

# Target Market Determination

## ▶ Product Information

<p><b>Retail Product:</b> <i>About the product.</i></p>	<p><b>Volt Retail Cash Management Account (CMA)</b> is a day-to-day bank account issued by Volt Bank, that allows access to funds any time and has flexible methods to make payments and withdrawals from the account.</p> <p style="text-align: right;">Product Code: 1101, 1102, 1104, 1105</p>
<p><b>Terms and Conditions:</b> <i>Please click on the links.</i></p>	<p><a href="https://cma.voltbank.com.au/terms/">https://cma.voltbank.com.au/terms/</a></p> <p><a href="https://cma.voltbank.com.au/electronicterms/">https://cma.voltbank.com.au/electronicterms/</a></p>
<p><b>About this TMD:</b></p>	<p>This Target Market Determination (TMD) document is not intended to provide financial advice as it does not take into account any person's individual objectives, financial situation or needs. Please refer to our Terms and Conditions before deciding if the product is suitable for you.</p> <p>This TMD aims to provide an understanding of the class of customers we have designed this product for, being the target market. When considering the target market, we focused on our customers' objectives, financial situation, and needs within this class of people we believe this product to be suitable for.</p>

## ▶ Target Market

<p><b>Target Market:</b> <i>Who are the class of customers this product has been designed for?</i></p>	<p>Volt Retail CMA has been designed for individuals who are over 18 and want a personal or sole trader account or for small businesses; and account operators are comfortable making deposits and withdrawals electronically using a Partner provided digital means.</p>
<p><b>Suitability:</b></p>	<p>Volt Retail CMA is suitable for people who want a bank account:</p>

<p><i>Who is this product suitable for?</i></p>	<ul style="list-style-type: none"> <li>• for personal purposes; or</li> <li>• for their day-to-day banking in a sole trader or PTY LTD business;</li> </ul> <p>and which allows them to deposit and transfer funds by electronic means (e.g. Pay Anyone, NPP, BPay and bank transfer); and who do not wish to transfer more than \$20,000 out of the account every day.</p>
<p><b>Not suitable:</b></p> <p><i>Who is this product not suitable for?</i></p>	<p>Volt Retail CMA is not suitable for people who:</p> <ul style="list-style-type: none"> <li>• want a joint account;</li> <li>• want to deposit more than \$245,000;</li> <li>• need to withdraw more than \$20,000 a day;</li> <li>• desire a high interest earning account;</li> <li>• need to use cheques, or withdraw or deposit cash directly into the account;</li> <li>• need to visit a branch, for example to get help using their account.</li> </ul>

 **Distribution**

<p><b>Distribution Conditions and Restrictions:</b></p> <p><i>Details the conditions of this Retail Product.</i></p>	<p>This product should only be distributed to:</p> <ul style="list-style-type: none"> <li>• individuals who are at least 18 years of age and an Australian resident, or</li> <li>• a domestic proprietary company registered in Australia.</li> </ul>
<p><b>Distribution channels</b></p> <p><i>Details the channels of this Retail Product.</i></p>	<p>This product is designed to be distributed through digital channels which can be operated by:</p> <ul style="list-style-type: none"> <li>• Volt’s referring Partners, or</li> <li>• Volt’s Authorised Representatives.</li> </ul>

<p><b>Marketing and Promotion Conditions</b></p> <p><i>Details the conditions of marketing and promoting this Retail Product by the distributors.</i></p>	<p>All marketing and promotional material released to the target market by any distributor of this product must first be approved by Volt.</p> <p>Advertising material includes:</p> <ul style="list-style-type: none"> <li>• Internet advertising and website content, including banner ads, video streaming and social networking;</li> <li>• Social media and internet discussion sites;</li> <li>• Mobile phone messaging;</li> <li>• Product brochures and promotional fact sheets;</li> <li>• Direct email or digital messaging;</li> <li>• Promotional material offered by our referring Partners.</li> </ul>
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 **Review**

<p><b>Periodic reviews:</b></p>	<p>Volt will review this document every 2 years from the effective date to ensure it remains appropriate, or earlier if other circumstances occur which trigger the need to review the TMD.</p>
<p><b>Review triggers:</b></p> <p><i>These are events that may trigger an early review and suggest the TMD is no longer appropriate for our target market.</i></p>	<p>The distribution of this product must be reviewed, and if needed changed or withdrawn, if Volt determines that a material event or circumstance has occurred, which may include:</p> <ul style="list-style-type: none"> <li>• receiving a significant number of customer complaints regarding the terms and conditions of this product;</li> <li>• Volt determining that product features (for example interest and charges) are not operating in accordance with the terms and conditions, or have significantly changed and do not match this TMD;</li> <li>• receiving consistent distributor feedback or reporting which suggests this product does not meet this TMD;</li> <li>• significant dealing in or distribution of this product outside of the suitability, conditions and restrictions of this TMD;</li> <li>• a regulator requiring some or all of the activities involved in distribution of this product to be changed or withdrawn.</li> </ul> <p>Volt must notify ASIC on the above within 10 business days after becoming aware of any of these matters.</p>

**Distribution Information:**

*This is information obtained about distribution feedback and performance to enable Volt to assess and decide whether the TMD may no longer be appropriate.*

Volt will reassess the TMD to determine whether it is still appropriate based on the reporting from referring partners, or consistent feedback from referring partners or customers which suggests that the TMD may no longer be appropriate.