

<b>Product</b>	S11 Business Overdraft Account
<b>Issuer</b>	Central Murray Credit Union Limited ABN/ACN 69 087 651 812 AFSL 239446
<b>Date of TMD</b>	23 <sup>rd</sup> January 2024
<b>Associated Products</b>	<p>The other facilities included with the product and covered by this determination.</p> <p><b>BPAY®</b> – a non-cash payment facility used to make payment using funds held in the product to a BPAY biller.</p> <p><b>Direct Debit</b> – a non-cash payment facility used to make a payment to a third party merchants using funds held in the account.</p> <p><b>Visa Debit Card</b> – 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><b>OSKO®</b> - 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><b>PayTo®</b> - used to authorise real time payments with business or merchants from the customers bank account.</p> <p><b>Electronic Payment</b> – a non-cash payment facility used to make payment to another CMCU account or an account at another financial institution.</p> <p><b>Overdraft</b> – a overdraft facility that is issued to an approved customer.</p>
<b>Target Market</b>	<p><b>Description of target market</b></p> <p>S11 Business Account is only available to business customers.</p> <p>This product is designed for the class of customers who:</p> <ul style="list-style-type: none"> <li>• are looking for a fully featured business transaction account that provides convenient access to their funds; and</li> <li>• hold an overdraft facility for conducting transactions for business purposes.</li> </ul> <p><b>Key attributes and eligibility criteria</b></p> <p>S11 is a transactional account.</p> <p>The product's key attributes are:</p> <ul style="list-style-type: none"> <li>• Availability online</li> <li>• Mobile and phone banking assess</li> <li>• Visa Debit Card</li> <li>• ATM</li> <li>• Member Chequing</li> <li>• The requirement to pay: <ul style="list-style-type: none"> <li>• Quarterly overdraft fee;</li> <li>• Applicable transactions fees;</li> <li>• Minimum payment due, including interest and transaction fees.</li> </ul> </li> </ul> <p>The products eligibility criteria are:</p> <ul style="list-style-type: none"> <li>• The customer must be a member of CMCU;</li> <li>• Operate a business; and</li> </ul>

	<ul style="list-style-type: none"> <li>• Meet the eligibility criteria for a business overdraft.</li> </ul> <p><b>Objectives, financial situations, needs</b></p> <p>This product has been designed for businesses that:</p> <ul style="list-style-type: none"> <li>• are seeking a fully featured deposit account;</li> <li>• are seeking flexibility in the way funds can be accessed;</li> <li>• have a wide range of income and savings level and business type; and</li> <li>• are able to make payment of repayments, interest and applicable fees as and when they become due and payable.</li> </ul>									
<p><b>Distribution Conditions</b></p>	<p><b>Distribution channels</b></p> <p>The product may be distributed in branch by appropriate authorised bankers.</p> <p><b>Distribution conditions</b></p> <p>The distribution of the product is subject to the following conditions and restrictions:</p> <ul style="list-style-type: none"> <li>• The customer being a business member of CMCU; and</li> <li>• Meet the eligibility criteria for a business overdraft.</li> </ul>									
<p><b>Review Triggers</b></p>	<p>The review triggers that would reasonably suggest that the TMD is no longer appropriate include:</p> <ul style="list-style-type: none"> <li>• a material change to fees or rates of interest;</li> <li>• a material change to withdrawal limits or transaction methods;</li> <li>• high numbers of account closures within a set period;</li> <li>• high numbers of consumers switching to other accounts offered by the issuer;</li> <li>• 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;</li> <li>• 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</li> </ul>									
<p><b>Review Periods</b></p>	<p><b>Initial review</b></p> <p>We will undertake an initial review of this TMD within 2 years of the effective date (see section1)</p> <p><b>Periodic reviews</b></p> <p>We will undertake periodic reviews of this TMD at least every 2 years from the initial review.</p>									
<p><b>Distribution Reporting Requirements</b></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 1532 1425 1957"> <thead> <tr> <th data-bbox="432 1532 798 1585">Type of information</th> <th data-bbox="798 1532 1110 1585">Description</th> <th data-bbox="1110 1532 1425 1585">Reporting period</th> </tr> </thead> <tbody> <tr> <td data-bbox="432 1585 798 1684">Complaints</td> <td data-bbox="798 1585 1110 1684">Number of complaints</td> <td data-bbox="1110 1585 1425 1684">Monthly to CMCU</td> </tr> <tr> <td data-bbox="432 1684 798 1957">Significant dealing(s)</td> <td data-bbox="798 1684 1110 1957">Date or date range of the significant dealing(s) and description of the significant dealing (e.g., why it is not consistent with the TMD)</td> <td data-bbox="1110 1684 1425 1957">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 (e.g., why it is not consistent with the TMD)	As soon as practicable, and in any case within 10 business days after becoming aware
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 (e.g., why it is not consistent with the TMD)	As soon as practicable, and in any case within 10 business days after becoming aware								