

Date of Issue: 01 July 2024

Date of Next Review: 01 December 2024

Purpose of this document

SCCU is legally required to prepare this Target Market Determination (TMD). The TMD details the cohort of customers the product has been designed for, the conditions under which the product must be distributed and how SCCU will review this document to ensure it remains appropriate. This document is not a substitute for the product's terms and conditions or other disclosure documents.

Target Market

SCCU has identified the Target Market for the Star Saver account and the key attributes of the product that meet the needs, objectives, and financial situation of customers in the Target Market as follows:

Star Saver account has been designed for customers who:	Key attributes of Star Saver account that make the product appropriate for the Target Market:
Require a bank account for savings purposes which earns a variable rate of interest.	The account earns a variable amount of interest on funds held in the account.
Require a bank account to deposit funds intended to achieve a longer-term financial goal or budget.	The savings account provides the ability to: <ul style="list-style-type: none"> • Use the product to deposit funds; • Earn interest on the deposited funds; • Earn conditional bonus interest on deposited funds where balance increases by \$200 per calendar month (exclusive of credit interest paid, fees and charges applied to the account. Deposit must be made prior to 5pm NSW time on the last business day of the month); • Have access to funds at call.
Require a bank account with online access to funds to help manage money.	Customers can manage the product and gain immediate access to their funds by transferring their funds to their eligible SCCU transaction account, using: <ul style="list-style-type: none"> • Netbanking, SCCU App; • Contact Centre; • Financial Service Centre's

Financial Situation

The Financial Situation of the Target Market are customers that:

- Are likely to have available funds to deposit for savings purposes; and
- Require access to their funds at any time

SCCU holds the view that having its processes in place will mean that the product will likely be consistent with the Financial Situation of the Target Market.

Eligibility Criteria

To hold this product customers will need to satisfy eligibility criteria, including that the customer must:

- Be an individual aged 14 years and above;
- Be an Australian citizen or a permanent resident of Australia;
- Have an Australian residential address;
- Be registered for NetBanking;
- Have opened an eligible SCCU transaction account which will be linked to this product to enable withdrawals and external transfers.

SCCU views that the conditions specified are appropriate and it will be likely that the product will be distributed to the Target Market.

Distribution Conditions

SCCU applies the following conditions and restrictions on distribution of the Star Saver account so that the product is likely provided to customers in the Target Market. The below table identified the distribution channels which the product can be sold through and sets out the conditions that apply to each channel.

Distribution Channels	Conditions that make product distribution through the channel appropriate
Staff Assisted Channels (e.g. Financial Service Centres, Contact Centres); and	SCCU staff that distribute this product: <ul style="list-style-type: none"> • Are appropriately trained to understand and are able to discuss the features, benefits, rates, fees and charges of the product and key differences between products; • Must follow procedures that outline application eligibility and processes.
Online Channels (e.g. SCCU Website)	SCCU's online channels provide customers with access to: <ul style="list-style-type: none"> • Information about the products including key benefits, rates and fees, in an easy to navigate format.
Third Parties	Not applicable. This product is only available through SCCU's proprietary channels.

Periodic Reviews of the TMD

The TMD will be reviewed each one-year period.

Review Triggers

If any of the below review triggers occur, or if an event or circumstance has occurred that would reasonably suggest that the TMD is no longer appropriate, SCCU will undertake a review of this TMD:

- A significant number of complaints received from customers in relation their acquisition of, or use of, the product that reasonably suggests that the TMD is no longer appropriate;
- A material change to the product or terms and conditions of the product occurs which would cause the TMD to no longer be appropriate;
- Any significant dealing of the product to customers who are outside the Target Market.

Product Issued by Southern Cross Credit Union Limited trading as Southern Cross Credit Union ABN 82 087 650 682 | AFSL Australian Credit 241000 Licence This document is not intended to provide financial advice, nor does it form part of the terms and conditions of the product. Customers must refer to account and access facilities conditions of use and any relevant supplementary documents which outline terms and conditions of the product.