

Product	S65 Pensioner Account
Issuer	Central Murray Credit Union Limited ABN/ACN 69 087 651 812 AFSL 239446
Date of TMD	23 rd January 2024
Associated Products	<p>The other facilities included with the product and covered by this determination.</p> <p>BPAY® – a non-cash payment facility used to make payment using funds held in the product to a BPAY biller.</p> <p>Direct Debit – a non-cash payment facility used to make a payment to a third party merchants using funds held in the account.</p> <p>Visa Debit Card – a non-cash payment facility used to make purchases and cash withdrawals through Visa Debit functionality or EFTPOS functionality using the card issued with the product.</p> <p>OSKO® - a non-cash payment facility used to make a same day payment to another CMCU account or an account at another financial institution.</p> <p>PayTo® - used to authorise real time payments with business or merchants from the customers bank account.</p> <p>Electronic Payment – a non-cash payment facility used to make payment to another CMCU account or an account at another financial institution.</p>
Target Market	<p>Description of target market</p> <p>S65 Pensioner Account is only available to individual personal customers.</p> <p>This product is designed for the class of customers who are looking for a fully featured everyday transaction account that provides convenient access to their funds and a higher rate of interest.</p> <p>Key attributes and eligibility criteria</p> <p>S65 is a transactional account.</p> <p>The product's key attributes are:</p> <ul style="list-style-type: none"> • Availability online • Mobile and phone banking assess • Visa Debit Card • ATM • Member Chequing • Transaction fees and general service fees apply • No minimum balance to be held • Funds available at call • Interest is calculated on the daily balance within tiers and paid monthly <p>The products eligibility criteria are:</p> <ul style="list-style-type: none"> • The customer must be a member of CMCU; and • The customer must be over the age of 65 and receive an Australian Government Pension.

	<p>Objectives, financial situations, needs</p> <p>This product has been designed for individuals who:</p> <ul style="list-style-type: none"> • are seeking a fully featured deposit account; • are seeking flexibility in the way funds can be accessed; • receive an Australian Government Pension and be over the age of 65; and • want security of funds (low risk product). <p>Classes of customers for whom this product is clearly unsuitable</p> <ul style="list-style-type: none"> • Customers under the age of 65; and • Customers who are self-funded retirees. 									
<p>Distribution Conditions</p>	<p>Distribution channels</p> <p>The product may be distributed in branch by appropriate authorised bankers.</p> <p>Distribution conditions</p> <p>The distribution of the product is subject to the following conditions and restrictions:</p> <ul style="list-style-type: none"> • The customer being a member of CMCU; and • The customer being over the age of 65. 									
<p>Review Triggers</p>	<p>The review triggers that would reasonably suggest that the TMD is no longer appropriate include:</p> <ul style="list-style-type: none"> • a material changes to fees or rates of interest; • a material changes to withdrawal limits or transaction methods; • high numbers of account closures within a set period; • high numbers of consumers switching to other accounts offered by the issuer; • 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; • 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 									
<p>Review Periods</p>	<p>Initial review</p> <p>We will undertake an initial review of this TMD within 2 years of the effective date (see section1)</p> <p>Periodic reviews</p> <p>We will undertake periodic reviews of this TMD at least every 2 years from the initial review.</p>									
<p>Distribution Reporting Requirements</p>	<p>The following information must be provided to CMCU by distributors who engage in retail product distribution conduct in relation to this product:</p> <table border="1" data-bbox="432 1599 1425 2024"> <thead> <tr> <th data-bbox="432 1599 796 1648">Type of information</th> <th data-bbox="796 1599 1110 1648">Description</th> <th data-bbox="1110 1599 1425 1648">Reporting period</th> </tr> </thead> <tbody> <tr> <td data-bbox="432 1648 796 1749">Complaints</td> <td data-bbox="796 1648 1110 1749">Number of complaints</td> <td data-bbox="1110 1648 1425 1749">Monthly to CMCU</td> </tr> <tr> <td data-bbox="432 1749 796 2024">Significant dealing(s)</td> <td data-bbox="796 1749 1110 2024">Date or date range of the significant dealing(s) and description of the significant dealing (eg, why it is not consistent with the TMD)</td> <td data-bbox="1110 1749 1425 2024">As soon as practicable, and in any case within 10 business days after becoming aware</td> </tr> </tbody> </table>	Type of information	Description	Reporting period	Complaints	Number of complaints	Monthly to CMCU	Significant dealing(s)	Date or date range of the significant dealing(s) and description of the significant dealing (eg, why it is not consistent with the TMD)	As soon as practicable, and in any case within 10 business days after becoming aware
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