

## Business Optimiser

#	Criteria	Responses for this Product
A	Entity responsible for preparing this TMD	Greater Bank Limited ABN 88 087 651 956 AFSL/Australian Credit Licence No. 237476
B	Date this TMD is made	5 October 2021
C	Greater Bank product name	Business Optimiser For product description see <a href="#">Business Optimiser</a> .
D	Product features	<p><b>Key features</b></p> <ul style="list-style-type: none"> <li>Interest bearing transactional account for companies, sole traders, partnerships and associations.</li> <li>Full transactional functionality with Online Banking, Branch access and ability to accept funds and pay electronically.</li> <li>Designed to hold funds bearing interest whilst retaining full access to them.</li> </ul>
E	Key Attributes and other features	<p><b>More detailed product description is available here:</b></p> <ul style="list-style-type: none"> <li>Interest bearing transactional account for business use.</li> <li>Full transactional functionality with Visa card access, Online Banking, Branch access and ability to accept funds and pay electronically</li> <li>Includes access via ATMs, EFTPOS, OSKO®, PayID™, Apple Pay, Google Pay™, and worldwide access via the VISA network.</li> <li>Transaction fees apply</li> <li>Designed to hold funds bearing interest whilst retaining full access to them.</li> <li>Funds remain at-call and secured by the Federal Government's 'Deposit Guarantee' (Financial Claims Scheme) up to \$250,000 per Greater Bank customer.</li> <li>Increased transaction fee concessions apply for charitable bodies.</li> <li>Funds are held as a cash deposit and retain their face value.</li> </ul> <p><b>Other Features</b></p> <ul style="list-style-type: none"> <li>No minimum or maximum age criteria</li> <li>No minimum balance requirements.</li> </ul>
F	Knowledge and experience	Basic – mass marketed product of low complexity/ risk profile.

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1	<b>Description of the retail class that comprises the target market (s 994B(5)(b) of the Corporations Act)</b>	<p>Can be held by a natural person or a business entity.</p> <p>Customers will generally be motivated to retain funds at call whilst earning interest and retain transactional capabilities.</p> <p>No other account is required to be held to operate a Business Optimiser account.</p>
2	<b>Negative target market</b>	<ul style="list-style-type: none"> <li>• Business Optimiser is not necessarily suitable for large volumes of transactions in a month as the fee structure is less generous than alternate products.</li> <li>• Business Optimiser is designed as an interest bearing transactional account for business use. It is not designed for personal purposes.</li> <li>• The interest rate payable will generally be lower than if the funds were lodged for a specific term with less ability to access such funds.</li> </ul>
3	<b>Description of distribution conditions and restrictions (s 994B(5)(c) of the Corporations Act)</b>	<p><b>Distribution Conditions in relation to permitted channels</b></p> <p>Business Optimiser accounts can be opened through the following channels:</p> <ul style="list-style-type: none"> <li>• Branches and Centres operated by Greater Bank (Staff assisted)</li> <li>• Note: New customers may be required to have these accounts established by Greater Bank's Contact Centre after appropriate verification procedures.</li> </ul> <p><b>Distribution Conditions</b></p> <ul style="list-style-type: none"> <li>• Business Optimiser accounts are chosen by customers with no specific advice supplied by Greater Bank staff</li> <li>• Customers will need complete the appropriate identification details and accept the products' Terms and Conditions as available to them prior to opening the account.</li> </ul>
4	<b>Review triggers (events and circumstances that reasonably suggest that the determination is no longer appropriate) (s 994B(5)(d) of the Corporations Act)</b>	<p><b>Greater Bank monitors the following indicators to determine if an event or circumstance reasonably suggests that the determination is no longer appropriate: (yes)</b></p> <ul style="list-style-type: none"> <li>• Internal decisions to amend or modify the product, its features and/or its distribution, including changes to pricing.</li> <li>• Relevant changes in law or its application, including court decisions, AFCA determinations and regulatory guidance.</li> <li>• Regulator and other feedback received.</li> <li>• Disproportionate and/or unexpected decline or increase in sales of the product, including significant dealings out of the target market.</li> <li>• An unexplained and/or unexpected change in the types of customers who are obtaining this product.</li> </ul>

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		<ul style="list-style-type: none"> <li>• Significant increase or a significant change in customer complaints and/or feedback relating to the product which is significantly beyond expected levels.</li> <li>• An unexpected, significant increase in early termination of the product.</li> <li>• Any other event that occurs or information received that reasonably suggests the determination is no longer appropriate.</li> <li>• An unusual and significant volume of referrals from a comparison site or a significant increase in volumes of complaints sourced from a comparison site.</li> </ul>									
5	<b>Maximum period from the start of the day the determination is made to the start of the day the first review of the determination is to finish (s 994B(5)(e) of the Corporations Act)</b>	12 months									
6	<b>Maximum period from the date the previous review finished to the start of the day the next review of the determination is to be undertaken (s 994B(5)(f) of the Corporations Act)</b>	12 months									
7	<b>Reporting period for reporting information about the number of complaints about the product received (s 994B(5)(g) of the Corporations Act)</b>	Monthly									
8	<p><b>Specify the kinds of information needed to enable prompt identification of whether a review trigger, or another event or circumstance that would reasonably suggest that the determination is no longer appropriate, has occurred (s 994B(5)(h) of the Corporations Act) and for each type of information, specify:</b></p> <ul style="list-style-type: none"> <li>- <b>the regulated persons are required to report the information to Greater Bank; and</b></li> <li>- <b>a reporting period for reporting the information under section 994F(5) of the Corporations Act.</b></li> </ul>	<p>Third party distributors of this product should provide the following to Greater Bank in writing:</p> <table border="1" data-bbox="678 1301 1485 2107"> <thead> <tr> <th data-bbox="678 1301 948 1400">Type</th> <th data-bbox="948 1301 1214 1400">Information Required</th> <th data-bbox="1214 1301 1485 1400">Frequency &amp; Timeframe</th> </tr> </thead> <tbody> <tr> <td data-bbox="678 1400 948 1641">Complaints</td> <td data-bbox="948 1400 1214 1641"> <ul style="list-style-type: none"> <li>- All written details of any complaints received</li> <li>- Total Number of complaints received within the reporting period</li> </ul> </td> <td data-bbox="1214 1400 1485 1641"> <p><b>Frequency:</b> Monthly</p> <p><b>Timeframe:</b> Within 10 days of the end of the relevant reporting period.</p> </td> </tr> <tr> <td data-bbox="678 1641 948 2107">Significant Dealings</td> <td data-bbox="948 1641 1214 2107"> <ul style="list-style-type: none"> <li>- Details of the dealing (including any steps taken by the distributor in relation to the dealing)</li> <li>- Date of the dealing</li> <li>- Factors considered when determining dealing as "significant"</li> <li>- Means through which dealing was identified</li> </ul> </td> <td data-bbox="1214 1641 1485 2107"> <p><b>Timeframe:</b> Within 10 days of becoming aware of such a dealing.</p> </td> </tr> </tbody> </table>	Type	Information Required	Frequency & Timeframe	Complaints	<ul style="list-style-type: none"> <li>- All written details of any complaints received</li> <li>- Total Number of complaints received within the reporting period</li> </ul>	<p><b>Frequency:</b> Monthly</p> <p><b>Timeframe:</b> Within 10 days of the end of the relevant reporting period.</p>	Significant Dealings	<ul style="list-style-type: none"> <li>- Details of the dealing (including any steps taken by the distributor in relation to the dealing)</li> <li>- Date of the dealing</li> <li>- Factors considered when determining dealing as "significant"</li> <li>- Means through which dealing was identified</li> </ul>	<p><b>Timeframe:</b> Within 10 days of becoming aware of such a dealing.</p>
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		Distribution outside Target Market (to the extent the distributor is aware of such dealings)	<ul style="list-style-type: none"> <li>- All written details relating to the distribution</li> <li>- Reason distribution occurred outside Target Market occurred</li> </ul>	<b>Timeframe:</b> Within 10 days of becoming aware of such a dealing.