product is unsuitable

This Product is not suitable for customers who:

- are not individual customers or do not meet the other eligibility criteria;
- are seeking a transaction account with cheque book facility;
- seeking a transaction account with an overdraft facility;
- are looking for a transaction account that is denominated in currencies other than AUD;
- are looking for a product that earns interest; or
- need to deposit more than AUD 500,000;
- wish to deposit cash in excess of AUD 50,000 a year (including for example customers who operate a cash based business).

Explanation of why the product is likely to be consistent with the likely objectives, financial situation and needs of consumers in the target market

The Bank considers that the Product is likely to be consistent with the likely objectives, financial situation and needs of customers in the target market because:

- this Product is a basic transaction account that provides customers with the ability to easily access their funds for day to day transactions and withdraw the balance on demand;

	<ul style="list-style-type: none"> • this Product enables customers to easily manage, access and transact on their account including through the use of internet banking and mobile banking; and • this Product has low fees and, as a transaction account, is low risk in nature.
Distribution Conditions	<p><i>Distribution conditions</i></p> <p>This Product can only be distributed in branch (through one of the Bank's branches in Australia) by an employee of the Bank who is authorised to distribute this Product.</p> <p><i>Why the distribution conditions and restrictions will make it more likely that the consumers who acquire the product are in the target market</i></p> <p>The Bank considers that the distribution conditions mean that it is likely that customers who acquire the Product will be in the target market because:</p> <ul style="list-style-type: none"> • the Bank's distribution channel for this Product is restricted to its branch network and is only able to be distributed by the Bank's employees who are authorised to distribute the Product; • authorised employees must be authorised by the Bank to distribute this Product and are required to complete relevant training in relation to the Product and the distribution of the Product; and • the Product is only made available to individual customers using consistent approval processes that allow the Bank the opportunity to check all applications before they are approved for consistency with the Bank's eligibility criteria for the Product.
Review Triggers	<p>The review triggers that would reasonably suggest that the TMD is no longer appropriate include:</p> <ul style="list-style-type: none"> • there are significant changes to the key attributes of the Product as described in this document that make it reasonable to conclude that it would no longer be consistent with the TMD; • there are significant changes to the methods of distribution of the Product that make it reasonable to conclude that the TMD does not reflect the actual distribution methods used by the Bank; • there are unexpectedly high rates of account closures or customers switching to other accounts offered by the Bank within a 12 month period

	<p>(except where explainable by external factors unrelated to product attributes or distribution arrangements);</p> <ul style="list-style-type: none"> • the Bank identifies a significant dealing of the Product outside the target market that it is required to report to ASIC; • a significant number of complaints are received from customers in relation to their purchase or use of the Product that reasonably suggests that the TMD for the Product is no longer appropriate; and • ASIC has utilised its product intervention power in Part 7.9A of the Corporations Act to intervene in relation to this product. 									
<p>Review Periods</p>	<p>First review date: Within 1 year from 5 October 2021.</p> <p>Periodic reviews: Within 3 years after the initial review date and each subsequent review date after that.</p>									
<p>Distribution Reporting Requirements</p>	<p>The following information must be provided to Bank of China (Australia) Limited by distributors who engage in retail product distribution conduct in relation to this Product:</p> <table border="1" data-bbox="432 1066 1430 1615"> <thead> <tr> <th data-bbox="432 1066 799 1122">Type of information</th> <th data-bbox="799 1066 1114 1122">Description</th> <th data-bbox="1114 1066 1430 1122">Reporting period</th> </tr> </thead> <tbody> <tr> <td data-bbox="432 1122 799 1290">Complaints</td> <td data-bbox="799 1122 1114 1290">Number of complaints, nature and substance of the complaint</td> <td data-bbox="1114 1122 1430 1290">Every 3 months within 10 business days from the end of the period</td> </tr> <tr> <td data-bbox="432 1290 799 1615">Significant dealing(s) ¹</td> <td data-bbox="799 1290 1114 1615">Date or date range of the significant dealing(s) and description of the significant dealing (eg, why it is not consistent with the TMD)</td> <td data-bbox="1114 1290 1430 1615">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, nature and substance of the complaint	Every 3 months within 10 business days from the end of the period	Significant dealing(s) ¹	Date or date range of the significant dealing(s) and description of the significant dealing (eg, 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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¹ For example, a distributor may consider a dealing outside the TMD to be significant because (i) they represent a material proportion of the overall distribution conduct carried out by the distributor in relation to the Product, or (ii) they constitute an individual transaction which has resulted in, or will or is likely to result in, significant detriment to the customer (or class of customers), or (iii) the issuer has reasonably identified the this type of dealing as significant or a regulator, court or AFCA identifies this type of dealing as significant.