

## ANZ V2 PLUS ALSO REFERRED TO AS ANZ V2 PLUS CASH ACCOUNT AVAILABLE ONLY THROUGH AN INTERMEDIARY

### TARGET MARKET DETERMINATION

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#### PURPOSE OF THIS DOCUMENT

ANZ is legally required to prepare this Target Market Determination (TMD). The TMD describes the class of customers the product has been designed for, the conditions under which the product must be distributed and how ANZ will review this document so it remains appropriate.

#### TARGET MARKET

ANZ has identified the target market for ANZ V2 PLUS and the key attributes of the product that meet the needs, objectives and financial situation of customers in the target market as follows:

ANZ V2 PLUS has been designed for customers who:	Key attributes of ANZ V2 PLUS that make the product appropriate for the target market:
<ul style="list-style-type: none"><li>Require a cash management account, held in their own name or on their behalf, to manage funds in connection with services provided by an Intermediary;</li></ul>	<ul style="list-style-type: none"><li><b>Transactional ability:</b> Allows customers to access funds and to make and receive payments via multiple payment methods on demand with the ability to support settlement of trades.</li></ul>
<ul style="list-style-type: none"><li>Require the ability to make and receive payments;</li></ul>	<ul style="list-style-type: none"><li><b>Payment methods:</b> Transactions can be made by the customer by contacting the V2 PLUS Service Centre (unless the account is held as trustee for the customer). If direct banking facilities have been enabled, payments can be made by the customer through a range of methods, including digitally and via ANZ Phone Banking. An ANZ Access Card may also be requested.</li></ul>
<ul style="list-style-type: none"><li>Require an Intermediary to be able to view the account and may also require the Intermediary to:<ul style="list-style-type: none"><li>make deposits into and withdrawals from the account via the real-time share trading interface; or</li><li>make and receive payments through available payment methods;</li></ul></li></ul>	<ul style="list-style-type: none"><li><b>Intermediary access:</b> The customer may grant the Intermediary:<ul style="list-style-type: none"><li>view-only access;</li><li>trade and view-only access; or</li><li>full access.</li></ul></li></ul>
<ul style="list-style-type: none"><li>Are comfortable paying transaction fees for some transactions (other than for Internet Banking Transactions*); and</li></ul>	<ul style="list-style-type: none"><li><b>Fees:</b> No fees charged for Internet Banking Transactions*. Fees charged for transactions which are not 'included ANZ Transactions*'. </li></ul>
<ul style="list-style-type: none"><li>May want to earn interest (subject to market rates).</li></ul>	<ul style="list-style-type: none"><li><b>Interest:</b> Customers earn a variable rate of interest on the account balance.</li></ul>

\*Refer to the [ANZ Personal Banking Account Fees and Charges \(PDF\)](#) for a list of transactions which are 'ANZ Transactions', 'Internet Banking Transactions' and 'included ANZ Transactions'.

## DISTRIBUTION CONDITIONS

ANZ applies the following conditions and restrictions to the distribution of ANZ V2 PLUS so that the product is likely to be provided to customers in the target market.

These conditions and restrictions:

- limit the channels through which the product can be provided;
- ensure those who distribute the product are approved and authorised by ANZ; and
- ensure the product is only distributed in accordance with a consistent application and assessment process.

	Condition	How does this make the distribution appropriate?
<b>Channel</b>	<p>ANZ V2 PLUS can only be provided to customers through the following channels:</p> <ul style="list-style-type: none"> <li>• Authorised Brokers;</li> <li>• Authorised Financial Planners;</li> <li>• Authorised SMSF Administrators;</li> <li>• Authorised Accountants;</li> <li>• AFSL holders who arrange for the account to be provided by ANZ, (together <b>Intermediaries</b>).</li> </ul>	<p>By limiting channels, ANZ can ensure that applications for ANZ V2 PLUS are only received through channels that are subject to appropriate conditions, controls and/or monitoring.</p>
<b>Approval and Training</b>	<p>ANZ V2 PLUS can only be provided to customers through the following persons:</p> <ul style="list-style-type: none"> <li>• An Intermediary who is approved by ANZ, including that they have an agreement with ANZ and that they comply with the requirements of that agreement.</li> </ul>	<p>By requiring Intermediaries to have an agreement with ANZ, ANZ can ensure that Intermediaries:</p> <ul style="list-style-type: none"> <li>• are authorised to arrange to issue ANZ V2 PLUS; and</li> <li>• comply with the requirements under that agreement.</li> </ul>
<b>Process</b>	<p>ANZ V2 PLUS can only be arranged to be issued by an Intermediary at the instruction of the customer, where the account is required to enable the Intermediary to provide its services to the customer.</p> <p>Accounts can only be provided to customers by following ANZ's account issuance process, including the receipt from the Intermediary of a compliant application to open the account in the name of the customer.</p>	<p>By requiring Intermediaries to follow ANZ's account issuance process, ANZ can ensure that enquiries are made to determine whether the product is consistent with the likely needs, objectives and financial situation of the customer.</p>

## REVIEW OF THE TARGET MARKET DETERMINATION (TMD)

ANZ will review the TMD periodically to ensure it remains appropriate.

Periodic Reviews of the TMD	Timing
<ul style="list-style-type: none"><li>• Initial review</li></ul>	<ul style="list-style-type: none"><li>• No later than 18 months from the date the TMD is made.</li></ul>
<ul style="list-style-type: none"><li>• Subsequent ongoing review</li></ul>	<ul style="list-style-type: none"><li>• No later than 18 months from the date of the previous review.</li></ul>

### Review Triggers

In addition, ANZ will review this document earlier if one or more of the following occurs, where they reasonably suggest that the TMD is no longer appropriate:

- There is a material change to the product or its distribution. For example, a change to a key product attribute or a material change to a distribution channel.
- There is a change in law or its application, a change in relevant industry code, an AFCA determination, a court decision, or ASIC or other regulatory guidance or action that materially affects the product. For example, if a change in the law requires ANZ to change or remove a key product attribute or a product intervention order is made by ASIC in respect of the product.
- There is a significant increase beyond expected levels in complaints or disputes, or a significant change in the nature of complaints or disputes relating to either the product or Intermediary (including its authorised third parties) so far as it relates to the product.
- ANZ has information about:
  - the way in which the product is being distributed, operating or being used by customers that reasonably suggests the TMD is no longer appropriate; or
  - the way in which an Intermediary (including its authorised third parties) is operating, so far as it relates to the product, that reasonably suggests the TMD is no longer appropriate.For example, ANZ will monitor the number of accounts that customers opt to close shortly after the product is issued.
- Any other event occurs or information is received (for example, significant dealings in the product that are not consistent with the TMD) that reasonably suggests the TMD is no longer appropriate.

## REPORTING

Regulated persons must provide the following information to ANZ:

Category	Description	Reporting period	Reporting timeframe
Complaints	<ul style="list-style-type: none"><li>• Whether any complaints relating to the product were received during the reporting period; and</li><li>• If so:<ul style="list-style-type: none"><li>- the number of complaints received during the reporting period; and</li><li>- the substance of those complaints and any general feedback relating to the product or its performance.</li></ul></li></ul>	Every calendar quarter.	As soon as practicable and in any case within 10 business days of the relevant reporting period.

In addition, Intermediaries (including their authorised third parties) must provide the following information to ANZ:

Category	Description	Reporting period	Reporting timeframe
Regulator feedback	Any other significant feedback from a regulator or consumer group which relates to the suitability of the product or its distribution.	Every calendar quarter.	As soon as practicable and in any case within 10 business days of the relevant reporting period.
Significant dealings	<ul style="list-style-type: none"><li>• Date(s) the significant dealing occurred;</li><li>• Description of the significant dealing and why it is not consistent with the TMD;</li><li>• Why the dealing is significant;</li><li>• How the significant dealing was identified; and</li><li>• What steps, if any, have been, or will be, taken in relation to the significant dealing.</li></ul>	See reporting timeframe.	As soon as practicable and in any case within 10 business days of becoming aware of the significant dealing.

## IMPORTANT INFORMATION

This target market determination is not a recommendation, opinion or advice that any person acquire the product or is within the target market for the product. It does not summarise the terms or risks of the product and is not an offer of, or invitation to apply for, the product to any person in Australia or elsewhere. It does not set out all obligations of regulated persons in relation to the product or this target market determination. Go to <https://www.anz.com.au/support/rates-fees-terms/target-market-determinations> for more information about target market determinations. Go to <https://www.anz.com.au/personal/adviser-services/our-products/cash-account/> for information about the product.