

Target Market Determination – Business Account

Product	Business Account
Issuer	Transport Mutual Credit Union ABN/ACN 78 087 650 600 AFSL/Australian Credit Licence 240718
Date of TMD	05 October 2021
Target Market	<p>Description of target market</p> <p>Everyday business account</p> <p>Retail clients who:</p> <ul style="list-style-type: none"> • need a transactional business account to conveniently manage their funds and facilitate payments • need that transactional account to have the full range of features <p>Description of product, including key attributes</p> <p>Business Account</p> <p>This is a Business Account and the key features of this product are:</p> <ul style="list-style-type: none"> • no minimum deposit • at call • variable interest rate • interest rate tiers https://www.transportmutual.com.au/quick-links/interest-rates/ • card access • internet banking • mobile banking app • telephone banking • fees and charges as listed at https://www.transportmutual.com.au/quick-links/fees-and-charges/
Distribution Conditions	<p>Distribution conditions</p> <p>This product is distributed by the issuer through the following channels:</p> <ul style="list-style-type: none"> • Head office • Call centre • Online <p>Distribution conditions for this product include:</p> <ul style="list-style-type: none"> • ensuring that retail clients meet the eligibility requirements for the product • ensuring that distribution through head office and call centre is by appropriately trained staff <p>There are no other distributors for this product.</p>

Review Triggers	<p>The review triggers that would reasonably suggest that the TMD is no longer appropriate include:</p> <ul style="list-style-type: none"> • A significant dealing of the product to consumers outside the target market occurs; • A significant number of complaints is received from customers in relation to their purchase or use of the product that reasonably suggests that the TMD is no longer appropriate; • A material change occurs to the product or the terms and conditions of the product which causes the TMD to no longer be appropriate. 											
Review Periods	<p>First review date: 05 October 2022</p> <p>Periodic reviews: Every 2 years after the initial review</p>											
Distribution Reporting Requirements	<p>The following information must be provided to Transport Mutual Credit Union by distributors who engage in retail product distribution conduct in relation to this product:</p> <table border="1" data-bbox="336 936 1326 1400"> <thead> <tr> <th data-bbox="336 936 703 987">Type of information</th> <th data-bbox="703 936 1018 987">Description</th> <th data-bbox="1018 936 1326 987">Reporting period</th> </tr> </thead> <tbody> <tr> <td data-bbox="336 987 703 1088">Complaints</td> <td data-bbox="703 987 1018 1088">Number of complaints</td> <td data-bbox="1018 987 1326 1088">Every 3 months</td> </tr> <tr> <td data-bbox="336 1088 703 1400">Significant dealing(s)</td> <td data-bbox="703 1088 1018 1400">Date or date range of the significant dealing(s) and description of the significant dealing (eg, why it is not consistent with the TMD)</td> <td data-bbox="1018 1088 1326 1400">As soon as practicable, and in any case within 10 business days after becoming aware</td> </tr> </tbody> </table>			Type of information	Description	Reporting period	Complaints	Number of complaints	Every 3 months	Significant dealing(s)	Date or date range of the significant dealing(s) and description of the significant dealing (eg, why it is not consistent with the TMD)	As soon as practicable, and in any case within 10 business days after becoming aware
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