

# Target Market Determination

## Visa Debit Card



<b>Product</b>	Visa Debit Card
<b>Issuer</b>	Australian Mutual Bank LTD (AMBL) ABN 93 087 650 726 AFSL 236 476 Australian credit licence 236476
<b>Date of TMD</b>	5 October 2021
<b>Target Market</b>	<p><b>Description of target market</b></p> <p>Retail clients who are over 12 years of age and are seeking:</p> <ul style="list-style-type: none"><li>• an account to which the card can be linked</li><li>• a non-cash payment facility to make purchases and pay bills from their linked account</li><li>• seeking the ability to withdraw cash</li></ul> <p><b>Description of product, including key attributes</b></p> <ul style="list-style-type: none"><li>• only able to access funds from the linked account</li><li>• daily transaction limits of \$2,000.00</li><li>• cash withdrawals over the counter or by ATM</li><li>• point of sale payments using the card</li><li>• card not present payments including, online, over the phone or mail</li><li>• digital wallet payments such as Apple Pay, Google Pay, Samsung Pay at point of sale or online</li><li>• Australia Post, including bill payments, deposits and withdrawals</li><li>• replacement fee</li></ul>
<b>Appropriateness Statement</b>	Australian Mutual Bank LTD has considered that the product including its key attributes is likely to be consistent with the objectives, financial situation and needs of consumers in the target market
<b>Distribution Conditions</b>	<p><b>Distribution conditions</b></p> <p>This product is distributed by the issuer through the following channels:</p> <ul style="list-style-type: none"><li>• AMBL branches</li><li>• AMBL Mobile Banking Specialists</li><li>• AMBL contact centre</li><li>• AMBL website</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><li>• ensuring that distribution through AMBL branches, AMBL Mobile Banking Specialists and the AMBL contact centre is by appropriately trained staff</li></ul>

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Australian credit licence 236476, AFSL 236476, BSB 611 100

<b>Review Triggers</b>	<p>The review triggers that would reasonably suggest that the TMD is no longer appropriate include:</p> <ul style="list-style-type: none"> <li>• a significant dealing of the product to consumers outside the target market occurs</li> <li>• 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</li> <li>• 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</li> <li>• a notification from ASIC requiring immediate cessation of product distribution or particular conduct in relation to the product</li> <li>• information from other sources about consumer outcomes, including from the Australian Financial Complaints Authority (AFCA).</li> </ul> <p>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.</p>												
<b>Review Periods</b>	<p>The first review, and each ongoing review, must be completed within each consecutive 12 month period from the start date or earlier where necessary.</p>												
<b>Distribution Reporting Requirements</b>	<p>The following information must be provided to Australian Mutual Bank LTD by distributors who engage in retail product distribution conduct in relation to this product:</p> <p>The reporting period for this determination is every 3 months commencing from the start date</p> <table border="1" data-bbox="459 1205 1453 1935"> <thead> <tr> <th data-bbox="459 1205 823 1256">Type of information</th> <th data-bbox="823 1205 1137 1256">Description</th> <th data-bbox="1137 1205 1453 1256">Reporting period</th> </tr> </thead> <tbody> <tr> <td data-bbox="459 1256 823 1570">Significant dealing(s)</td> <td data-bbox="823 1256 1137 1570">Information about any significant dealing in the product that is not consistent with the target market determination of which the distributor becomes aware.</td> <td data-bbox="1137 1256 1453 1570">As soon as practicable, and in any case within 10 business days after becoming aware</td> </tr> <tr> <td data-bbox="459 1570 823 1765">Complaints</td> <td data-bbox="823 1570 1137 1765">The number of complaints and the nature and circumstances of the complaints</td> <td data-bbox="1137 1570 1453 1765">As soon as practicable, and in any case within 30 days or any other date reasonably requested</td> </tr> <tr> <td data-bbox="459 1765 823 1935">Other information requested by AMLB</td> <td data-bbox="823 1765 1137 1935">Any other information reasonably requested by AMLB</td> <td data-bbox="1137 1765 1453 1935">Within 30 days or any other date reasonably requested</td> </tr> </tbody> </table>	Type of information	Description	Reporting period	Significant dealing(s)	Information about any significant dealing in the product that is not consistent with the target market determination of which the distributor becomes aware.	As soon as practicable, and in any case within 10 business days after becoming aware	Complaints	The number of complaints and the nature and circumstances of the complaints	As soon as practicable, and in any case within 30 days or any other date reasonably requested	Other information requested by AMLB	Any other information reasonably requested by AMLB	Within 30 days or any other date reasonably requested
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