

Target Market Determination – NICU Visa Debit Cards

Product	NICU Visa Debit Card
Issuer	Northern Inland Credit Union Limited ACN 36 087 422 AFSL and ACL 235022
TMD date	5 October 2021
Target Market	<p>Description of target market: retail clients who:</p> <ul style="list-style-type: none"> • have 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 • are seeking the ability to withdraw cash • are 12 years or older. <p>Description of product, including key attributes: this is a NICU debit card and the key features of this product are:</p> <ul style="list-style-type: none"> • only able to access funds from the linked account • daily transaction limits of to a maximum of \$2000 per card per day for cash withdrawals • online limits are reduced to \$500 for cardholders under the age of 16 years old • cash withdrawals over the counter • point of sale payments using the card • card not present payments including, online, over the phone or mail • digital wallet payments (Apple Pay, Google Pay) at point of sale or online • use at participating Australia Post shops to make bill payments, deposits and withdrawals • Fees within Australia: ATM withdrawals: first 5 per month nil, then \$1.75; EFTPOS debits: first 5 per month nil then \$1; EFTPOS declined: \$1; ATM balance query and declined transactions: \$1.75
Distribution Conditions	<p>Distribution conditions: this product is distributed by the issuer through the following channels:</p> <ul style="list-style-type: none"> • NICU branches • NICU call centres • Online – NICU’s website. <p>Distribution conditions for this product include:</p> <ul style="list-style-type: none"> • Ensuring that retail clients meet the eligibility requirements for the product • Ensuring that distribution through branches, call centres, and NICU website application, is by appropriately trained staff. <p>There are no other distributors for this product.</p>
Review Triggers	<p>The review triggers that would reasonably suggest that the TMD is no longer appropriate include:</p> <ul style="list-style-type: none"> • A significant dealing of the product to consumers outside the target market occurs; • 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; • A significant number of card closures that reasonably suggest the TMD is no longer appropriate. <p>The Product Governance Framework includes regular consideration of whether there has been a review trigger following each distribution information report. That consideration is by reference to paragraphs 154 to 156 of RG 274.</p>
Review Periods	<p>First review date: 6 months after the effective date of the TMD first being issued, being 5 April 2022.</p> <p>Periodic reviews: subsequent periodic reviews every 2 years after the effective date of the TMD first being issued, commencing 5 October 2023.</p>

Distribution Reporting Requirements

The following information must be provided to NICU by distributors who engage in retail product distribution conduct in relation to this product:

Type of information	Description	Reporting period
Significant dealing(s)	Date range of the significant dealing(s) and description (eg, why it is not consistent with the TMD). Examination of the Membership and Accounts Activity Report for compliance with TMD: an occurrence of 10% or more per report of accounts opened is deemed a significant dealing contrary to the TMD and triggers a review of the TMD and distribution network.	As soon as practicable, and in any case within 10 business days after becoming aware. The Membership and Accounts Activity Report is examined by Compliance, within 10 days of the system generating the report. The procedure includes an examination of account eligibility which has been extended to encompass acquiring an account by a Member who is outside the TMD. Any cases of accounts for Members outside of the TMD is reported immediately to the Head of Compliance for correction. A significant dealing contrary to the TMD requires notification to the RMC immediately.
Complaints	3 complaints over a 3 month period specific to a product	Monthly. A summary of complaints is made monthly by Compliance to the RMC and the Board. A complaints register is maintained by Compliance for the purpose of completing the annual AFCA return.
Material changes to fees or rates	Material changes to fees or rates may affect suitability and match for objectives for TMD	Material changes to rates or fees which result in a product no longer being suitable may be caught by monitoring mechanisms for complaints and account closure (see above)
Product closure	Product closure by the retail client	Where closure of the card occurs unrelated to the continuity of the Membership, and such closures amount to 10% or more of account closures overall during the month, a review is triggered.