

Central West Credit Union Limited

ABN 67 067 649 885, AFSL 245415, Australian Credit Licence 245415

Target Market Determination

Overdraw feature

Date of TMD: 5 October 2024

First review due: 5 October 2022

Review period: At least every 2 years from the start date of this Target Market Determination

What is a Target Market Determination?

A Target Market Determination (TMD) describes the cohort of customers that the product is targeted at (the Target Market) and any conditions around how the product is distributed to customers (the Distribution Conditions).

It also describes the events or circumstances where we are required to review the Target Market Determination for a financial product (the Review Triggers).

Why does Central West Credit Union (CWCU) need to have Target Market Determinations?

We're required to have Target Market Determinations under law. The purpose of the law is to make sure customers are at the centre of our approach when designing and distributing our financial products.

This document is not a substitute for the product's terms and conditions or other disclosure documents. When making a decision about this product, customers must refer to the relevant Terms and Conditions or other disclosure documents.

Target Market

Objectives, financial situation and needs of the Target Market

This product is targeted at customers with the likely objectives, financial situation, and needs of wanting CWCU to cover an occasional shortfall in funds to meet a payment from their eligible transaction account.

Eligibility criteria for the product

To be eligible for the Overdraw feature customers must:

- have one of the following savings accounts:
 - On Call Savings (S1)
 - Budget (S2)
 - No 2 Savings (S3)
 - Christmas Club (S4)
 - Community Proud (S5)
 - Golden (S6)
 - Whole of Pay (S7)
 - Investment Savings (S9)
 - Cash Management (S10)
 - Mortgage Offset (S11)
 - Smart Plus (S12 or S18) and
- Be aged 18 years or older.

Key features of the product

- When there is not enough money in the account to process a payment, CWCUC may at its sole discretion approve or decline the payment;
- A fee will be charged (except in certain circumstances) when the account is overdrawn;
- The Overdraw feature can be disabled by the customer at any time, in branch or by calling CWCUC.

Why the product is likely to be consistent with the likely objectives, financial situation and needs of the Target Market

The Overdraw feature will assist customers to honour a payment made from their eligible transaction account when there is an occasional shortfall in funds.

Distribution Conditions

Distribution conditions for the product

The distribution of this product/feature is subject to the following conditions and restrictions:

- The product/feature can only be distributed by the issuer through the following channels:
 - branches
 - Mobile Lender
- CWCUC staff that distribute this product/feature must meet CWCUC's qualification requirements; and

- The product/feature can only be distributed to customers in accordance with CWCU's product and process requirements, including staff holding sufficient overdraw approval delegations.

CWCU views that these distribution conditions are appropriate and are of a nature that it is likely that the product/feature will be distributed to the Target Market given that CWCU will have close oversight of how it is promoted and issued.

Review Triggers

The TMD may no longer be considered appropriate and a review of this TMD must be undertaken by CWCU, if any of the below review triggers occur:

- A significant number of complaints received from customers who acquired the product, which relate to the customer's purchase or use of the product and which shows that the TMD may no longer be appropriate for the product;
- A material incident or significant number of incidents, which relate to the customer's purchase or use of the product and which shows that the TMD may no longer be appropriate for the product;
- A significant dealing of this product to customers who are outside the Target Market;
- The receipt of a product intervention power order from ASIC requiring CWCU to immediately cease retail product distribution conduct in respect of the product;
- The material alteration of the product or product terms and conditions, which would cause the TMD to no longer be appropriate for the product; or
- Any other event or circumstance that CWCU views would materially change a factor taken into account in making the TMD.

Review Trigger Information Reporting Requirements

The following information must be provided to CWCU by all third parties who provide advice on the product to retail clients within the required time frames:

Information Type	Description	Time Frame for Reporting
Product complaints data	Information relating to complaints received including number of complaints, third party name, product name and complaints verbatim.	Quarterly and in any case no later than 10 business days from the end of the quarter