

# Target Market Determination (TMD)

## Product: Transaction Accounts



<b>Made by</b>	Credit Union SA Ltd ABN 36 087 651 232 AFSL/Australian Credit Licence 241066
<b>Version Number</b>	3.0

<b>Effective date</b>	30 April 2024
<b>Last review date</b>	15 April 2024
<b>Ceased date</b>	In use

## Target Market

### a) Product description (including key attributes)

Members in the target market for these products are members (current or future) who want or require a transaction account that has the key product attributes listed below:

Access Account	55+ Account	Educator+ Account	Home Loan Offset Account	Association Account
Available to all members	Available to members 55+ years of age	Available to members of the Education Community	Available to members who hold an eligible home loan	Available to Not-for-Profit organisations
No minimum opening balance or ongoing balance	No minimum opening balance or ongoing balance	No minimum opening balance or ongoing balance	No minimum opening balance or ongoing balance	No minimum opening balance or ongoing balance
No minimum withdrawal amounts	No minimum withdrawal amounts	No minimum withdrawal amounts	No minimum withdrawal amounts	No minimum withdrawal amounts
No minimum deposit term	No minimum deposit term	No minimum deposit term	No minimum deposit term	No minimum deposit term
Card access available	Card access available	Card access available	Card access available	Deposit only account
-	Interest calculated daily and paid monthly	Interest calculated daily and paid monthly	-	Interest calculated daily and paid monthly

### b) The likely objectives, financial situation and needs of members in the target market for these products are that they:

- Require a transactional account for the purposes of day-to-day transactions including but not limited to deposits of payroll credits, purchases and transfers
- Meet the account eligibility criteria.

### c) These products have not been designed for members who:

- Do not need a transactional account
- Do not meet the account eligibility criteria
- Are wanting an account that pays interest to maximise their returns.

### d) Other information:

Deposit Accounts Terms and Conditions relating to these products:

[Download](#)

This TMD does not replace the product terms and conditions and members (future or current) should refer to these before purchasing a product.

Deposit Accounts Fees and Charges brochure:

[Download](#)

Deposit Accounts Interest Rates brochure:

[Download](#)

## Distribution Conditions

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Products to which this TMD applies may be distributed through any of the following channels:

- Online through our digital channels
- In our branch
- Via our Member Experience Centre

All channels are monitored by Credit Union SA and staffed by persons trained and accredited in the distribution of the products in accordance with our terms and conditions.

## Review Triggers

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The following review triggers apply for these products:

- There are significant dealings in the products that are not consistent with this TMD
- Material changes to the regulatory environment
- Material changes to the products or the product terms and conditions or material changes to distribution. These include changes to withdrawal limits, transaction methods, fees etc.
- More than 10% member complaints in any 6-monthly period claiming that the products, or their features, did not satisfy the member's needs

## Review Period

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This TMD is to be reviewed at least every 12 months.

## Information Reporting

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The below sets out the information Credit Union SA requires to be reported to us related to the products by persons who engage in the distribution of the products.

Unless otherwise stated, the first reporting period commences on the date this TMD is made. Each subsequent reporting period begins on the day following the end of the prior reporting period.

Credit Union SA or distributors of Credit Union SA products will report on the following:

- The number of complaints received in relation to the products during the reporting period (which may be 0) every 6 months
- Complaints about the products escalated to the Australian Financial Complaints Authority (AFCA) status ('Yes' or 'No'), if applicable every 6 months
- Complaint details (date the Distributor first received the complaint, substance of complaint and general feedback relating to the products and their performance) every 6 months
- Significant dealing(s) including date and description of the significant dealing (as soon as practicable or in any case within 10 business days).

## Appendix

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This TMD applies to the following products:

- Access Account
- 55+ Account
- Educator+ Account
- Home Loan Offset Account
- Association Account