

## Target Market Determination

**Product Name:**  
Personal Overdraft

**Product Code:**  
153

**Product Description:** An unsecured personal overdraft facility which enables Members to draw funds to cover short term financial needs from an Everyday Access or Offset account up to a pre- determined credit limit.

**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 continuing credit facility to make purchases, pay bills and to manager their cash-flow needs
- Are aged 18 years or more and meet credit assessment criteria for the product.
- Are seeking a relatively low credit limit to cover temporary and short-term fluctuations in cash flow.

## 2. Key Attributes

### Key Attribute Details

Key attributes of this product include:

- Credit limits of between \$500.00 and \$50,000.00
- A variable interest rate – interest is calculated on the unpaid daily balance and debited at the end of each month to ensure that you only pay interest only on the money you use.
- No monthly or annual fees (transaction fees may apply)
- Security is not required
- Monthly statements detailing important information you need to stay on top of your account. They show a list of your transactions so you know what you've spent and can easily identify any unknown or unauthorised purchases
- Minimum monthly repayments of \$20.00 or 5.00% of the closing balance of each statement of account whichever is the greater, plus overlimit or past due amounts
- Visa debit card access with 24/7 transaction monitoring and fraud protection

- Internet banking access 24/7
- Mobile app access 24/7
- Personal cheque access
- Repayment Options – You can make repayments via payroll deduction, automatic transfer, direct deposit/entry, NPP/OSKO, and online or mobile banking. Repayments can be made weekly, fortnightly or monthly

### 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 reasonably suggest that the TMD is no longer appropriate include:

Details	Required data points	Threshold
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;	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 consumers outside the target market 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