

Target Market Determination (TMD) – Community Care Account

Product	Community Care Account
Issuer	Family First Bank ABN / ACN 39 087 650 057 AFSL / Australian Credit Licence No 241068
Date of TMD	October 2021
Target Market	<p>Retail clients who:</p> <ul style="list-style-type: none"> operate a non-profit organisation and provide a service to the community are incorporated or unincorporated community groups, sporting clubs and service clubs need a transactional account to facilitate payments and manage receipts for their organisation with minimal fees applying <p>This is a Community Care Account and the key features of this product are:</p> <ul style="list-style-type: none"> Tiered interest rate calculated daily and paid quarterly Sub-accounts available Internet Banking Phone Banking Mobile Banking App Direct Credits/Debits BPay Payments via OSKO Chequing facilities eStatements available via Internet Banking No account keeping fees A number of transaction fees are exempted with a Community Care Account however transaction and other fees may apply. Details are in our Fees and Charges Schedule, which also details Family First’s Relationship Balance Fee Rebate Scheme.
Distribution Conditions	<p>This product is distributed by the issuer through the following channels:</p> <ul style="list-style-type: none"> branches by phone online <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, by phone and online is by appropriately trained staff 												
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. 												
Review Periods	<p>First review date: June 2022</p> <p>Periodic reviews: Every 2 years after the initial review</p>												
Distribution Reporting Requirements	<p>The following information is monitored by Family First in relation to the distribution of 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>Every 3 months</td> </tr> <tr> <td>Sales outside the target market</td> <td>Number of sales \$ value of sales</td> <td>Every 3 months</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	Every 3 months	Sales outside the target market	Number of sales \$ value of sales	Every 3 months	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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