

Product Name	Convera – Telegraphic Transfers		
Issuer	Western Union Business Solutions (Australia) Pty Ltd, ACN 150 129 749; AFSL 404092; trading as Convera (“Convera”)		
Effective Date	5 October 2021	Date of TMD	31 March 2023
Target Market	Description of Target Market		
	Retail customers who: <ul style="list-style-type: none"> ▪ need to send money electronically overseas or domestically ▪ need to send money in a specified currency 		
	Description of Product, including key attributes		
	The Telegraphic Transfer has a number of key attributes.: <ul style="list-style-type: none"> ▪ convenience of sending money overseas or domestically through Online Banking or through a staff assisted transaction ▪ over 200 countries and territories, 130 currencies available ▪ currency conversion rate provided prior to transfer being completed ▪ brief messages can be included as part of the payment transfer ▪ secure payments platform with transfers requiring SMS One Time Password ▪ funds received within 3 – 5 days ▪ transfer details can be saved for future transactions ▪ fees apply based on channel of transfer 		
	Needs, Objectives and Financial Situation		
	This product has been designed for those wanting to send money in specified currencies electronically overseas or domestically. The crosses indicate where the product is not suitable for retail customers.		
	Seek to transfer funds overseas or domestically, in a specified currency within 3 business days		
Want the ability to transfer money through online banking 24 hours a day, 7 days a week			✓
Need an affordable and secure way of transferring funds			✓
Want reliability of an electronic and highly regulated payment system and certainty about when the payment is received			✓
Unable to provide recipient’s details including an IBAN or swift code, recipient’s bank, bank account number, address, name and contact details.			✗

<p>Distribution Conditions</p>	<p>This product is designed to be distributed through the following channels:</p> <ul style="list-style-type: none"> ▪ Convera’s network of approved distributors who hold an AFS licence ▪ online banking via a Convera approved system ▪ targeted advertising ▪ in person through a Convera approved partner <p>The distribution of this product is subject to the following conditions and restrictions:</p> <ul style="list-style-type: none"> ▪ this service can only be arranged via a Convera approved system ▪ it can be sold to customers within the target market without the customer being provided with any financial product advice or, with either general or personal advice <p>Only representatives who have the appropriate levels of authority may advise on and distribute this product. They will have been trained on this product and in particular, the target market and relevant acceptance criteria.</p>							
<p>Reviewing this Target Market Determination</p>	<p>We will review this Target Market Determination in accordance with the below:</p> <table border="1" data-bbox="320 781 1540 1433"> <tr> <td data-bbox="320 781 606 844"> <p>Initial Review</p> </td> <td data-bbox="606 781 1540 844"> <p>Within 12 months of the effective date</p> </td> </tr> <tr> <td data-bbox="320 844 606 936"> <p>Periodic Review</p> </td> <td data-bbox="606 844 1540 936"> <p>At least every 12 months from the initial review, and any subsequent periodic review</p> </td> </tr> <tr> <td data-bbox="320 936 606 1433"> <p>Review Triggers or Events</p> </td> <td data-bbox="606 936 1540 1433"> <p>Any event or circumstances arising that would suggest this TMD is no longer appropriate will prompt a review of this TMD. This may include (but is not limited to):</p> <ul style="list-style-type: none"> ▪ A material change to the product or its terms and conditions; ▪ A change in our acceptance criteria that impacts on the suitability of the product for the target market; ▪ Negative trends across sales and product usage data; ▪ Distribution conditions are no longer appropriate; ▪ External events such as adverse media coverage or regulatory attention; and ▪ Significant numbers of complaints received from customers in relation to the use of the product. </td> </tr> </table>		<p>Initial Review</p>	<p>Within 12 months of the effective date</p>	<p>Periodic Review</p>	<p>At least every 12 months from the initial review, and any subsequent periodic review</p>	<p>Review Triggers or Events</p>	<p>Any event or circumstances arising that would suggest this TMD is no longer appropriate will prompt a review of this TMD. This may include (but is not limited to):</p> <ul style="list-style-type: none"> ▪ A material change to the product or its terms and conditions; ▪ A change in our acceptance criteria that impacts on the suitability of the product for the target market; ▪ Negative trends across sales and product usage data; ▪ Distribution conditions are no longer appropriate; ▪ External events such as adverse media coverage or regulatory attention; and ▪ Significant numbers of complaints received from customers in relation to the use of the product.
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<p>Reporting</p>	<p>We will collect and record details of:</p> <ul style="list-style-type: none"> ▪ Product related complaints received each month from customers or distributors. ▪ Any significant dealing which is not consistent with this TMD. Reporting must be within 10 business days of becoming aware of any such dealing. 							