

Target Market Determination (TMD)

Product: Transaction Accounts



Made by	Credit Union SA Ltd ABN 36 087 651 232 AFSL/Australian Credit Licence 241066
Version Number	4.0

Effective date	05 December 2024
Last review date	30 October 2024
Ceased date	05 December 2024

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 Not-for-Profit organisations
-	-	-	-	No minimum opening balance or ongoing balance
-	-	-	-	No minimum withdrawal amounts
-	-	-	-	No minimum deposit term
-	-	-	-	Deposit only account
-	-	-	-	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

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

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% of members holding products complaints in any 6-monthly period claiming that the products, or their features, did not satisfy the member's needs

Review Period

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

Information Reporting

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

This TMD applies to the following products:

- Association Account