



## **DDO - Target Market Determination and Reporting Requirements**

Effective 5 October 2021, we will see the introduction of the new Design and Distribution Obligations (DDO) regulatory changes aimed at improving the retail customer experience of all Australian banks.

We are required to make Target Market Determinations to ensure that the right products end up in the hands of the right customer by focusing on our customers in the design and distribution of our financial products.

### **What is a Target Market Determination (TMD)?**

A TMD is a document which describes:

- the persons for which the product has been designed
- the conditions around the product's distribution,
- when this TMD will be reviewed, and
- record keeping and reporting obligations of distributors.

### **Where can I find the Target Market Determinations?**

TMDs for financial products will be made available from the effective date and can be directly [accessed here](#).

### **Reporting requirements**

The introduction of DDO requirements will impact your obligations to report complaints made to you and notify us of significant dealings.

Reporting on these matters are to be submitted to [Third Party Banking Feedback](#) by no later than the 5th day of the month. This is to ensure we meet

our reporting obligations to ASIC by the 10th day of the month as outlined in the TMD.

A separate communication will be sent to provide instruction of how to complete the register and the template to be utilised.

Please note: Although sales reporting is mentioned within the TMD there is no action required from you.

If you have questions please feel free to [contact us](#).

Regards,

Cosi Lanzoni  
**Senior Manager Strategic Partners**



\*\*\*\*\*

This communication is intended only for use of the addressee and may contain legally privileged and confidential information.

If you are not the addressee or intended recipient, you are notified that any dissemination, copying or use of any of the information is unauthorised.

The legal privilege and confidentiality attached to this e-mail is not waived, lost or destroyed by reason of a mistaken delivery to you.

If you have received this message in error, we would appreciate an immediate notification via e-mail to [ContactUs@bendigoadelaide.com.au](mailto:ContactUs@bendigoadelaide.com.au) or by phoning 1300 BENDIGO (1300 236 344), and ask that the e-mail be permanently deleted from your system.

Bendigo and Adelaide Bank Limited ABN 11 068 049 178

\*\*\*\*\*