

Target Market Determination – Mutual Visa Credit Card

Effective date	01 March 2024
Next review date	01 March 2027
Review period	At least every three (3) years from the effective date of this Target Market Determination
Product issuer	Maitland Mutual Limited trading as The Mutual Bank ABN 94 087 651 983 AFSL/Australian credit licence 238139.

What is a Target Market Determination?

A Target Market Determination (TMD) is a legally required document that seeks to give our customers, employees, product distributors, or any other interested parties an understanding of the class of customer for whom the product, as described below, has been designed, how the product is distributed, and related matters.

Target Market

The Mutual Bank has assessed that the below class of customers comprise the target market for the product based on the product's key attributes and the customer's likely objectives, financial situation, and needs.

Customer Objectives and Needs	Product Attributes
A revolving credit facility with a low interest rate on both purchases and cash advances for an annual fee.	The credit card offers one competitive interest rate for both purchases and cash advances. Annual fee payable.
A convenient way to make payments and the ability to withdraw cash by using the card provided with the facility.	Make payments wherever VISA is accepted, including at point of sale and online. Make digital wallet payments including at point of sale and online (if available by Merchant). Make other transactions such as balance transfers, cash advances and electronic transfers.
Interest free days on purchases.	Up to 55 days interest free available on purchases.

Financial Situation

The financial situation of the target market are customers that have the ability to repay the credit card facility without substantial hardship which is demonstrated by meeting The Mutual Bank's credit assessment criteria.

The Mutual Bank believes that if a customer meets its credit assessment criteria it is likely that the product will be consistent with the financial situation of the target market.

Eligibility Criteria

To hold this product a customer must:

- be an Australian citizen or permanent resident, or as otherwise approved of at least eighteen (18) years of age; and
- meet The Mutual Bank's credit assessment criteria.

Distribution

Distribution Channels

This product is designed to be distributed through the following means:

- The Mutual Bank's employee assisted channels including in person and over the phone;
- The Mutual Bank's online channels including our website, Mobile App and Internet Banking;
- Approved Third Party Distributors (Mortgage Brokers) as part of a home loan application.

Distribution Conditions and Restrictions

The Mutual Bank has assessed that the following conditions and restrictions are appropriate to direct distribution of the product to customers in the target market:

- The customer meets the eligibility criteria for the product.
- The product can only be distributed by employees or Approved Third Party Distributors that have completed relevant training to meet The Mutual Bank's qualification requirements and who are required to follow policies, procedures and processes in relation to distribution.
- All distribution channels are monitored for adherence to distribution conditions and restrictions.

Review Triggers

Where a review trigger or event occurs, we will review this TMD within 10 business days.

Review Trigger	Description
Material Product Change	If we make a material change to the design, terms and conditions or distribution of the product.
Significant Inconsistent Dealing	Any significant dealing of the product outside of the Target Market.
Complaints	Unexpected trends in complaints received from customers who acquired the product, which relate to the customer's purchase or use of the product attributes, suitability or distribution.
Regulatory Notification	If ASIC, AFCA, or a court raises concerns about the product's design or distribution.
Other	If any other event or circumstance occurs indicating that this TMD may no longer be appropriate.

Review Trigger Information Reporting Requirements

Review Triggers must be reported to the Mutual Bank by all third parties responsible for the distribution of this product in accordance with this Target Market Determination. The timeframes for reporting are as follows:

Review Trigger	Description	Reporting Time Frame
Significant Inconsistent Dealing	Any significant dealing of the product outside of the Target Market.	In writing within ten (10) business days becoming aware of a significant dealing.
Complaints	Information relating to complaints received including number of complaints, third party distributor identifier information, product name and complaint verbatim.	In writing within two (2) business days of receiving a complaint.
Other	If any other event or circumstance occurs indicating that this TMD may no longer be appropriate.	In writing within two (2) business days.

Important information about this TMD

This Target Market Determination does not consider your objectives, financial situation, or needs and is not a substitute for the provision of financial advice. This target market determination should be read in conjunction with the Product Disclosure Statement and relevant Terms and Conditions when considering whether or not this product is right for you.