

Target Market Determination (TMD)

Product: Credit Cards



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

This TMD relates to the following credit card products:

- Visa Credit Card
- Education Community Credit Card
- Workplace Benefits Credit Card

It relates to both the credit cards and the credit contracts to which they are linked.

a) Product description (including key attributes)

Members in the target market for these products are members (current or future) who wish to make purchases and payments on credit by using a card linked to a credit facility and who want a credit card product that has the key product attributes listed below:

- 24/7 access to funds via Visa credit purchases, ATM deposits, ATM withdrawals and ATM balance enquires (ATM deposits only available at selected ATMs)
- Ability to access card on Google Pay™, Apple Pay, Samsung Pay, Fitbit Pay and Garmin Pay™
- 24/7 fraud monitoring
- Accepted at millions of merchants worldwide
- Ability to make fast payWave payments
- Smart chip protection, temporarily lock card using mobile banking app or internet banking
- Ability to lock payWave, international and online transactions using mobile banking app or internet banking
- Ability to make balance transfers
- 0% introductory rate on balance transfers for 6 months
- Up to 55 days interest free on purchases

Members in the target market for our Education Community Credit Card are members (current or future) who are part of the education community or students carrying out studies in education, and their immediate family members (parents, children, grandparents, grandchildren, siblings and partners only).

Members in the target market for our Workplace Benefits Card are members (current or future) who are current employees of SA Power Networks.

Education Community and Workplace Banking Benefits members may be eligible for additional and exclusive benefits offered by Credit Union SA.

Please visit these pages on our website for more information:

[Education Community Banking Benefits](#)

[Workplace Banking Benefits](#)

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

- Wish to make purchases and payments on credit by using a card linked to a credit facility
- Meet Credit Union SA's lending criteria

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

- Do not want to make purchases on credit and potentially pay interest
- Do not meet Credit Union SA's lending criteria

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.

Visa Credit Card 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 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 product terms and conditions, other than changes to interest rates and consequential changes to repayments, or material changes to distribution
- 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

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:

- Visa Credit Card
- Education Community Credit Card
- Workplace Benefits Credit Card