

# First Access

Target Market Determination  
31 July 2024



This Target Market Determination (TMD) is required under section 994B of Corporations Act 2001 (Cth) (the Act). This TMD describes the class of consumers that comprises the target market for the financial product and matters relevant to the product's distribution and review (specifically, distribution conditions, review triggers and periods, and reporting requirements).

This document is not a Product Disclosure Statement (PDS) and is not a complete summary of the product features or terms of the product. This product does not take into account any person's individual objectives, financial situation or needs.

**When making a decision about this product customers must also refer to the relevant disclosure documents.**

<b>Issuer</b>	Victoria Teachers Limited, ABN 44 087 651 769, AFSL and Australian Credit Licence 240 960 trading as Bank First
<b>Target Market</b>	<p><b>Description of target market (including likely objectives, financial situation and needs of the consumer)</b></p> <p>Retail clients who:</p> <ul style="list-style-type: none"><li>• are aged 17 years of age or under</li><li>• require a transactional banking account to conveniently manage their funds and facilitate payments</li><li>• require a low or no fee account</li></ul> <p><b>Description of product, including key attributes</b></p> <p>This is a First Access account and the key features of this product are:</p> <ul style="list-style-type: none"><li>• only available to minors aged 17 and under</li><li>• can be opened on behalf of the child by a parent, grandparent or legal guardian; or opened independently by the child at age 15</li><li>• no minimum deposit</li><li>• at call funds</li><li>• variable interest rate</li><li>• card access (minimum 12 years of age)</li><li>• internet banking (minimum 12 years of age)</li><li>• banking app (minimum 12 years of age)</li><li>• phone banking</li><li>• no account fees</li></ul> <p><b>Classes of consumers for whom the product is unsuitable</b></p> <ul style="list-style-type: none"><li>• Consumers aged 18 and over</li></ul>
<b>Distribution Conditions</b>	<p><b>Distribution conditions</b></p> <p>This product is distributed by the issuer through the following channels:</p> <ul style="list-style-type: none"><li>• branches</li><li>• relationship officers</li><li>• call centre</li><li>• online</li></ul> <p>Distribution conditions for this product include:</p> <ul style="list-style-type: none"><li>• ensuring that retail customers meet the eligibility requirements for the product</li><li>• ensuring that distribution through the above channels is by appropriately trained staff</li></ul>

	<p>There are no other distributors for this product.</p> <p><b>Why the distribution conditions and restrictions will make it more likely that the consumers who acquire the product are in the target market</b></p> <p>Children's accounts issued by Bank First are simple, well understood, and suitable for the vast bulk of our customers aged under 18.</p> <p>The nature of the children's accounts issued by Bank First means that distribution through all of its usual channels will generally be appropriate.</p> <p>The distribution conditions will enable the product to reach consumers in the target market while providing relevant and sufficient information about the product through the distribution channels. Eligibility requirements are enforced in each distribution channel to ensure that only eligible consumers can acquire the product.</p>												
<p><b>Review Triggers</b></p>	<p>The review triggers that would reasonably suggest that the TMD is no longer appropriate include:</p> <ul style="list-style-type: none"> <li>• a significant dealing of the product to consumers outside the target market occurs</li> <li>• a significant number of complaints is received from customers in relation to their purchase or use of the product that reasonably suggests that the TMD is no longer appropriate</li> <li>• a material change to the product or the terms and conditions of the product occurs which would cause the TMD to no longer be appropriate</li> </ul>												
<p><b>Review Periods</b></p>	<p><b>Last review date:</b> 31 July 2024</p> <p><b>Periodic reviews:</b> Every 2 year after the initial review date and each subsequent review</p>												
<p><b>Distribution Information Reporting Requirements</b></p>	<p>The following information must be provided to Bank First by distributors who engage in retail product distribution conduct in relation to this product:</p> <table border="1" data-bbox="336 1182 1471 1626"> <thead> <tr> <th data-bbox="336 1182 608 1272">Type of information</th> <th data-bbox="608 1182 1198 1272">Description</th> <th data-bbox="1198 1182 1471 1272">Reporting Period</th> </tr> </thead> <tbody> <tr> <td data-bbox="336 1272 608 1391">Complaints</td> <td data-bbox="608 1272 1198 1391">           Number of complaints             Summary of each complaint including nature of complaint, resolution undertaken and customer outcome         </td> <td data-bbox="1198 1272 1471 1391">Every 6 months</td> </tr> <tr> <td data-bbox="336 1391 608 1509">Significant dealing(s)</td> <td data-bbox="608 1391 1198 1509">Date or date range of the significant dealing(s) and description of the significant dealing (e.g. why it is not consistent with the TMD)</td> <td data-bbox="1198 1391 1471 1509">As soon as practicable, and in any case within 10 business days after becoming aware</td> </tr> <tr> <td data-bbox="336 1509 608 1626">Age of account holder</td> <td data-bbox="608 1509 1198 1626">           Number of customers             Number of customers who were aged 18 or over at the time of sale         </td> <td data-bbox="1198 1509 1471 1626">Every 6 months</td> </tr> </tbody> </table>	Type of information	Description	Reporting Period	Complaints	Number of complaints  Summary of each complaint including nature of complaint, resolution undertaken and customer outcome	Every 6 months	Significant dealing(s)	Date or date range of the significant dealing(s) and description of the significant dealing (e.g. why it is not consistent with the TMD)	As soon as practicable, and in any case within 10 business days after becoming aware	Age of account holder	Number of customers  Number of customers who were aged 18 or over at the time of sale	Every 6 months
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