

**Date of Issue:** 01 December 2025

**Date of Next Review:** 01 December 2026

### **Purpose of this document**

SCCU is legally required to prepare this Target Market Determination (TMD). The TMD details the cohort of customers the product has been designed for, the conditions under which the product must be distributed and how SCCU will review this document to ensure it remains appropriate. This document is not a substitute for the product's terms and conditions or other disclosure documents.

### **Target Market**

SCCU has identified the Target Market for the Easy Access account and the key attributes of the product that meet the needs, objectives, and financial situation of customers in the Target Market as follows:

<b>Easy Access account has been designed for customers who:</b>	<b>Key attributes of Easy Access account that make the product appropriate for the target market:</b>
Require a bank account for transactional purposes, which has a range of features that allow customers to easily deposit and withdraw funds and make or receive payments, with monthly account fee where you do not deposit at least \$2,000 per month into the account, or if you don't have \$30k or more in deposits and/or loans with us, or if you are not under the age of 30.	Customers can deposit, withdraw, or transact on the account via the following channels: <ul style="list-style-type: none"><li>• VISA Debit Card;</li><li>• NetBanking and App;</li><li>• ATMs;</li><li>• Direct Debit Facility;</li><li>• Periodic Payment;</li><li>• Staff assisted channels - including Financial Service Centres and Contact Centre.</li></ul>
Require an offset facility for the purpose of reducing the amount of interest payable under a linked SCCU eligible Home Loan.	Credit balances in the Easy Access account reduce the balance on which interest is charged on a linked eligible SCCU Home Loan.

### **Financial Situation**

The Financial Situation of the Target Market are customers that:

- Are likely to have available funds to deposit and transact;
- Require access to their funds at any time;
- Have funds available to deposit into the account that can be used to reduce their SCCU home loan interest charges; and
- If over age of 30, they are likely to have funds to meet monthly account charges where applicable.

SCCU holds the view that having its processes in place will mean that the product will likely be consistent with the Financial Situation of the Target Market.



### Eligibility Criteria

To hold this product customers will need to satisfy eligibility criteria, including that the customer must:

- Be an individual aged 14 years and above;
- Be an Australian citizen or a permanent resident of Australia;
- Have an Australian residential address;
- Establish NetBanking.

SCCU views that the conditions specified are appropriate and it will be likely that the product will be distributed to the Target Market.

### Distribution Conditions

SCCU applies the following conditions and restrictions on distribution of SCCU Easy Access account so that the product is likely provided to customers in the Target Market. The below table identified the distribution channels which the product can be sold through and sets out the conditions that apply to each channel.

Distribution Channels	Conditions that make product distribution through the channel appropriate
Staff Assisted Channels (e.g. Financial Service Centres, Contact Centres); and	SCCU staff that distribute this product: <ul style="list-style-type: none"><li>• Are appropriately trained to understand and are able to discuss the features, benefits, rates, fees and charges of the product and key differences between products;</li><li>• Must follow procedures that outline application eligibility and processes.</li></ul>
Online Channels (e.g. SCCU Website)	SCCU's online channels provide customers with access to: <ul style="list-style-type: none"><li>• Information about the products including key benefits, rates and fees, in an easy to navigate format.</li></ul>
Third Parties	Not applicable. This product is only available through SCCU's proprietary channels.

### Periodic Reviews of the TMD

The TMD will be reviewed each one-year period.



### **Review Triggers**

If any of the below review triggers occur, or if an event or circumstance has occurred that would reasonably suggest that the TMD is no longer appropriate, SCCU will undertake a review of this TMD:

- A significant number of complaints received from customers in relation their acquisition of, or use of, the product that reasonably suggests that the TMD is no longer appropriate;
- A material change to the product or terms and conditions of the product occurs which would cause the TMD to no longer be appropriate;
- Any significant dealing of the product to customers who are outside the Target Market.

Product Issued by Southern Cross Credit Union Limited trading as Southern Cross Credit Union ABN 82 087 650 682 | AFSL Australian Credit 241000 Licence This document is not intended to provide financial advice, nor does it form part of the terms and conditions of the product. Customers must refer to account and access facilities conditions of use and any relevant supplementary documents which outline terms and conditions of the product.