

# Target Market Determination (TMD)

## Product: Debit and Cards



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

<b>Effective date</b>	29 July 2024
<b>Last review date</b>	02 July 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 wish to access their funds in a linked transaction facility by using a debit card product that has the key product attributes listed below:

Visa Debit Card
Ability to link to various Credit Union SA transaction accounts
24/7 access to funds in linked accounts via Visa debit purchases, savings purchases, cheque 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 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 block payWave, international and online transactions using mobile banking app or internet banking

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

- Are seeking debit card access to their own funds

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

- Do not require or want card access to their funds

### 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](#)

## Distribution Conditions

Products under this TMD may be distributed through any of the following channels:

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

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, 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

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We will review this TMD 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:

- Visa Debit Card