



Target Market Determination: Citi Ready Credit including the linked non-cash payment facilities (the Product)

This Product and Target Market Determination (**TMD**) is issued by National Australia Bank Limited (ABN 12 004 044 937, AFSL and Australian Credit Licence 230686) (**NAB**) on 1 October 2022 under section 994B(1) of the *Corporations Act 2001* (Cth) (**Act**). NAB has acquired the business relating to this Product from Citigroup Pty Limited (ABN 88 004 325 080, AFSL and Australian credit licence 238098) (**Citi**) and has appointed Citi to provide transitional services. Citi, "Citibank", "Citigroup", the Arc design and all similar trade marks and derivations thereof are used temporarily under licence by NAB from Citigroup Inc. and related group entities.

1. Product	Citi Ready Credit including the linked non-cash payment facilities.
2. Product overview	The Product is a line of credit facility that provides individuals with access to an ongoing line of credit via a debit card, cash advances and balance transfers and has no ongoing account keeping fees. There are Fixed Payment Options (FPO) available including for eligible cash advances and retail purchases.
3. Key attributes	The key attributes of the Product include: a) Line of credit facility for personal use with a minimum credit limit of \$5,000 up to a maximum limit of \$75,000. b) No early repayment fees or limits to the amount that can be repaid in a month. c) No ongoing account keeping fees such as annual fee and monthly fees (subject to enrolment to receive electronic statements). A one-off establishment fee of \$199 applies. d) Retail purchases and cash advances are charged at the same annual percentage rate (Standard APR), unless a special promotion applies which has a lower interest rate. e) No cash advance fees are charged for accessing cash from the Product. f) Ability for eligible individuals to transfer outstanding balances from other eligible credit facilities or transfer funds from their Product to an Australian bank account in the customer's name to benefit from interest charged at a lower annual percentage rate for a specified period, after which the Standard APR applies. Fees may also apply. g) Ability for eligible individuals to access FPOs which allow the available credit limit or eligible transactions to be converted into fixed monthly instalments to benefit from being repaid within a specific time. Fees may also apply. h) Complimentary insurances for retail purchases made when using the debit card. Cover includes Purchase Cover Insurance, Extended Warranty Insurance and Guaranteed Pricing Scheme, subject to eligibility requirements, limitations and exclusions. i) The Product can be used to make payments to others, such as retailers in store or online via a debit card and through digital wallets, to obtain cash via an ATM or electronic funds transfer via Citi Mobile® App or Citi Online, pay bills through BPAY® using Citi Online, customer service centre or Citi Mobile® App or by setting up recurring card instructions with merchants. Account holders can obtain Product and account information and transact through Citi Online, customer service centre or Citi Mobile® App.

4. Target market	The target market for the Product are individuals who: a) need a general-purpose line of credit with flexible payment options to: • help them with immediate and ongoing cash flow needs; and/or • help with a large purchase or event; and/or • transfer the available balance to an Australian bank account or an eligible credit facility to access a promotional interest rate on a balance transfer; and b) meet the Product eligibility criteria and serviceability requirements. The Product allows for balance transfers which can be used to transfer one or more credit balances or transfer funds from their Product to an Australian bank account in the customer's name at a promotional rate for a promotional term. Fees may also apply. Paying only the minimum due will not repay the balance transfer within the promotional period. The Product is not suitable for individuals that want: • a fixed repayment amount to ensure the balance transfer is repaid within the promotional term; or • no ongoing access to credit.
5. Likely objectives, financial situation and needs of individuals in the target market	The likely objectives, financial situation and needs of individuals in the target market include individuals that: a) are seeking credit to manage their cash flow in connection with large consumer purchases (such as a home improvement or a holiday); and/or b) need a general-purpose line of credit with no ongoing account keeping fees to allow them to make retail purchases and cash advances from time to time; and/or c) have a debt that is not on a Citi branded and NAB issued credit facility which could be transferred to the Product or require funds transferred from their Product to an Australian bank account in the customer's name to obtain a financial benefit through a lower rate of interest; and d) meet minimum serviceability requirements and other eligibility requirements linked to their financial situation.
6. Why it is reasonable to conclude that the Product is likely to be consistent with the likely objectives, financial situation and needs of individuals in the target market	The Product, if sold to individuals in the target market, is likely to be consistent with the likely objectives, financial situation and needs of those individuals because the key attributes of this Product are likely to be suitable for individuals in that target market for various reasons including that: a) where a balance transfer offer is made at the time of acquisition, the Product allows account holders to transfer up to 100% of the credit limit at the balance transfer interest rate to other Australian bank accounts or eligible non-Citi branded credit facilities; and b) the Product provides access to an ongoing available credit limit which is available to use via a debit card for retail purchases, or the ability to withdraw cash (cash advance) at ATMs or transfers through Citi Online or Citi Mobile® App; and c) the Product offers the individual the option to repay eligible balances by FPO; and d) the Product does not charge account holders any ongoing account keeping fees (provided they are enrolled to receive electronic statements) or cash advance fees when accessing cash from the Product; and e) the eligibility criteria and serviceability requirements are aligned with key product attributes including the minimum credit limit.

7. Distribution conditions	The Product is designed to be distributed through the following channels: • online through Citi's website and via third party aggregators and partners, including unassisted online applications; and • assisted applications through NAB's call centres. The following conditions and restrictions on retail product distribution conduct apply in relation to the Product in addition to any condition or restriction imposed by or under the Act: a) The Product may only be distributed to individuals who meet the Product eligibility criteria and serviceability requirements. b) Individuals must complete relevant questions prior to completing an application. The questions are designed to assist individuals to understand the Product attributes that are likely to meet their objectives. c) Third party distributors (e.g. aggregators and partners) may only distribute the Product if they are authorised to do so and then only in the manner described in that authorisation. d) NAB call centre staff may only distribute the Product if they are authorised to do so and then only in the manner permitted.
8. Why do the distribution conditions make it more likely that individuals who acquire the Product are in the target market?	If the Product is sold to an individual in accordance with the distribution conditions, it is likely that the individual is in the target market for reasons including that: a) the distribution conditions will facilitate distribution to individuals who meet the eligibility criteria and serviceability requirements for the Product; b) the disclosures and questions completed prior to applying for the Product make it more likely that individuals who acquire the Product are in the target market; c) authorised third party distributors are subject to contractual obligations which assist to make it likely that the Product is only distributed to individuals meeting eligibility criteria for the Product; and d) authorised NAB call centre staff have been trained to understand the Product and the relevant policies.
9. Events and circumstances (review triggers) that would reasonably suggest the TMD is no longer appropriate	In addition to the initial and periodic reviews, the TMD will be reviewed upon the occurrence of any of the following events: a) a material increase over a 12 month period in the proportion of individuals with the Product: • who enter into collections or hardship that would suggest difficulty in being able to service the Product; and/or • who lodge complaints that relate to the design or the distribution of the Product that would suggest the TMD is no longer appropriate; and/or • who do not repay the balance transfer during or within a short period after the promotional period; b) a material change to the design or the distribution of the Product that relates to factors taken into account in making the TMD for the Product; and c) a significant dealing in the Product that reasonably suggests the TMD is no longer appropriate.
10. Review period	First review date: 30 June 2022 Periodic reviews: within one year after the initial review or the most recent periodic review.

11. Reporting period when the Distributor should provide information about complaints and significant dealings to NAB	a) The reporting period for persons engaging in retail product distribution conduct in relation to the Product (Distributors) to report information about the number of complaints about the Product is monthly. b) Distributors must report if they become aware of a significant dealing in the Product that is not consistent with this TMD as soon as practicable but within 10 business days of becoming aware of that significant dealing.												
12. Information required from Distributors to enable NAB to identify that the TMD is no longer appropriate	The following information must be provided to NAB by Distributors who engage in retail product distribution conduct in relation to this Product: <table><tr><th>Kind of information</th><th>Description</th><th>Reporting period for reporting the information</th></tr><tr><td>Complaints</td><td>Number and substance of complaints and general feedback relating to the Product.</td><td>Monthly. Reporting timing: within 10 business days of the end of the reporting period.</td></tr><tr><td>Significant dealing(s)</td><td>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>As soon as practicable but within 10 business days of becoming aware of the significant dealing.</td></tr><tr><td>An event or circumstance that has occurred that would reasonably suggest that the TMD is no longer appropriate</td><td>Date or date range of the event or circumstance and description of the event or circumstance (e.g. why it is not consistent with the TMD).</td><td>As soon as practicable but within 10 business days of becoming aware of the event or circumstance.</td></tr></table>	Kind of information	Description	Reporting period for reporting the information	Complaints	Number and substance of complaints and general feedback relating to the Product.	Monthly. Reporting timing: within 10 business days of the end of the reporting period.	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 but within 10 business days of becoming aware of the significant dealing.	An event or circumstance that has occurred that would reasonably suggest that the TMD is no longer appropriate	Date or date range of the event or circumstance and description of the event or circumstance (e.g. why it is not consistent with the TMD).	As soon as practicable but within 10 business days of becoming aware of the event or circumstance.
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