

**Date of Issue:** 01 December 2023

**Date of Next Review:** 01 December 2024

### 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 Business Plus 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>Business Plus account has been designed for customers who:</b>	<b>Key attributes of Business Plus account that make the product appropriate for the target market:</b>
<p>Operate a business and 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 minimum deposit amount not achieved or minimum combined account balances not maintained.</p>	<p>Customers can deposit, withdraw or transact on the account via the following channels:</p> <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>
<p>Require accessibility to import banking transactional data into accounting software.</p>	<p>Provides direct feeds to Xero and MYOB.</p>

### 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; and
- 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 a sole trader, partnership or company;
- Be registered in Australia and have an Australian residential address;

- Be registered for 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 Business Plus 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>
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.