

Target Market Determination

Access

1. About this document

A Target Market Determination (**TMD**) describes the customers for which the Wagestream product has been designed, taking into account their objectives, financial situation and needs. It also describes the conditions by which the product is distributed to customers and the events or circumstances where Wagestream is required to review the TMD.

This TMD is not to be treated as a full summary of the product's terms and conditions and is not intended to provide financial advice. Consumers interested in using the product should refer to the Terms of Use and [Wagestream's website](#) for detailed product information.

This TMD relates to Wagestream's 'Access' product (**Access**) only and is effective from 5 October 2021.

2. Target market

Objectives, financial situation and needs of the target market

Access is targeted at customers who need access to a short-term credit facility to manage their cash flow or handle unexpected expenses between their employer's pre-defined payroll periods.

Specifically, this product is targeted towards consumers who:

- Meet our eligibility criteria
- Have the objective of obtaining a short-term credit product for a small-fixed fee or for free
- Need access to a portion of their earned income in advance of their normal payday in order to resolve a temporary financial need or manage the timing of personal finances
- Have earned enough to comfortably repay the accessed amount from their pay on the specified repayment date

This product, along with Wagestream's suite of financial wellbeing benefits, has been purposefully designed with employee wellbeing in mind. It is offered in conjunction with Wagestream's employer partners as an employee benefit and linked to payroll and/or workforce management systems to provide workers with cash flow flexibility through a responsible short-term credit facility.

Key eligibility requirements

To be eligible for Access, new consumers must meet all of the following eligibility requirements:

- Be 18 years or older and an Australian resident
- Be employed by and currently earning an income from an employer who has partnered with Wagestream to provide the product to its employees (**Employer Partner**).

Excluded class of consumers

This product has not been designed for individuals who:

- Are under 18 years of age
- Are non-Australian residents
- Are not employed by an Employer Partner
- Are seeking sums above 50% of their net after-tax income as accrued at a given date.

Key features and description of the product

Access is a short-term credit product that allows employees to access a portion of their earned income at any point in the pay cycle via the Wagestream mobile app.

Depending on Wagestream's relationship with the Employer Partner, the employee will either be provided with free access to this product or pay a maximum of \$2.49 per transaction for any amount above a minimum withdrawal of \$50.

The term will be aligned with the employee's pay cycle, which may be weekly, fortnightly or monthly. There will never be any additional fees charged to the user beyond a maximum of \$2.49 per transaction and this fee is capped at a maximum of \$24.90 per month.

Key features and description of the product

Access has the following key attributes:

- Approved employees can access up to 50% of their accrued after-tax income as it is earned
- Wagestream does not charge interest, late fees or penalties, but depending on the relationship with the Employer Partner a flat transaction fee of \$2.49 may be charged
- Employees repay via a deduction from their upcoming pay, facilitated by their employer, on the same day their income is normally paid to them
- In certain circumstances, such as when the consumer's employment has been terminated, employees authorise Wagestream to direct debit the repayment amount on the nominated repayment date(s) and have the opportunity to set up an affordable repayment plan
- The term is specified at the point in time an employee requests to withdraw money, up to a maximum of 31 days.

Consistency between target market and the product distribution

The distribution of Access is consistent with the target market on the basis that:

- It has been designed and distributed as an employee benefit to support employee financial wellbeing by providing eligible workers the option to access up to 50% of their net after-tax income
- The eligibility criteria has been designed to align with the characteristics of the target market — only those who are employed by an Employer Partner, are over the age of 18 and are an Australian resident are able to use Access
- The key attributes of Access have been designed to meet the likely objectives, financial situation and needs of employees in the target market described above.

3. Distribution conditions

Distribution channels

This product is designed to be distributed via a mobile application only, with marketing conducted largely through Employer Partners whose aim (to improve financial wellbeing) is aligned with Wagestream's mission. Employees have the choice to download the app as part of an Employer Partner's larger benefits program.

Distribution conditions

This product should only be distributed under the following circumstances:

- To individuals who meet the eligibility requirements
- To individuals that have the financial capacity to repay the amount they access within a single pay period
- To individuals who are able to pay the fixed transaction fee of up to \$2.49 (if an Employer Partner is not covering the cost)
 - To individuals who are approved for Access in accordance with Wagestream's internal policies and procedures and applicable laws and regulations.

Adequacy of distribution conditions and restrictions

Wagestream has assessed the adequacy of the distribution conditions and restrictions of Access and formed the view that they are appropriate for the following reasons:

- Wagestream will have oversight of how the product is promoted and issued
- Access is distributed with an Employer Partner's support which helps ensure that consumers who obtain the product meet many of the target market criteria points
- The marketing and distribution channels for Access are selected based on an assessment of the distribution conditions and restrictions to determine that they are appropriate and will assist distribution in being directed towards the target market for whom the product has been designed.

4. Review triggers

We will review this target market determination in accordance with the below:

Initial review	By 5 October 2022
Last reviewed	15 December 2022
Periodic reviews	At least every two years following the initial review
Review triggers or events	<p>Any event or circumstances arise that would suggest the TMD is no longer appropriate. This may include (but is not limited to):</p> <ul style="list-style-type: none"> • A material change to the design or distribution of the product, including related documentation • Distribution conditions found to be inadequate • External events such as adverse media coverage or regulatory attention • A significant increase in the number of complaints received from customers who use the product • Significant changes to the demographics of employees who use our product • Changes to pricing, including any introduction of interest, late fees or other modifications • Material increases or decreases in default and dishonour rates • Material changes to KYC/AML requirements • Material changes to the terms and conditions • Material changes to the regulatory framework governing the product.