

Target Market Determination – Visa Debit Card

TMD11 – v.2

Product	Visa Debit Card
Issuer	Orange Credit Union ABN 34 087 650 477 AFSL & Australian Credit License 240768
Date of TMD	5 September 2022
Target Market	<p>Description of target market</p> <p>Customers 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 in store, online, over the phone or overseas, throughout Australia and the world, anywhere Visa is accepted • Need access to ATM facilities to withdraw cash • <p>Description of product, including key attributes</p> <p>The All Purpose Savings Account is an everyday transaction account. The key features of this product are:</p> <ul style="list-style-type: none"> • available to all members over 15 • can only access funds from linked account • Daily cash withdrawal limit of \$1,000 • Electronic Payments has no limit, funds need to be available in linked account • Convenience of access via online, ATM and EFTPOS • Funds available at call • Access to funds 24/7 • Ability to add card to digital wallet Apple Pay, Google Pay and Samsung Pay • Ability to make contactless payments via PayWave – limits apply • Can be used worldwide, anywhere Visa is accepted • Fees and charges apply as per fees and charges schedule • <p>This product is designed for consumers who:</p>

	<ul style="list-style-type: none"> • Seek to access their money for everyday transactions • Convenience, easy access, basic everyday account • Customers not seeking any interest/ low interest 						
Distribution Conditions	<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>						
Review Triggers	<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>Large amounts of deposits, spending patterns decline, need to move to a savings account or term deposit for security and to earn higher interest.</p> <p>Review customer profile once reach age 55 years to see if they are eligible to move to another account such as, a Prestige Account.</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>						
Review Periods	<p><i>First review date:</i> 1 September 2024</p> <p><i>Periodic reviews:</i> 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 border="1"> <thead> <tr> <th>Type of information</th> <th>Description</th> <th>Reporting period</th> </tr> </thead> <tbody> <tr> <td>Complaints</td> <td>Number of complaints</td> <td>Every month</td> </tr> </tbody> </table>	Type of information	Description	Reporting period	Complaints	Number of complaints	Every month
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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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