

Business Term Deposit

Issuer	ING Bank (Australia) Limited ABN 24 000 893 292, AFSL and Australian Credit Licence 229823.
Date of TMD	05 October 2021
Target market	<p>Description of target market</p> <p>Business Term Deposit has been designed for:</p> <ul style="list-style-type: none">• customers who want to deposit funds for a fixed term in a business name including self-managed super funds, trusts, companies and other entities.• customers who want to earn interest on the money held in the account.• customers who want a guaranteed fixed interest rate for a fixed period.• customers who are comfortable with making withdrawals by linking the Business Term Deposit to an external transaction account that is held in the name of the business.• customers who do not want to pay any fee to ING under the Business Term Deposit. Fees may be payable on linked transaction accounts with external banks. <p>Description of product, including key attributes</p> <p>The Business Term Deposit has the following key attributes that will impact whether it is likely to be appropriate for the target market:</p> <ul style="list-style-type: none">• Customer profile: The Business Term Deposit is only available to customers that:<ul style="list-style-type: none">- are using the account to deposit funds for a fixed period in a business name including self-managed super funds, companies, trusts and other entities;- any individual operating the account (customer or authorised user), are 18 years of age or older;- have \$10,000 or more to deposit;- are an Australian resident for taxation purposes;- are an Australian resident business or trust- have a Australian registered/residential address;- have a valid Australian mobile phone number;- provide bank account details to link to the Business Term Deposit account; and- meet the identification requirements.• Early Closure Requirements:<ul style="list-style-type: none">- 31 days advanced notice is required to close a Business Term Deposit prior to the maturity date.- an interest rate reduction may apply based on the length of the term that has elapsed.- if the 31st day falls on a non-business day it will be closed on the next business day.- interest is calculated until the closure date.• Maturity Options: Upon maturity of the Business Term Deposit or in their 7 calendar day grace period which applies from the day of maturity if the Business Term Deposit is set to roll over, a customer can request the below:<ul style="list-style-type: none">- close the term deposit – Funds are withdrawn to the linked bank account and the account is closed.- principal and interest roll over – Term Deposit balance and interest earned is rolled over into a new term either of the same length or different length (option to also add additional funds).- principal only roll over – Term Deposit balance is rolled over into a new term and interest earned is withdrawn to the linked bank account.



Target market (continued)

- **Transactions:** Allows customers to save funds for a fixed period, earn interest and withdraw funds through a linked transaction account.
- **Access:** The Business Term Deposit can be accessed through online and telephone banking only. A maximum of 4 people can have access to the customer's Business Term Deposit.
- **Interest:** Fixed interest rate which is dependent on the term selected. Payment of interest calculated daily and paid at maturity on all standard terms except for Business Term Deposits with a 2 year term. On a 2 year Business Term Deposit, interest is paid after 12 months and capitalised into the Business Term Deposit and available at maturity at the end of the 2 year term.
- **Minimum balance:** Minimum balance of \$10,000 for Business Term Deposits.
- **Term:** A variety of options for the term ranging from 90 days to 2 years.
- **Payment methods:** Withdrawal transactions can only be made via a linked external transaction account. The Business Term Deposit initial deposit can be deposited via electronic transfer or a cheque drawn from the external linked bank account made payable to ING.
- **Fees:** No fees and charges are payable to ING under the Business Term Deposit. An interest rate reduction may apply if the Business Term Deposit is closed prior to the maturity date. Note that fees may be payable on linked bank accounts with external banks.
- **Optional features: Pick a date maturity** - A customer who opens a Business Term Deposit has the opportunity to pick their own maturity date. A customer can set their own term of no less than 65 days from the date of account opening and no greater than 365 days from the date of opening. The date selected must be a business day, it cannot be a weekend or national public holiday. The interest rate that applies depends on the number of days selected.

Description of likely objectives, financial situation and needs of customers in the target market

- **Likely objectives:**
 - eligible business customers seeking to deposit funds for a fixed period;
 - customers who want to earn interest on money held in the deposit account.
- **Likely financial situation:** Customers in a financial position where they do not need to access the deposited funds for their selected term or if the account is closed early, the customer is comfortable that they must provide 31 days' notice and an interest rate reduction may apply.
- **Likely needs:**
 - customers who are comfortable with making withdrawal transactions via an external linked bank account. A Business Optimiser (ING) can be linked however there is still a requirement for an external linked bank account.
 - customers who do not need to access the deposit for a fixed period.
 - customers who want certainty on the interest rate that applies to the deposit.

The Business Term Deposit is unsuitable for customers who:

- want an account for personal use;
- any individual operating the account (customer or authorised user), are under 18 years of age;
- are not an Australian resident for taxation purposes;
- are not an Australian resident business or trust;
- do not have a Australian registered/residential address;
- do not have a valid Australian mobile phone number;
- are unable to provide bank account details to link to the Business Term Deposit account; or;
- do not have the minimum \$10,000 deposit required.



<p>Target market (continued)</p>	<p>The Business Term Deposit is also unlikely to be suitable for a customer that:</p> <ul style="list-style-type: none"> - requires a legal representative or authorised representative, including advisers, to act on their behalf requiring full online banking access and functionality. Representatives can only act verbally via the phone and in writing. (No online access for appointed attorneys, advisers or other authorised representatives); - wants to transact on their account daily, or have direct access to the funds with a debit card; - does not want to earn interest; - wants statements available immediately online; - wants a business transaction account with ING; or - are businesses other than sole traders and sole director companies who need an appointed attorney or other authorised representative to act on their behalf.
<p>Distribution conditions</p>	<p>Distribution conditions</p> <p>ING Business Term Deposit can only be distributed through the following channels:</p> <ul style="list-style-type: none"> ▪ ING website (new and existing customers form downloaded and posted to ING); ▪ phone application (existing customers only); or ▪ advisers accredited with ING or its accredited 3rd party distribution partners. <p>ING Business Term Deposit can only be distributed directly through ING (through authorised staff who have received appropriate training), through financial advisers and 3rd party distribution partners. The ING Business Term Deposit application makes enquiries about eligibility and product needs and seeks supporting evidence regarding the customer's eligibility (including whether the entity is eligible to hold a Business Term Deposit account).</p> <p>Why the distribution conditions and restrictions will make it more likely that the customers who acquire the product are in the target market</p> <p>The limited distribution channels mean that distribution of the Business Term Deposit should only occur directly through ING (through authorised staff who have received appropriate training), through financial advisers and 3rd party distribution partners. The ING Business Term Deposit application process ensures the product can only be issued to customers that meet the eligibility criteria.</p>
<p>Review triggers</p>	<p>The events or circumstances that would reasonably suggest that the TMD is no longer appropriate and would trigger its review are:</p> <ul style="list-style-type: none"> ▪ a significant dealing in the Business Term Deposit which is not consistent with this TMD; ▪ a significant increase in the number of customer complaints beyond expected levels; ▪ a material change to the Business Term Deposit (including the key features) or to the terms and conditions of the Business Term Deposit; ▪ a material change in law, a court decision, or ASIC regulatory guidance that impacts the Business Term Deposit; and ▪ any other event occurs or information is received that reasonably suggests the determination is no longer appropriate.
<p>Review periods</p>	<p>First review date: 05 October 2022</p> <p>Periodic reviews: Reviewed annually in line with the end to end risk assessment for Daily Banking products.</p>



Distribution reporting requirements

Where ING acts as both the issuer and distributor of the Business Term Deposit, this information will be collated internally.

Where an external distributor is involved, the distributor must collect, keep records of and report the information set out in the table below:

Type of information	Description	Reporting period
Complaints	Number and substance of complaints and general feedback relating to the Business Term Deposit and its performance.	Quarterly within 10 business days of the quarter ending. <ul style="list-style-type: none">- 31st March- 30th June- 30th September- 31st December
Significant dealing(s)	<ul style="list-style-type: none">- Date or date range of the significant dealing(s).- Description of the significant dealing (e.g. pattern of dealings in the product or distributor's conduct not consistent with TMD).- Why the significant dealing is not consistent with the TMD.- What was the root cause of the significant dealing.- Why the dealing is significant (e.g. actual or potential harm to customer/class of customer).- How the significant dealing was identified.- Steps taken/will be taken (if any) in relation to the significant dealing.	As soon as practicable, and in any case within 10 business days after the distributor becomes aware that the significant dealing has occurred.
Information request	Information reasonably requested by ING.	As soon as practicable, and in any case within 10 business days after the request.
Distributor feedback	Information discovered or held by the distributor that suggests that the determination may no longer be appropriate.	As soon as practicable, and in any case within 10 business days after becoming aware.

