

Target Market Determination

FirstBiz Online Saver

Product	FirstBiz 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 March 2026
Next review	November 2026
Review period	Annually in November
Target Market	<p>Target Market objectives, financial situation and needs</p> <ul style="list-style-type: none"> • Business members (including sole traders, partnerships and Self-Managed Super Funds), wanting an account to park some funds in where they can earn some interest while also having the flexibility to withdraw the funds if needed without penalty. • Do not need access to cash. • Require a bank account with online functionality.
Key product attributes	<ul style="list-style-type: none"> • The account pays a variable rate of interest on all credit balances held in the account. • Allows account holders to transfer funds to and from eligible internal or external accounts. • No condition to make regular minimum deposits to earn interest. • Access to the account is available via Internet Banking or the Community First Mobile App. • No monthly account fee. • Some transaction fees, services fees and other fees may apply. Refer to our current Business Fees and Charges schedule.
Eligibility	<p>You need to be:</p> <ul style="list-style-type: none"> • Business members aged 18 years or above (for all signatories). • A company, sole trader, association, trust, not-for-profit organisation, co-operative, government department/agency or local government entity, self-managed superannuation fund or other forms of business structures acceptable to the bank. <p>And have:</p> <ul style="list-style-type: none"> • An ABN or ACN • Meet any other criteria we reasonably require (e.g. we may need to impose additional criteria to comply with law or a direction or instruction of an authority).
Negative Target Market	<ul style="list-style-type: none"> • Need access to physical cash • Do not meet the eligibility criteria

	<ul style="list-style-type: none"> • Do not have an ABN or ACN
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"> • Community First Bank or Illawarra Credit Union Stores • Community First Bank or Illawarra Credit Union Mobile lenders • Community First Bank or Illawarra Credit Union Call centre • Community First Bank or Illawarra Credit Union website • Community First Bank Mobile App • Television, radio, the internet (including social media), billboards and physical banners, brochures and other marketing material available to the general public • Direct electronic communication including SMS, push notification or email and • Advertising through comparison sites and rating agencies. <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 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 are:</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; • 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 of members are not businesses • 20% or more of accounts close within any one month <p>The <i>Product Governance Framework</i> 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.</p>

**Distribution
Information
Reporting
Requirements**

The following information must be provided to Community First Credit Union by distributors who engage in retail product distribution conduct in relation to this product:

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	