

## Credit Card

#	Criteria	Responses for this Product
A	<b>Entity responsible for preparing this TMD</b>	Greater Bank, part of Newcastle Greater Mutual Group Ltd ACN 087 651 992 AFSL/Australian credit licence 238273
B	<b>Date this TMD is made</b>	5 October 2023
C	<b>Greater Bank product name</b>	Credit Card For product description see <a href="#">Credit Cards</a>
D	<b>Product features</b>	<p><b>Key features</b></p> <ul style="list-style-type: none"> <li>• A Visa Credit Card facility for personal use.</li> <li>• Interest is only charged on actual daily balance.</li> <li>• Repayments are accepted at any time and made available to be drawn again. Monthly minimum repayments are set at 3% of previous month's closing balance.</li> <li>• Purchases can attract up to 55 days interest free, but Balance transfers and Cash Advances attract interest from date of transaction.</li> <li>• Interest rate is consistent across all balance types (Purchases, Balance Transfers and Cash Advances).</li> <li>• No transaction fees except for Cash Advance and Foreign currency conversion fees. Service charges may apply.</li> <li>• Annual facility fee of \$49 applies unless credit card is held as a component of a Housing loan Package.</li> <li>• Accepted wherever Visa is accepted worldwide.</li> </ul>
E	<b>Key Attributes and other features</b>	<ul style="list-style-type: none"> <li>• Credit Card facilities attract a variable rate of interest.</li> <li>• Credit Card facilities may carry a credit balance but will not attract any credit interest.</li> <li>• Intended for customers wishing to finance purchases and repay the debt over longer than a single month. Thus, the interest rate is competitively low, but other benefits such as 'Rewards' or 'points' are not attached to this product.</li> <li>• The 'up-to 55-day interest free' period also facilitates transactions where the debt will be repaid within a month making this a card with a broad appeal base.</li> </ul>
F	<b>Knowledge and experience</b>	Basic – Mass marketed product of low complexity/ risk profile.

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1	<p><b>Description of the retail class that comprises the target market (s 994B(5)(b) of the Corporations Act)</b></p>	<p>Customers seeking a secured facility to finance a personal need without committing to a scheduled repayment structure.</p> <p>Customers seeking freedom to draw funds from the approved limit at their discretion without approval of each drawing by Greater Bank.</p> <p>Customers wishing to finance a purchase and pay it off over a period longer than a single month. This card has a low interest rate and low fee structure without Rewards or points which represent an additional cost to the card issuer which must be borne by the card holders either directly or indirectly.</p> <p>Customers who:</p> <ul style="list-style-type: none"> <li>• are willing to accept the risk that their interest rate may go up or down over the life of the facility generally in line with interest rate fluctuations in the market.</li> <li>• may require flexibility, such as unlimited early repayments and paying out the loan without incurring additional costs and/or progressive drawdown.</li> <li>• may require the convenience of card access to pay for items immediately at point of sale.</li> <li>• may require ability to draw cash to spend at their discretion.</li> </ul>
2	<p><b>Negative target market</b></p>	<p>The Greater Bank Credit Card is not suitable for:</p> <ul style="list-style-type: none"> <li>• Customers who are seeking a reverse mortgage to release equity from their residential property.</li> <li>• Potential borrowers looking to fund business operations.</li> <li>• Potential borrowers seeking the lowest cost of financing a significant purchase such as a residential property where the premium applicable in rate is not offset by the flexibility of drawing the funds at customers discretion and the lack of a set repayment structure.</li> <li>• It is also not the ideal product for customers seeking to accrue points or rewards other providers cards may offer with significantly different pricing structures.</li> </ul>
3	<p><b>Description of distribution conditions and restrictions (s 994B(5)(c) of the Corporations Act)</b></p>	<p><b>Distribution Conditions in relation to permitted channels</b></p> <p>Credit Cards can only be issued through the following channels:</p> <ul style="list-style-type: none"> <li>• Branches and Centres operated by Greater Bank</li> <li>• Mobile Lenders</li> <li>• Online</li> </ul> <p><b>Distribution Conditions in relation to staff who are 'regulated persons'.</b></p> <p>Credit Cards can only be issued by accredited Greater Bank Lenders who:</p>

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		<ul style="list-style-type: none"> <li>• are trained and accredited to carry out the relevant suitability assessment processes and issue Credit Cards;</li> <li>• have successfully completed the Lending Capability Accreditation Program; and</li> <li>• annually complete the Continuing Professional Development program to retain their accreditation.</li> </ul> <p><b>Distribution Conditions in relation to processes</b></p> <ul style="list-style-type: none"> <li>• Credit Cards are issued following the application of Greater Bank's relevant suitability assessment processes, which may include (but are not limited to): <ul style="list-style-type: none"> <li>○ completion of a loan application via interview or online application form;</li> <li>○ verification of the customer's identity and income/ expense information;</li> <li>○ assessment of the customer's ability to repay the loan;</li> <li>○ loan offered to the customer, with or without additional conditions (or application declined if the loan is not suitable); and</li> <li>○ acceptance of the loan offer and signing of the credit contract by the customer.</li> </ul> </li> <li>• Greater Bank Credit Cards are not distributed via intermediaries such as brokers, introducers or comparison websites.</li> </ul>
4	<p><b>Review triggers (events and circumstances that reasonably suggest that the determination is no longer appropriate) (s 994B(5)(d) of the Corporations Act)</b></p>	<p><b>Greater Bank monitors the following indicators to determine if an event or circumstance reasonably suggests that the determination is no longer appropriate: (yes)</b></p> <ul style="list-style-type: none"> <li>• Internal decisions to materially amend or modify the product, its features and/or its distribution, including changes to pricing.</li> <li>• Regulatory change that materially impacts the manufacture or sale of this product, and material customer remediation events and incidents in relation to this product.</li> <li>• Any distribution or sales activity, outside the TMD or to ineligible customers, that meets the definition of a significant dealing.</li> <li>• A material change in the nature and number of customer complaints and underlying complaint trends.</li> </ul>
5	<p><b>Maximum period from the start of the day the determination is made to the start of the day the first review of the determination is to finish (s 994B(5)(e) of the Corporations Act)</b></p>	24 months

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6	Maximum period from the date the previous review finished to the start of the day the next review of the determination is to be undertaken (s 994B(5)(f) of the Corporations Act)	24 months												
7	Reporting period for reporting information about the number of complaints about the product received (s 994B(5)(g) of the Corporations Act)	Monthly												
8	<p>Specify the kinds of information needed to enable prompt identification of whether a review trigger, or another event or circumstance that would reasonably suggest that the determination is no longer appropriate, has occurred (s 994B(5)(h) of the Corporations Act) and for each type of information, specify:</p> <ul style="list-style-type: none"> <li>- the regulated persons are required to report the information to Greater Bank; and</li> <li>- a reporting period for reporting the information under section 994F(5) of the Corporations Act.</li> </ul>	<p>Third party distributors of this product should provide the following to Greater Bank in writing:</p> <table border="1"> <thead> <tr> <th>Type</th> <th>Information Required</th> <th>Frequency and timeframe</th> </tr> </thead> <tbody> <tr> <td>Complaints</td> <td> <ul style="list-style-type: none"> <li>- All written details of any complaints received</li> <li>- Total Number of complaints received within the reporting period</li> </ul> </td> <td> <p><b>Frequency:</b> Monthly</p> <p><b>Timeframe:</b> Within 10 days of the end of the relevant reporting period.</p> </td> </tr> <tr> <td>Significant dealings</td> <td> <ul style="list-style-type: none"> <li>- Details of the dealing (including any steps taken by the distributor in relation to the dealing)</li> <li>- Date of the dealing</li> <li>- Factors considered when determining dealing as "significant"</li> <li>- Means through which dealing was identified</li> </ul> </td> <td> <p><b>Timeframe:</b> Within 10 days of becoming aware of such a dealing.</p> </td> </tr> <tr> <td>Distribution outside the target market (to the extent the distributor is aware of such dealings).</td> <td> <ul style="list-style-type: none"> <li>- All written details relating to the distribution</li> <li>- Reason distribution occurred outside Target Market occurred.</li> </ul> </td> <td> <p><b>Timeframe:</b> Within 10 days of becoming aware of such a dealing.</p> </td> </tr> </tbody> </table>	Type	Information Required	Frequency and timeframe	Complaints	<ul style="list-style-type: none"> <li>- All written details of any complaints received</li> <li>- Total Number of complaints received within the reporting period</li> </ul>	<p><b>Frequency:</b> Monthly</p> <p><b>Timeframe:</b> Within 10 days of the end of the relevant reporting period.</p>	Significant dealings	<ul style="list-style-type: none"> <li>- Details of the dealing (including any steps taken by the distributor in relation to the dealing)</li> <li>- Date of the dealing</li> <li>- Factors considered when determining dealing as "significant"</li> <li>- Means through which dealing was identified</li> </ul>	<p><b>Timeframe:</b> Within 10 days of becoming aware of such a dealing.</p>	Distribution outside the target market (to the extent the distributor is aware of such dealings).	<ul style="list-style-type: none"> <li>- All written details relating to the distribution</li> <li>- Reason distribution occurred outside Target Market occurred.</li> </ul>	<p><b>Timeframe:</b> Within 10 days of becoming aware of such a dealing.</p>
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