

# ANZ CLIENT MONIES ACCOUNT

## TARGET MARKET DETERMINATION

### PURPOSE OF THIS DOCUMENT

This target market determination is made by ANZ under section 994B of the *Corporations Act 2001* (Cth). Its purpose is to describe who this product has been designed for, conditions under which the product must be distributed and how this document will be monitored for ongoing appropriateness.

### TARGET MARKET

ANZ Client Monies Account has been designed for customers who:	Key attributes of ANZ Client Monies Account that make this product appropriate for the target market:
<ul style="list-style-type: none"><li>• are carrying on a business in the course of which they may hold client money;</li></ul>	<ul style="list-style-type: none"><li>• <b>Eligibility:</b> available for customers who are carrying on business in the course of which they may hold client money. ANZ Client Monies Account is not directly available to the clients of the customer.</li></ul>
<ul style="list-style-type: none"><li>• require access to client funds on demand and want to have the ability to make and receive payments frequently through one or more of the payment methods offered by ANZ; and</li></ul>	<ul style="list-style-type: none"><li>• <b>Access to funds:</b> allows customers to access client funds on demand and make or receive payments via multiple channels (including digital and online).</li></ul>
<ul style="list-style-type: none"><li>• have sophisticated needs that can be best met by banking products and services offered by ANZ's Institutional Division.</li></ul>	<ul style="list-style-type: none"><li>• <b>Channels:</b> compatible with channels and/or additional services offered by ANZ's Institutional Division.</li></ul>

## DISTRIBUTION CONDITIONS

ANZ applies the following conditions and restrictions to the distribution of ANZ Client Monies Account, so that it is likely to be issued to customers in the target market.

	Condition	Why do we do this?
<b>Channel</b>	<p>ANZ Client Monies Account can only be issued to customers through the following distribution channels:</p> <ul style="list-style-type: none"><li>• ANZ Institutional; and</li><li>• ANZ Commercial.</li></ul> <p>ANZ Client Monies Account cannot be issued to customers by third parties.</p>	<p>So that ANZ only issues ANZ Client Monies Account to a customer if it receives the customer's application for the account through channels that are subject to appropriate conditions, controls and/or monitoring by ANZ.</p>
<b>Training &amp; Accreditation</b>	<p>ANZ Client Monies Account can only be issued to customers by:</p> <ul style="list-style-type: none"><li>• authorised ANZ staff.</li></ul>	<p>So that:</p> <ul style="list-style-type: none"><li>• checks are conducted on matters such as qualifications and past conduct for ANZ staff involved in the distribution of ANZ products; and</li><li>• ANZ staff responsible for issuing products understand the distribution process they are required to comply with when distributing ANZ products, as well as the legislative framework relevant to their activities.</li></ul>
<b>Process</b>	<p>ANZ Client Monies Account can only be issued to customers by:</p> <ul style="list-style-type: none"><li>• following ANZ's customer application and assessment process applicable to a customer holding client monies, including making relevant inquiries into the customer's product needs as a holder of client monies.</li></ul>	<p>So that inquiries are made to determine whether:</p> <ul style="list-style-type: none"><li>• the product meets the needs, financial situation and objectives of the customer in holding client monies.</li></ul>

## REVIEW THE TARGET MARKET DETERMINATION (TMD)

ANZ will review this 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 factors occurs, where they reasonably suggest that the TMD is no longer appropriate:

- There is a material change to the product or its distribution.
- There is a change in law or its application, a change in relevant industry code, an AFCA determination or a court decision, or ASIC or other regulatory guidance that materially affects 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 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.
- 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 may engage in retail product distribution conduct in respect of ANZ Client Monies Account (for example, where the regulated person is an Investor Directed Portfolio Service (IDPS) or IDPS-like scheme or receives a direction from their end client to deposit funds with ANZ).

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.

## 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. Click [here](#) or visit <https://www.anz.com.au/support/rates-fees-terms/target-market-determinations> for more information about target market determinations. Click [here](#) or visit <https://www.anz.com/institutional/solutions/> for information about ANZ Institutional products and solutions.