



Target Market Determination

NAB Queensland Project Trust Accounts

Determination Criteria	Description
Start date	01/01/2022
First and ongoing review period	The first review, and each ongoing review, must be completed within each consecutive 12 month period from the Start Date.
Product	NAB Queensland Project Trust Accounts NAB Queensland Project Trust Accounts provides a fair and transparent payment process for applicable QLD construction projects to help protect payments for subcontractors.

Target Market

Target market & product attributes	Consumer needs and objectives	Product attributes
	A person that is a party to a building contract or subcontract in relation to certain building projects in Queensland and requires certain accounts for the purpose of a building project subject to the operation of the Queensland Building Industry Fairness (Security of Payment) and Other Legislation Amendment Act 2020.	NAB Queensland Project Trust Accounts: <ul style="list-style-type: none"> designed for contracting parties according to the Queensland Building Industry Fairness (Security of Payment) laws have no monthly account fee include 2 trust accounts.
	A Project Trust Account (PTA) for each eligible contract for project trust work (amounts paid under the head contract and/or under a subcontract with a subcontractor beneficiary). A Retention Trust Account (RTA) for retention monies held across all eligible contracts.	NAB Queensland Project Trusts include 2 trust accounts: <ul style="list-style-type: none"> Project Trust Account (PTA) Retention Trust Account (RTA).
	Consumer financial situation	Product attributes
	A person that wants: <ul style="list-style-type: none"> money held safely in trust for the head contractor and subcontractors who have contracted directly with the head contractor to secure payment for work completed by subcontractors align to applicable QLD legislation. 	NAB Queensland Project Trust Accounts require: <ul style="list-style-type: none"> funds to be held in trust until release according to the Queensland Building Industry Fairness (Security of Payment) laws
Appropriateness statement	NAB has considered that the product including its key attributes is appropriate for the target market including the likely objectives, financial situation and needs of consumers in the target market.	

Distribution Conditions

<p>Commercial compliance</p> <p>This condition applies to all conduct</p>	<p>Condition 1</p> <p>A distributor must:</p> <ul style="list-style-type: none"> • hold an appropriate Australian Financial Services Licence (AFSL) or be an authorised representative of a AFSL holder unless an exemption applies covering the provision of financial services in respect of the product; and • if the distributor is not NAB: <ul style="list-style-type: none"> - comply with the terms and conditions of any relevant distribution agreement or arrangement with NAB - if applicable, comply with the terms of any licensing exemption covering the provision of financial services in respect of the product. <p>This condition is appropriate as it ensures distributors are appropriately authorised to provide the relevant regulated financial services and will comply with the commercial terms agreed between the distributor and NAB.</p>
<p>General advice</p> <p>This condition applies to general advice (including most marketing)</p>	<p>Condition 2</p> <p>A distributor must only provide general advice (such as marketing) as to the product if:</p> <ul style="list-style-type: none"> • a Target Market Determination (TMD) has been made and published for the product and has not been withdrawn • the distributor complies with the terms of the TMD for the product • the general advice is consistent with the consumer needs, objectives and financial situation defined in the target market for the product; and • ASIC has not issued a Product Intervention Power restricting the publication of general advice for the product by the distributor. <p>A distributor may provide general advice (such as marketing) as to the product through public channels such as:</p> <ul style="list-style-type: none"> • advertising through comparison sites and rating agencies • NAB Relationship Bankers • NAB's website • relevant industry associations. <p>This condition is appropriate as the target market is specialised.</p>
<p>Retail product distribution conduct (other than General Advice)</p> <p>These conditions apply to all retail product distribution conduct that is not general advice</p>	<p>Condition 3</p> <p>A distributor must only engage in retail product distribution conduct (other than general advice) if:</p> <ul style="list-style-type: none"> • a TMD has been made and published for the product and has not been withdrawn • the distributor complies with the terms of the TMD for the product • ASIC has not issued a Product Intervention Power restricting the distribution of the product for the distributor; and • the distributor has complied with Condition 4. <p>A distributor must only engage in retail product distribution conduct (other than general advice) through:</p> <ul style="list-style-type: none"> • NAB Relationship Bankers. <p>This condition is appropriate as the issuer has distributed this product using this method, with limited risk to consumers.</p> <p>Condition 4</p> <p>A distributor must only engage in retail product distribution conduct (other than general advice) if it has identified:</p>

	<ul style="list-style-type: none"> • that the distribution of the product is consistent with the needs, objectives and financial situation defined in the target market for the product • that the seller is seeking access to service with the following key attributes: <ul style="list-style-type: none"> - designed for contracting parties according to the Queensland Building Industry Fairness (Security of Payment) laws - have no monthly account fee - include 2 trust accounts • the key difference between: <ul style="list-style-type: none"> - the product; and - other separate non-cash payment facilities issued by NAB. <p>This condition is appropriate as it requires a distributor to confirm that the consumer is in the target market.</p>
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Review Triggers

Review triggers	<p>NAB and any distributor of this product, must cease all retail product distribution conduct (except excluded conduct) in respect of this product within 10 business days of NAB identifying a review trigger unless:</p> <ul style="list-style-type: none"> • NAB has determined that this TMD continues to be appropriate; or • a new TMD has been made. <p>The events and circumstances described below will trigger a review of this TMD if NAB determines it may relate to the appropriateness of the TMD having regard to NAB's internal policies.</p> <p>NAB will publish notice of a review on its website.</p>
Material complaints	NAB actively monitors consumer complaints and will review the appropriateness of the TMD where complaints in number or significance relate to consumer understanding of risks, key terms, conditions or features of this product.
Product performance	<p>NAB actively monitors product performance indicators relevant to the product and will review the appropriateness of the TMD in circumstances where:</p> <ul style="list-style-type: none"> • evidence shows that consumer usage is significantly different from original issuer expectations (e.g. a different product purpose) • evidence shows that product is no longer meeting the financial situation, needs and objectives of the target market for whom the product was designed • evidence shows of substantial sales outside of the target market.
Feedback from distributors	<p>Reporting received from distributors, or consistent feedback from distributors which suggests that the target market or key product attributes may no longer be appropriate.</p> <p>Refer to Reporting.</p>
Substantial product change	<p>NAB makes a substantial change to the product terms, conditions or key product attributes including:</p> <ul style="list-style-type: none"> • adding to, removing or changing a product attribute • a substantial pricing change which impacts the consumer value proposition of the product • significant changes to a distribution channel and distribution strategy.
Significant change to the external environment	<ul style="list-style-type: none"> • Regulatory or legislative environment for this product. • Economic and market conditions.
Notification from ASIC	NAB receives a notification from ASIC requiring immediate cessation of product distribution or particular conduct in relation to the product.
Significant dealings	Evidence that the distribution of the product or distributor conduct are significantly different to the expectations set out in the TMD.

Reporting

Reporting period	<p>The reporting period for this determination is quarterly during each calendar year:</p> <ul style="list-style-type: none"> • First reporting period ending on 31 March. • Second reporting period ending on 30 June. • Third reporting period ending on 30 September. • Fourth reporting period ending on 31 December. 								
Reporting information	<p>A distributor must provide the following information in writing as soon as practicable, or within 10 business days after the reporting period unless otherwise specified.</p> <table border="1" data-bbox="363 405 1482 1106"> <tr> <td data-bbox="363 405 555 633">Complaint information</td> <td data-bbox="555 405 1482 633"> <p>Complaints related to the risks, key terms, conditions or key attributes of this product including:</p> <ul style="list-style-type: none"> • the number of complaints • the nature and circumstances of the complaints • whether or not there has been or is likely to be consumer harm or detriment, and if so, the nature of the harm or detriment. </td> </tr> <tr> <td data-bbox="363 633 555 752">Feedback from distributors</td> <td data-bbox="555 633 1482 752"> <p>Feedback that the target market or key product attributes may no longer be appropriate and not meeting the likely needs and objectives and financial situation of the class of consumers in the target market.</p> </td> </tr> <tr> <td data-bbox="363 752 555 909">Significant dealings</td> <td data-bbox="555 752 1482 909"> <p>If a distributor becomes aware of a significant dealing in the product or an issue with the distributor conduct, that is not consistent with the TMD, they must notify the issuer in writing as soon as practicable, and in any event within 10 business days after becoming aware.</p> </td> </tr> <tr> <td data-bbox="363 909 555 1106">Other information requested by NAB</td> <td data-bbox="555 909 1482 1106"> <p>Any other information requested in writing by NAB from time to time subject to:</p> <ul style="list-style-type: none"> • The request being necessary to enable NAB to meet its legal and compliance obligations; and • NAB providing at least 30 days prior notice before the end of the Reporting Period. </td> </tr> </table>	Complaint information	<p>Complaints related to the risks, key terms, conditions or key attributes of this product including:</p> <ul style="list-style-type: none"> • the number of complaints • the nature and circumstances of the complaints • whether or not there has been or is likely to be consumer harm or detriment, and if so, the nature of the harm or detriment. 	Feedback from distributors	<p>Feedback that the target market or key product attributes may no longer be appropriate and not meeting the likely needs and objectives and financial situation of the class of consumers in the target market.</p>	Significant dealings	<p>If a distributor becomes aware of a significant dealing in the product or an issue with the distributor conduct, that is not consistent with the TMD, they must notify the issuer in writing as soon as practicable, and in any event within 10 business days after becoming aware.</p>	Other information requested by NAB	<p>Any other information requested in writing by NAB from time to time subject to:</p> <ul style="list-style-type: none"> • The request being necessary to enable NAB to meet its legal and compliance obligations; and • NAB providing at least 30 days prior notice before the end of the Reporting Period.
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