



288 Summer Street
 PO Box 992
 Orange NSW 2800
 Ph: 02 6362 4466
 ocu@orangecu.com.au
 BSB: 802 129

Target Market Determination – Bank Accounts

TMD10 - v.3

Product	Term Deposit
Issuer	Orange Credit Union ABN 34 087 650 477 AFSL & Australian Credit License 240768
Date of TMD	16 February 2023
Target Market	<p>Description of target market</p> <p>Customers who:</p> <p>Would like to invest money for short or long fixed terms with the certainty of locking money away to earning a high interest rate.</p> <p>Description of product, including key attributes</p> <p>The Term Deposit Account is an investment account. The key features of this product are:</p> <ul style="list-style-type: none"> • available to all members • minimum balance of \$5,000 • minimum deposit of \$5,000 • 1 day notice required for withdrawal or closing account • Withdrawal at maturity • early withdrawals only at discretion of Orange Credit Union (in rare cases such as financial hardship). Early withdrawal will incur a fee and interest adjustment • fixed interest rate payable at maturity or at 6 monthly intervals to the transaction account • option of 5 fixed terms of 3, 6, 9, 12, 24 months • tiered interest rates • at maturity, the funds are automatically reinvested for the same Term Deposit term unless otherwise specified before maturity. • branch access • Internet Banking/ Mobile App/ Phone banking for balances only

<p>Distribution Conditions</p>	<p><i>Distribution conditions</i></p> <p>This product is distributed by the issuer through the following channels:</p> <ul style="list-style-type: none"> • branch – face to face • call centres – over the phone • online – over the internet <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 branches, and call centres is by appropriately trained staff <p>There are no other distributors for this product.</p>									
<p>Review Triggers</p>	<p>The review triggers that would reasonably suggest that the TMD is no longer appropriate include:</p> <p>A significant dealing of the product to consumers outside the target market occurs;</p> <p>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;</p> <p>Material change to the product or the terms and conditions of the product occurs which would cause the TMD to no longer be appropriate;</p> <p>Seeking large amount withdrawals before maturity. Early withdrawals only at discretion of Orange Credit Union (eg. in cases of financial hardship).</p> <p>The Product Governance Framework includes regular consideration of whether there has been a review trigger following each distribution information report. That consideration is by reference to paragraphs 154 to 156 of RG274.</p>									
<p>Review Periods</p>	<p><i>First review date:</i> 1 September 2024</p> <p><i>Periodic reviews:</i> Every two years.</p>									
<p>Distribution Reporting Requirements</p>	<p>The following information must be provided to Orange Credit Union by distributors who engage in retail product distribution conduct in relation to this product:</p> <table border="1" data-bbox="431 1417 1414 1843"> <thead> <tr> <th data-bbox="431 1417 792 1470">Type of information</th> <th data-bbox="792 1417 1105 1470">Description</th> <th data-bbox="1105 1417 1414 1470">Reporting period</th> </tr> </thead> <tbody> <tr> <td data-bbox="431 1470 792 1570">Complaints</td> <td data-bbox="792 1470 1105 1570">Number of complaints</td> <td data-bbox="1105 1470 1414 1570">Every month</td> </tr> <tr> <td data-bbox="431 1570 792 1843">Significant dealing(s)</td> <td data-bbox="792 1570 1105 1843">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="1105 1570 1414 1843">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 month	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
Type of information	Description	Reporting period								
Complaints	Number of complaints	Every month								
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								