

Date 4 October 2021

AFSL and Australian Credit Licence 244255

Financial Disclosures

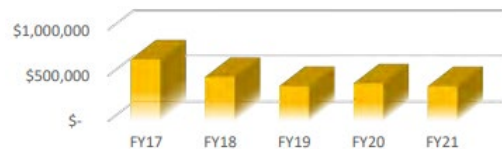
We are proud to present the:

Traditional Credit Union (TCU) Annual Report 2020-21

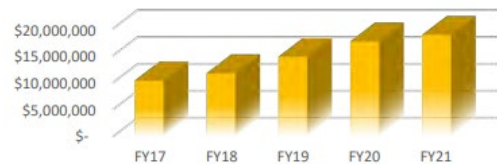


Please see the below link to download the document.

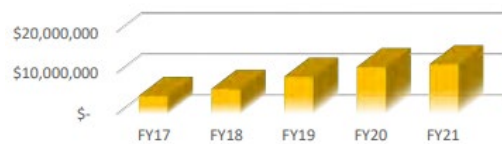
PROFIT



ASSETS



DEPOSITS



CAPITAL



Product Design and Distribution obligations - Australian Securities & Investments Commission (ASIC)

Issuers and distributors of financial products (this includes TCU) must comply with the design and distribution obligations in Pt 7.8A of the Corporations Act 2001 (Corporations Act) from 5 October 2021. The design and distribution obligations are intended to help consumers obtain appropriate financial products by requiring issuers and distributors to have a consumer-centric approach to the design and distribution of products. In particular:

- issuers must design financial products that are likely to be consistent with the likely objectives, financial situation and needs of the consumers for whom they are intended;
- issuers and distributors must take 'reasonable steps' that are reasonably likely to result in financial products reaching consumers in the target market defined by the issuer; and
- issuers must monitor consumer outcomes and review products to ensure that consumers are receiving products that are likely to be consistent with their likely objectives, financial situation and needs.

TCU has developed a **Target Market Determination** document for each of our products. These documents can be found within the relevant product menus on our Website.

Dispute Resolution obligations - Australian Securities & Investments Commission (ASIC)

ASIC has strengthened the complaints and disputes resolution requirements of financial firms (this includes TCU) from 5 October 2021. The TCU complaints handling process has been updated to reflect the revised ASIC Dispute Resolution obligations.

TCU has made changes to:

- **Complaints and Dispute Resolution Policy**
- **Account and Access Facility Terms and Conditions – Personal & Business Accounts**
- **Terms and Conditions – Personal Loans**
- **Interest, Fees and Charges Brochures – Personal Savings & Term Deposit Accounts, Business Accounts, Personal Loans**

These documents and brochures can be found on our Website.