

Product	S11 Business Account
Issuer	Central Murray Credit Union Limited ABN/ACN 69 087 651 812 AFSL 239446
Date of TMD	5 th October 2021
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>Cheque – a non-cash payment facility used to make payment to a specified payee or bearer.</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>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>S11 Business Account is only available to business customers.</p> <p>This product is designed for the class of customers who are looking for a fully featured business transaction account that provides convenient access to their funds.</p> <p>Key attributes and eligibility criteria</p> <p>S11 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 minimum monthly balance and paid annually. <p>The products eligibility criteria are:</p> <ul style="list-style-type: none"> • The customer must be a member of CMCU. <p>Objectives, financial situations, needs</p> <p>This product has been designed for businesses that:</p> <ul style="list-style-type: none"> • are seeking a fully featured deposit account;

	<ul style="list-style-type: none"> • are seeking flexibility in the way funds can be accessed; • have a wide range of income and savings level and business type; and • want security of funds (low risk product). 									
Distribution Conditions	<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 business member of CMCU. 									
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 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 									
Review Periods	<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>									
Distribution Reporting Requirements	<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"> <thead> <tr> <th>Type of information</th> <th>Description</th> <th>Reporting period</th> </tr> </thead> <tbody> <tr> <td>Complaints</td> <td>Number of complaints</td> <td>Monthly to CMCU</td> </tr> <tr> <td>Significant dealing(s)</td> <td>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>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
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