

Target Market Determination (TMD)

Product: Personal Overdraft



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

Effective date	30 April 2024
Last review date	30 April 2024
Ceased date	In use

Target Market

a) Product description (including key attributes)

Members in the target market for this product are members (current or future) who require occasional access to additional funds, up to an approved credit limit, and want a credit facility that has the key product attributes below:

- Can be linked to a Credit Union SA transaction account
- Provided to access to credit if and when required

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

- Require an unsecured revolving credit facility
- Require a credit facility to be linked to a transaction account
- Require easy access to credit funds when they are required, without having to pay interest if the facility is not used

c) This product has not been designed for members who:

- Do not require a revolving credit facility
- Do not want access to additional credit funds
- Do not want to overdraw their transaction account and pay interest

d) Other information:

Personal Loan and Visa Credit Card Interest Rates and Fees and Charges relating to this product:

[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 Terms and Conditions relating to this product:

[Download](#)

Distribution Conditions

The product to which this TMD applies may be distributed through any of the following means:

- Online through our digital channels
- In our branch
- Via our Member Experience Centre
- Through third-party distributors such as loan brokers who are accredited to submit loan applications to us ('third-party distributors')

All these 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 this product:

- There are significant dealings in the product that are not consistent with this TMD
- Material changes to the regulatory environment
- Material changes to the product terms and conditions
- More than 10% member complaints in any 6 monthly period claiming that the product, or its features, did not satisfy the member's needs

Review Period

We will review this TMD 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:

- Personal overdraft