

Target Market Determination

Deposit accounts

Product	Term Deposits
Issuer	Community First Credit Union Limited ABN 80087649938 Operating as Community First Bank AFSL and Australian credit licence 231204
Date of TMD	11 December 2023
Target Market	<p><i>Description of target market</i></p> <p>Retail clients who</p> <ul style="list-style-type: none"> • Are aged 18 and over and need the certainty of a fixed interest rate on their savings • do not need the ability to withdraw funds at call prior to maturity of the deposit <p>Interest on maturity</p> <ul style="list-style-type: none"> • prefer interest in full upon maturity (or annually if for a term in excess of 12 months) <p>Interest monthly</p> <ul style="list-style-type: none"> • prefer interest to be paid monthly <p><i>Description of product, including key attributes</i></p> <p>This is a Term Deposit and the key features of this product are:</p> <ul style="list-style-type: none"> • fixed interest rate for the selected term • invest from \$5,000 • terms available from 3 months up to 3 years • interest tiered by balance (\$5,000-\$49,999, \$50,000-\$99,999 & \$100,000 +) • automatic rollover available • no monthly account keeping fee • some fees and charges may apply. Refer to the current fees and charges schedule. <p>Interest on maturity</p> <ul style="list-style-type: none"> • interest paid on maturity or annually if term is longer than 12 months <p>Interest monthly</p> <p>interest paid regularly – usually at the end of each month</p>
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"> • Stores • Mobile lenders • Call centre

- Online
- Third party introducer

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

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 outside the target market	Number of sales \$ value of sales	

