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| <b>Product</b> | <b>Cuecard</b> |
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## About this document

This Target Market Determination [TMD] is a document of Traditional Credit Union Limited (TCU) [we, us, our]. This TMD seeks to give our members, staff and other interested parties an understanding of the class of consumers for whom the product described has been designed, how the product is distributed, and related matters.

This TMD is not, and should not be construed as, a full summary of the product's Terms and Conditions. Nor is it a substitute for the provision of financial advice.

When deciding about the product, consumers should refer to the product's Terms and Conditions.

Below we summarise the class of consumers comprising the target market for the product based on the product's key attributes and the consumer objectives, financial situations, and needs the product has been designed to meet.

## Description of target market

The product has been designed for current and future Members of TCU (retail clients) who:

- have an account to which the 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; and
- are aged 12 years and above.

## Product description, key attributes, and eligibility criteria

The product is suitable for Members who may require a non-cash payment facility to use in person (POS) or to withdrawal funds from ATMs. The product's key attributes are:

- ✓ **only able to access funds from the linked account**
- ✓ **cash withdrawals over the counter or by ATM**
- ✓ **Contactless payments**
- ✓ **point of sale payments using the card**

The product eligibility criteria are:

- Individuals who are TCU members and hold an eligible TCU account

## Distribution conditions

This product can only be distributed via direct to customer models such as **branches and call centres**, by those members of staff who are appropriately trained.

## Review

We will review this TMD in accordance with the table below, to ensure that it remains appropriate.

|                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
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| Initial Review Period:     | Within 12 months of the effective date                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Ongoing Review Period:     | At least every 2 years from the last review                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Review triggers or events: | <p>We will also undertake a review of this TMD in the following circumstances:</p> <ul style="list-style-type: none"><li>• If we make a material change to the design or distribution of the product</li><li>• If a significant inconsistent dealing in the product occurs</li><li>• If complaints are received in regard to this TMD</li><li>• If ASIC raises concerns about the product's design or distribution</li><li>• If the Australian Financial Complaints Authority or a Court raise concerns about the product's design or distribution</li><li>• If the product's design or distribution receive adverse media coverage</li><li>• If any other event or circumstance occurs indicating that this TMD may no longer be appropriate.</li></ul> <p>Where a review trigger or event occurs, we will review this TMD within 10 business days.</p> |

## Reporting and monitoring

We will monitor distribution of the product and collect the following distribution information reports:

|                      |                                                                                                                                                                                                                                  |
|----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Significant dealings | Date or date range of the significant dealing(s) and description of the significant dealing (e.g., why it is not consistent with the TMD) - as soon as practicable, and in any case within 10 business days after becoming aware |
| Complaints           | Number of complaints - every 3 months                                                                                                                                                                                            |