



Defence
Bank

Target Market Determination

Product Name:

Defence Bank Foundation Credit Card

Product Code:

552

Product Description: A credit card facility which offers members Visa Credit Card access up to a pre-determined credit limit. Supporting the Defence Bank Foundation, half of the annual fee is donated to the Foundation, providing a tangible way for all Australians to give back to the Defence community.

Date Published: 2 October 2021

Version: 1

Effective From: 5 October 2021

Issuer Details: Defence Bank Limited

ABN 57 087 651 385 AFSL/Australian Credit Licence 234582

PO Box 14537

Melbourne VIC 8001

1. Target Market

Details

This product is designed for members who:

- Are seeking a non-cash payment facility, to make purchases using a credit card to manage their cash flow needs
- Are aged 18 years or more and meet credit assessment criteria for a credit card facility
- Are seeking a lower rate of interest so that they have the option to spread repayments over more than one statement cycle
- Are seeking to have available a credit facility to meet contingencies but want to minimise costs of such a facility unless and until it is actually used

2. Key Attributes

Key Attribute Details

Key attributes of this product include:

- Credit limits of between \$1,000 and \$50,000
- Up to 55 days interest free period for purchases - interest is not charged on purchases listed in your statement of account providing the closing statement balance amount is paid in full by the due date specified and no part of that payment is applied to an amount owing on a previous statement of account. There is no interest free period on cash advances.
- Monthly statements detailing important information you need to stay on top of your account.
- Security is not required
- Minimum monthly repayments of \$10 or 3% of outstanding balance (whichever is the greater), plus overlimit or past due amounts

- An introductory interest rate - the interest rate is fixed for the first 6 months. The fixed term commences from the date we first debit the initial annual fee to your credit card account. At the expiration of the fixed interest period, the interest rate reverts to a low ongoing variable interest rate
- Compatibility with digital wallets from Apple, Fitbit, Garmin, Google and Samsung
- An annual fee of \$45.00, the annual fee is debited when your credit card facility is approved and then annually thereafter. Half of the annual fee is donated to the Defence Bank Foundation.
- Payment options – you can repay your credit card via automatic transfer, NPP/OSKO, direct deposit/entry, mobile or online banking
- 24/7 transaction monitoring and fraud protection
- Card controls – allowing you to enable/disable certain transaction types such as PayWave (tap-and-go), online purchases, in-store purchases, ATM withdrawals and digital wallet transactions.
- Current interest rates, fees and charges are available on request or can be obtained by visiting defencebank.com.au

3. Distribution Conditions and Restrictions

Details

This product is distributed by Defence Bank through the following channels:

- Branches
- Mobile lenders
- Call Centre
- Online

Distribution conditions for this product include:

- Ensuring that retail clients meet credit assessment and eligibility requirements for the product.
- Ensuring that distribution through branches, mobile lenders and the contact centre is by appropriately trained staff
- Ensuring applications received Online are processed by appropriately trained staff..

4. Review Triggers

The review triggers that would reasonable suggest that the TMD is no longer appropriate include:

Details	Required data points	Threshold
A significant number of complaints are received from members in relation to their purchase or use of the product that reasonably suggests the TMD is no longer appropriate;	Complaints reporting	Three complaints per quarter in favour of the member
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	Notification of proposed material change/s to key product design, key attributes and or fees	As material changes are made.
A significant dealing of the product to members outside the target markets occurs	Product reporting	10% of members

5. Review Frequencies

Initial Review

30 August 2022

Subsequent Reviews

Annually

6. Distributor Information

The following information must be reviewed in relation to distribution of this product:

Information type	Details	Reporting period
Significant dealings	Date or date range of significant dealing/s and description of the significant dealing/s (for example why the dealing is not consistent with the TMD)	as soon as practicable
Complaints	Number of Complaints	quarterly
Sales outside the target market	The number and \$value of sales	quarterly
Sales inside the target market	The number and \$value of sales	quarterly