

# Target Market Determination

## Deposit accounts

<b>Product</b>	FirstBiz Access account
<b>Issuer</b>	Community First Credit Union Limited ABN 80087649938   Operating as Community First Bank   AFSL and Australian credit licence 231204
<b>Date of TMD</b>	11 December 2023
<b>Target Market</b>	<p><b><i>Description of target market</i></b></p> <p>Small to medium businesses such as sole traders and partnerships wanting an everyday account to manage their business banking that offers a wide range of transaction options including access to cash via ATMs.</p> <p><b><i>Description of product, including key attributes</i></b></p> <p>This is a FirstBiz Access account and the key features of this product are:</p> <ul style="list-style-type: none"> <li>• no minimum deposit</li> <li>• optional Debit Card</li> <li>• ATM access for cash</li> <li>• ability to complete transfers to another Community First account or account externally</li> <li>• payments via Osko and apply Pay, Google Pay and Samsung Pay</li> <li>• access via internet banking, telephone banking and mobile banking app</li> <li>• eStatements</li> <li>• direct debits and credits, periodical payments and BPAY</li> <li>• monthly fee</li> <li>• some transaction fees, service fees and staff assisted transaction fees apply</li> </ul> <p>other fees and charges may apply. Refer to the current fees and charges schedule</p>
<b>Distribution Conditions</b>	<p><b><i>Distribution conditions</i></b></p> <p>This product is distributed by the issuer through the following channels:</p> <ul style="list-style-type: none"> <li>• Stores</li> <li>• Mobile lenders</li> <li>• Call centre</li> <li>• Online</li> <li>• Third party introducer</li> </ul> <p>Distribution conditions for this product include:</p> <ul style="list-style-type: none"> <li>• ensuring that retail clients meet the eligibility requirements for the product</li> </ul>

- 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
- 5% or more of members are not businesses
- 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:** Everyday year after the initial and each subsequent review.

**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 <b>outside</b> the target market	Number of sales \$ value of sales	