

Target Market Determination

Product Name:
Visa Debit Card

Product Code:
VDC

Product Description: A Visa debit card which provides 24/7 access to your linked account

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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:

- Have an account, or are opening an account, to which the card can be linked
- Are seeking a non-cash payment facility, to make purchases and pay bills from their linked account, using either card present (ATM/eftpos terminal) or card not present (online) channels
- Are seeking the ability to withdraw cash in-branch, at an ATM or via eftpos
- Are aged 12 years or older

2. Key Attributes

Key Attribute Details

This is a Visa debit card and the key features of this product are:

- Members can only access funds from a linked account
- Daily transaction limits of \$1,000
- Point of sale payments using the card
- Card not present transactions including online, over the phone or mail
- Compatible with digital wallets from Apple, Fitbit, Garmin, Google and Samsung at point of sale or online
- 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.
- 24/7 transaction monitoring and fraud protection
- Access funds via Australia post, including bill payments, deposits and withdrawals
- Current interest rates, fees and charges are available on request or can be obtained by visiting defencebank.com.au

- Card withdrawals available in Australia and overseas (international transaction fees apply, please refer to the fee schedule to find out more information)

3. Distribution Conditions and Restrictions

Details

This Visa Debit Card is distributed by Defence Bank through the following channels:

- Branches.
- Contact Centre.
- Online.
- Mobile Lenders.

Distribution conditions for the product include:

- Ensuring that retail clients meet the eligibility requirements for a Visa Debit card
- Ensuring that distribution through Branches, mobile lenders and the Contact Centre is by appropriately trained employees.
- 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

4 October 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