

Visa Debit Card

Target Market Determination

This Target Market Determination (TMD) is required under section 994B of the Corporations Act 2001 (Cth). It sets out the target market for the product, triggers to review the target market and how the product is distributed.

This document is not a Product Disclosure Statement (PDS) and is not a summary of the product features or substitute for the product's terms and conditions or other disclosure documents. This TMD does not consider any person's individual objectives, financial situation or needs.

Issuer	G&C Mutual Bank Limited, ABN 72 087 650 637, AFSL & Australian Credit Licence 238311		
Effective Date	7 March 2025	Next Review Date	7 March 2027
Target Market	Description of Target Market		
	Retail customers who: <ul style="list-style-type: none"> have an eligible transaction or savings account to which the card can be linked are seeking a facility to make purchases, pay bills and access funds worldwide from their linked savings account 		
	Description of Product, including key attributes		
	This is a Visa Debit Card linked to an eligible transaction or savings account with a number of key attributes: <ul style="list-style-type: none"> only able to access funds from the linked account cash withdrawals over the counter or by ATM daily transaction limits of \$2,000 point of sale payments using the card with Visa payWave card not present payments including, online or over the phone digital wallet payments, including point of sale and online Australia Post transactions, including bill payments, deposits and withdrawals (daily limits apply) no annual card fees apply 		
	Additional features, fees, charges, or conditions other than those displayed in this document may be available or applicable. This document must be read together with the Account and Access Facilities Terms and Conditions, Summary of Account and Access Facilities, Fees and Charges Schedule and Interest Rate Schedule.		
	Suitability, Needs, Objectives and Financial Situation		
This product has been designed for those wanting a Visa Debit Card linked to an eligible everyday transaction or savings account to access and spend their own funds. The <u>crosses indicate</u> where the product is <u>not suitable</u> for retail customers.			
Access to funds held in linked transaction or savings account at-call 24 hours a day, 7 days a week			✓
Withdraw their own funds as cash at an ATM (both domestically and internationally) Bank@Post, eftpos or a Service Centre			✓
Utilise the Visa network to make fast, efficient and secure purchases and payments in store, online or over the phone			✓

	Access to the Visa payWave service (limits apply)	✓										
	Do not use online or technology based banking facilities	✗										
	Seeking an approved credit facility to make purchases or payments	✗										
Distribution Conditions	<p>This product is designed to be distributed through the following channels:</p> <ul style="list-style-type: none"> ▪ online through our website ▪ online through relevant third-party comparison sites ▪ targeted advertising ▪ by phone or email through our Contact Centre ▪ in person through our Service Centres <p>This product can only be issued to those who are eligible and meet the minimum account criteria. All applicants must be:</p> <ul style="list-style-type: none"> ▪ aged 12 years or older, or if aged under 12, the account signatory must be an adult relative; ▪ a permanent resident of Australia; and ▪ able to meet our identity verification requirements <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>All distribution channels are subject to appropriate controls and/or monitoring.</p>											
Reviewing this Target Market Determination	<p>The initial review of this document is within 12 months of product launch. Periodic reviews will be completed every 24 months from the last review.</p> <p>We may also review this TMD sooner if any of the below review triggers occur, or if an event or circumstance has occurred that would reasonably suggest that the TMD may no longer be appropriate:</p>											
	<table border="1"> <thead> <tr> <th data-bbox="320 1272 608 1335">Review Trigger</th> <th data-bbox="608 1272 1540 1335">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="320 1335 608 1659">Customer Trends</td> <td data-bbox="608 1335 1540 1659"> <p>Trends in customer outcomes that are significantly inconsistent with the intended product performance that reasonably suggests the TMD is no longer appropriate including:</p> <ul style="list-style-type: none"> ▪ number of accounts that customers opt to close shortly after the product is issued; ▪ number of accounts that appear inactive shortly after the product is issued; and ▪ unexpected changes in sales trends </td> </tr> <tr> <td data-bbox="320 1659 608 1787">Complaints</td> <td data-bbox="608 1659 1540 1787"> <p>Unexpected trends in complaints received from customers in relation to the use of the product including the understanding of risks, conditions suitability and/or key attributes.</p> </td> </tr> <tr> <td data-bbox="320 1787 608 1915">Incidents and breaches</td> <td data-bbox="608 1787 1540 1915"> <p>Where deficiencies are identified in the products' design, distribution or disclosure documentation as a result of incidents related to potential breaches of legal or regulatory obligations.</p> </td> </tr> <tr> <td data-bbox="320 1915 608 2076">Material product or distribution channel change</td> <td data-bbox="608 1915 1540 2076"> <p>Where material changes are made to the products' key attributes or terms and conditions through any of the distribution channels including but not limited to:</p> <ul style="list-style-type: none"> ▪ Adding, removing or changing a key attribute </td> </tr> </tbody> </table>		Review Trigger	Description	Customer Trends	<p>Trends in customer outcomes that are significantly inconsistent with the intended product performance that reasonably suggests the TMD is no longer appropriate including:</p> <ul style="list-style-type: none"> ▪ number of accounts that customers opt to close shortly after the product is issued; ▪ number of accounts that appear inactive shortly after the product is issued; and ▪ unexpected changes in sales trends 	Complaints	<p>Unexpected trends in complaints received from customers in relation to the use of the product including the understanding of risks, conditions suitability and/or key attributes.</p>	Incidents and breaches	<p>Where deficiencies are identified in the products' design, distribution or disclosure documentation as a result of incidents related to potential breaches of legal or regulatory obligations.</p>	Material product or distribution channel change	<p>Where material changes are made to the products' key attributes or terms and conditions through any of the distribution channels including but not limited to:</p> <ul style="list-style-type: none"> ▪ Adding, removing or changing a key attribute
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	External events	<ul style="list-style-type: none"> ▪ There is a change in law or its application, a change in relevant industry code, an AFCA determination, a court decision, or ASIC or other regulatory guidance or action that materially affects the product. ▪ Significant change in economic and market conditions. ▪ Notification from ASIC requiring immediate stop of distribution.
Reporting	<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. 	