

Target Market Determination – Bank Accounts

TMDVD. V.3

Product	Visa Debit Card
Issuer	Orange Credit Union T/A Bank Orange ABN 34 087 650 477 AFSL & Australian Credit Licence 240768
Date of TMD	1 August 2024
Target Market	<p>Description of target market</p> <p>Members who:</p> <ul style="list-style-type: none"> • Have an account to which card can be linked • Are seeking a non cash-payment facility to make purchases and pay bills from their linked account • Are seeking the ability to withdraw cash • Are aged 15 years or over <p>Description of product, including key attributes</p> <p>This is a Visa Debit Card and the key features of this product are:</p> <ul style="list-style-type: none"> • Only able to access funds from linked account • Daily cash withdrawal limit of \$1,000 • Electronic payments limited only by funds available in linked account • Point of sale payments and cash withdrawal using the card • ATM cash withdrawal • Card not present payments including, online, over the phone or mail • Digital wallet payments such as Apple Pay & Google Pay at point of sale or online • Replacement card fee • Cash advance overseas ATM fee per transaction • Overseas card replacement fee • Currency conversion fee of a percentage of the transaction amount will apply to any overseas Visa Card transactions • Refer to Fee Schedule for fee amounts
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"> • Branch • Call centre • Online <p>Distribution conditions for this product include:</p> <ul style="list-style-type: none"> • Ensuring that members meet the eligibility requirements for the product • Ensuring that distribution through branches, call centre and online 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;• 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>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>											
Review Periods	<p>First review date: 1 September 2024</p> <p>Periodic reviews: Every two years.</p>											
Distribution Reporting Requirements	<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><tr><th>Type of information</th><th>Description</th><th>Reporting period</th></tr><tr><td>Complaints</td><td>Number of complaints</td><td>Every month</td></tr><tr><td>Significant dealing(s)</td><td>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>As soon as practicable, and in any case within 10 business days after becoming aware</td></tr></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
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