

Target Market Determination - Online Saver Account

This is the target market determination (**TMD**) for the purposes of section 994B of the *Corporations Act 2001* (Cth) (**Corporations Act**) for the Online Saver 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 Bank'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 an Online Saver 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	Online Saver Account
Issuer	Bank of China Australia Limited ABN 28 110 077 622 AFSL 287 322 ACL 287 322 (Bank)
Date of TMD	24 January 2025
Target Market	<p>Description of target market</p> <p>Individual customers, who are 16 years or older and either resident in Australia or hold a visa that entitles them to live in Australia for at least 6 months, who are looking for a savings account denominated in AUD that is accessible for day to day transactions, with the ability to earn higher interest and in respect of which the balance is available for withdrawal on demand.</p> <p>Description of product, including key attributes</p> <p>An Online Saver Account is a savings account that provides a flexible and convenient way to maintain and access AUD funds on demand, with the ability to earn higher interest.</p>

The key attributes of an Online Saver Account include:

- this account can be opened by eligible individual customers who are 16 years of age or older;
- this account can be denominated in AUD only;
- deposits and withdrawals in currencies other than AUD can only be accepted by the Bank if the customer authorises the Bank to exchange currencies at an agreed rate;
- this account has the ability to be linked to a debit card (please refer to the Target Market Determination - Mastercard Debit Cards and Target Market Determination – Great Wall International Dual Currency EMV UnionPay 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 passbook or using a debit card, including ATM or EFTPOS facilities within Australia and at worldwide ATM and POS terminals branded with the relevant Card Scheme 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;
- 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;;
- interest is payable by the Bank if certain requirements are met, noting that interest is paid monthly and that different interest rates apply according to the account balance levels;
- 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;
- except where an account has a passbook facility, 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;
- if the account is inactive for 12 months or more and has a balance of AUD 20 AUD or less, the Bank may convert the account to a Demand Deposit Account and account keeping fees will apply.

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 day to day savings account in respect of which the balance is available for withdrawal on demand;
- seeking a low or no fee savings account;
- seeking a savings account denominated in AUD only;
- seeking a higher interest rate;
- seeking a savings account that is protected by the Financial Claims Scheme.
- Likely financial situation includes:
 - meeting the Bank's eligibility requirements including customers:
 - with a wide range of income;
 - with a wide range of spending habits.
- Likely needs include:
 - seeking the ability to withdraw funds easily and immediately;
 - seeking security of funds;
 - seeking a higher interest rate;
 - 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 savings account with an overdraft facility;
- are seeking a savings account with a cheque book facility;
- are seeking for a savings account that is denominated in currencies other than AUD;
- are looking for a savings account with the ability to deposit or withdraw funds as needed without impacting the payment of interest on the account;
- are seeking to invest money for a fixed term at a fixed interest rate; or
- 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 savings account that provides customers with the ability to easily access their funds for day to day transactions and withdraw the balance on demand;
- this Product enables customers to easily manage, access and transact on their account including through the use of internet banking and mobile banking;
- this Product has a higher interest rate; and
- this Product, as a savings account, is low risk in nature.

<p>Distribution Conditions</p>	<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.
<p>Review Triggers</p>	<p>The review triggers that would reasonably suggest that the TMD is no longer appropriate in relation to a Product 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; • the rate of account closures or customers switching to other accounts offered by the Bank within 12 months of account opening exceeds 10% in any one year (except where explainable by external factors unrelated to product attributes or distribution arrangements); • the Bank identifies a significant dealing that it is required to report to ASIC (including where the Bank identifies that the Product is being distributed without due care outside the target market to customers suffering from circumstances of vulnerability); • the number of customers making complaints in relation to their purchase or use of the Product on an annual basis exceeds 5% of the total number of customers holding this Product; and • ASIC has utilised its product intervention power in Part 7.9A of the Corporations Act to intervene in relation to this product.

Review Periods	<p>First review date: Within 1 year from 24 January 2025.</p> <p>Periodic reviews: Within 3 years after the first review date and each subsequent review date after that.</p>														
Distribution Reporting Requirements	<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="432 689 1430 1440"> <thead> <tr> <th data-bbox="432 689 799 741">Type of information</th> <th data-bbox="799 689 1114 741">Description</th> <th data-bbox="1114 689 1430 741">Reporting period</th> </tr> </thead> <tbody> <tr> <td data-bbox="432 741 799 913">Complaints</td> <td data-bbox="799 741 1114 913">Number of complaints, nature and substance of the complaint</td> <td data-bbox="1114 741 1430 913">Every 3 months within 10 business days from the end of the period.</td> </tr> <tr> <td data-bbox="432 913 799 1115">Account closures/switching</td> <td data-bbox="799 913 1114 1115">Rate of account closures or customers switching accounts within 12 months of account opening</td> <td data-bbox="1114 913 1430 1115">Every 3 months within 10 business days from the end of the period</td> </tr> <tr> <td data-bbox="432 1115 799 1440">Significant dealing(s) ¹</td> <td data-bbox="799 1115 1114 1440">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 1115 1430 1440">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.	Account closures/switching	Rate of account closures or customers switching accounts within 12 months of account opening	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.