

Target Market Determination

Deposit accounts

Product	Online Saver account
Issuer	Community First Credit Union Limited ABN 80087649938 Operating as Community First Bank AFSL and Australian credit licence 231204
Date of TMD	1 September 2025
Target Market	<i>Description of target market</i> Retail clients with Internet Banking access wanting a savings account to park funds in where they can earn interest while also having the flexibility to withdraw funds if needed without penalty. Do not need access to cash, may be irregular savers and are confident with self-managing their accounts online. <i>Description of product, including key attributes</i> This is an Online Saver and the key features of this product are: • variable interest payable on balances up to and including \$100,000 • no interest paid on balances over \$100,000 • access via internet banking and mobile banking app • eStatements • no monthly account keeping fee • some service fees and staff assisted transaction fees apply • other fees and charges may apply. Refer to the current fees and charges schedule
Distribution Conditions	<i>Distribution conditions</i> This product is distributed by the issuer through the following channels: • Online • Stores • Call centre Distribution conditions for this product include: • ensuring that retail clients meet the eligibility requirements for the product • ensuring that distribution is by appropriately trained staff There are no other distributors for this product.
Review Triggers	The review triggers that would reasonably suggest that the TMD is no longer appropriate are: • 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;
- A material change to the product or the terms and conditions of the product occurs which would cause the TMD to no longer be appropriate;
- Material change to fees or interest rates
- Material changes to withdrawal or transaction methods
- 10% or more did not open the account via Internet Banking in any one month
- 20% or more of accounts close within any one month

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 RG 274.

Review Periods	First review date: Annually in November Periodic reviews: every year after the initial and each subsequent review.
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Distribution Information Reporting Requirements	The following information must be provided to Community First Bank by distributors who engage in retail product distribution conduct in relation to this product:
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Type of information	Description	Reporting period
Complaints	Number of complaints	As soon as practicable, and in any case within 10 business days after becoming aware
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)	
Sales outside the target market	Number of sales \$ value of sales	