

Visa Debit Card

#	Criteria	Responses for this Product
A	Entity responsible for preparing this TMD	Greater Bank, part of Newcastle Greater Mutual Group Ltd ACN 087 651 992 AFSL/Australian credit licence 238273
B	Date this TMD is made	5 October 2023
C	Greater Bank product name	Visa Debit Card For product activation and usage description see Visa Debit Cards
D	Product features	Key features
		<ul style="list-style-type: none"> • A Visa Debit Card facility for use by the person named on the card face only. These cards are not transferrable and authorising any use by a third party is against the card usage and linked account terms and conditions. • This card operates as a means of accessing funds in a single linked account. Only one account can be linked to each card, but a joint account may have a card linked to it for each account holder. • Transaction limits apply to card usage and are dictated by the product the card is linked to. • No interest nor fees apply to holding the card, but usage drives fees associated with the linked account.
E	Key Attributes and other features	Key Attributes <ul style="list-style-type: none"> • Facilitates purchases at point of sale and online. • Self-serve enablement facility. • Functional 24 hours a day, 7 days a week and accepted anywhere Visa is accepted worldwide.
F	Knowledge and experience	Basic – mass marketed product of low complexity/ risk profile.
1	Description of the retail class that comprises the target market (s 994B(5)(b) of the Corporations Act)	Customers seeking a secure and convenient transaction medium that enables use of self-serve channels and purchases at point of sale or online. Cardholders should own the account the card is linked to and must comply with all Terms and Conditions of both the card and the account it is linked to. Customers should be able to manage their own financial transactions.
2	Negative target market	The Greater Bank Visa Debit Card is not suitable for: <ul style="list-style-type: none"> • Customers who are seeking to avoid access to savings as this provides a direct access method to funds. • Customers under 12 years of age.

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		<ul style="list-style-type: none"> Customers 12 - 14 years of age should only be issued a card with parental acknowledgement that they are responsible for their own financial transactions using the card.
3	Description of distribution conditions and restrictions (s 994B(5)(c) of the Corporations Act)	Distribution Conditions in relation to permitted channels Visa Debit Cards can only be issued with a valid deposit or credit facility through the following channels: <ul style="list-style-type: none"> Branches and Centres operated by Greater Bank Mobile Lenders Online Not all account types are permitted to link to a Visa Debit Card.
4	Review triggers (events and circumstances that reasonably suggest that the determination is no longer appropriate) (s 994B(5)(d) of the Corporations Act)	Greater Bank monitors the following indicators to determine if an event or circumstance reasonably suggests that the determination is no longer appropriate: <ul style="list-style-type: none"> Internal decisions to materially amend or modify the product, its features and/or its distribution, including changes to pricing. Regulatory change that materially impacts the manufacture or sale of this product, and material customer remediation events and incidents in relation to this product. Any distribution or sales activity, outside the TMD or to ineligible customers, that meets the definition of a significant dealing. A material change in the nature and number of customer complaints and underlying complaint trends.
5	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)	24 months
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)	N/A

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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"> - the regulated persons are required to report the information to Greater Bank; and - a reporting period for reporting the information under section 994F(5) of the Corporations Act. 	<p>Third party distributors of this product should provide the following to Greater Bank in writing:</p> <table border="1" data-bbox="678 286 1487 1568"> <thead> <tr> <th data-bbox="678 286 948 387">Type</th> <th data-bbox="948 286 1214 387">Information Required</th> <th data-bbox="1214 286 1487 387">Frequency and timeframe</th> </tr> </thead> <tbody> <tr> <td data-bbox="678 387 948 698">Complaints</td> <td data-bbox="948 387 1214 698"> <ul style="list-style-type: none"> - All written details of any complaints received - Total Number of complaints received within the reporting period </td> <td data-bbox="1214 387 1487 698"> <p>Frequency: Monthly</p> <p>Timeframe: Within 10 days of the end of the relevant reporting period.</p> </td> </tr> <tr> <td data-bbox="678 698 948 1301">Significant dealings</td> <td data-bbox="948 698 1214 1301"> <ul style="list-style-type: none"> - Details of the dealing (including any steps taken by the distributor in relation to the dealing) - Date of the dealing - Factors considered when determining dealing as "significant" - Means through which dealing was identified </td> <td data-bbox="1214 698 1487 1301"> <p>Timeframe: Within 10 days of becoming aware of such a dealing.</p> </td> </tr> <tr> <td data-bbox="678 1301 948 1568">Distribution outside the target market (to the extent the distributor is aware of such dealings).</td> <td data-bbox="948 1301 1214 1568"> <ul style="list-style-type: none"> - All written details relating to the distribution - Reason distribution occurred outside Target Market occurred. </td> <td data-bbox="1214 1301 1487 1568"> <p>Timeframe: 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"> - All written details of any complaints received - Total Number of complaints received within the reporting period 	<p>Frequency: Monthly</p> <p>Timeframe: Within 10 days of the end of the relevant reporting period.</p>	Significant dealings	<ul style="list-style-type: none"> - Details of the dealing (including any steps taken by the distributor in relation to the dealing) - Date of the dealing - Factors considered when determining dealing as "significant" - Means through which dealing was identified 	<p>Timeframe: 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"> - All written details relating to the distribution - Reason distribution occurred outside Target Market occurred. 	<p>Timeframe: Within 10 days of becoming aware of such a dealing.</p>
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