

Target Market Determination
 Visa Credit Card



Product	Visa Credit Card
Issuer	Australian Mutual Bank Ltd (AMBL) ABN 93 087 650 726 AFSL 236476 Australian credit licence 236476
Date of TMD	1 October 2024
Target Market	<p>Description of target market</p> <p>Retail clients who are over 18 years of age and are seeking:</p> <ul style="list-style-type: none"> • a credit card for personal everyday purchases through a non-cash payment facility • a low rate of interest • to not earn reward points. <p>Description of product, including key attributes</p> <ul style="list-style-type: none"> • credit limits of between \$1,000 and \$40,000 • variable interest rate (cash advance rate is higher than standard rate) • annual fee • monthly repayments • up to 55 days interest free on purchases • access available through non-cash payment facilities – BPAY, Direct Debit and electronic payments • only available to consumers that meet the eligibility criteria.
Appropriateness Statement	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.
Distribution Conditions	<p>Distribution conditions</p> <p>This loan is distributed by the issuer through the following channels:</p> <ul style="list-style-type: none"> • AMBL branches • AMBL Mobile Banking Specialists • AMBL Credit Specialists • AMBL contact centre • AMBL website. <p>Distribution conditions for this product include:</p> <ul style="list-style-type: none"> • ensuring that the credit representative is authorised • ensuring that distribution through AMBL branches, AMBL Mobile Banking Specialists, AMBL Credit Specialists and the AMBL contact centre is by appropriately trained staff.
Review Triggers	<p>The review triggers that would reasonably suggest that the TMD is no longer appropriate include:</p> <ul style="list-style-type: none"> • a significant change to lending policies, guidelines and/or procedures • a significant number of customers experiencing financial hardship

	<ul style="list-style-type: none"> • a significant dealing of the product to consumers outside the target market • 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 • a notification from ASIC requiring immediate cessation of product distribution or particular conduct in relation to the product • information from other sources about consumer outcomes, including from the Australian Financial Complaints Authority (AFCA). <p>The <i>Product Governance Framework</i> includes regular consideration of whether there has been a review trigger following each distribution information report. That consideration is by reference to paragraphs 153 to 156 of RG 274 Product design and distribution obligations.</p>												
Review Periods	<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>												
Distribution Reporting Requirements	<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 1079 1449 1760"> <thead> <tr> <th data-bbox="459 1079 826 1131">Type of information</th> <th data-bbox="826 1079 1139 1131">Description</th> <th data-bbox="1139 1079 1449 1131">Reporting period</th> </tr> </thead> <tbody> <tr> <td data-bbox="459 1131 826 1440">Significant dealing(s)</td> <td data-bbox="826 1131 1139 1440">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="1139 1131 1449 1440">As soon as practicable, and in any case within 10 business days after becoming aware.</td> </tr> <tr> <td data-bbox="459 1440 826 1637">Complaints</td> <td data-bbox="826 1440 1139 1637">The number of complaints and the nature and circumstances of the complaints.</td> <td data-bbox="1139 1440 1449 1637">As soon as practicable, and in any case within 30 days or any other date reasonably requested.</td> </tr> <tr> <td data-bbox="459 1637 826 1760">Other information requested by AMBL</td> <td data-bbox="826 1637 1139 1760">Any other information reasonably requested by AMBL.</td> <td data-bbox="1139 1637 1449 1760">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 AMBL	Any other information reasonably requested by AMBL.	Within 30 days or any other date reasonably requested.
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