

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	1.0

Effective date	5 October 2021
Last review date	-
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
- Avoids the risk of paying dishonour fees if a transaction account is overdrawn

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

- Require a revolving credit facility (secured or unsecured)
- 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 able 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

An initial review of this TMD will occur within 12 months.

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

The Senior Manager Marketing and Product Management is responsible of initiating the review process at least one month prior to the end of each review period.

Information Reporting

The following table sets out the information which we require to be reported to us related to the products by persons who engage in retail distribution conduct in respect 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.

Information required to be reported	Who is required to report?	How frequently is a report required (reporting period)?
The number of complaints received in relation to the products during the reporting period (which may be 0)	Senior Manager Member Experience (in respect of complaints lodged with Credit Union SA directly) and Each third-party distributor of the products	6-monthly
Complaint details (date the Distributor first received the complaint, substance of complaint and general feedback relating to the products and their performance)	Each third-party distributor of products	6-monthly
Complaints about the products escalated to the Australian Financial Complaints Authority (AFCA) status ('Yes' or 'No'), if applicable.	Internal or External Disputes Resolution Officer	6-monthly
Significant dealing(s) including date and description of the significant dealing	Each third-party distributor of products	As soon as practicable, and in any case within 10 business days

Appendix

This TMD applies to the following products:

- Personal overdraft