

## Target Market Determination

# Community Link Account

### 1. Introduction

#### **About this document**

This Target Market Determination [TMD] is a document of **Hume Bank Limited, ABN: 85 051 868 556. AFSL and Australian Credit Licence: 244248 [Hume Bank]**.

This TMD seeks to give our customers, staff, product distributors, and other interested parties an understanding of the class of consumers for whom the product described has been designed, how the product is distributed, and related matters.

This TMD is not, and should not be construed as, a full summary of the product's Terms and Conditions. Nor is it a substitute for the provision of financial advice.

When deciding about the product, consumers should refer to the product's Terms and Conditions/Product Disclosure Statement [PDS].

#### **Product to which this Target Market Determination applies**

This TMD applies to the Community Link Account [the product] referred to in the following, that can be found on our website [Product T&Cs page](#):

- Product Disclosure Statement
- Fees and Charges

#### **Effective date of this Target Market Determination**

This TMD is effective from 2 December 2024.

## 2. Class of consumers comprising the product's target market

Below we summarise the class of consumers comprising the target market for the product based on the product's key attributes and the consumers' likely objectives, financial situations, and needs the product has been designed to meet.

### Class of consumers

The product has been designed for non-for-profit, sporting, cultural or recreational groups to have access to fee-free banking and the option to participate in a Community Rewards program which provides financial incentives for referring customers who obtain eligible credit facilities and financial products from Hume Bank.

### Product description, key attributes, and eligibility criteria

The product is a fee-free transaction account for non-for-profit, sporting, cultural and recreational groups.

The product's key attributes are:

- The ability to deposit funds and make day-to-day transactions via eligible access methods
- No monthly account keeping fee
- Ability to earn financial incentives for referrals of eligible products

The product's eligibility criteria are:

- Must be a non-for profit, sporting, cultural or recreational group
- Must have multiple signatories to transact online and in branch
- Must have an ABN if seeking to participate in the Community Rewards program

### Associated products

The other facilities included with the product and covered by this TMD:

- Cheque – A non-cash payment facility used to make payment to third-party merchants used in the account.
- BPAY – A non-cash payment facility used to make payment using funds held in the product on a platform operated by BPAY.
- Direct debit – A non-cash payment facility used to make payment to third party merchants using funds held in the account.
- Electronic Payment – A non-cash payment facility used to make payment to another Hume Bank Account or an account at another financial institution.
- Osko – A non-cash payment facility used to send and receive near real-time payments to and from the account.
- Periodical payment - Direct debit – A non-cash payment facility used to make payment to third party using funds held in the account.
- Telegraphic transfers - A non-cash payment facility used to make payment to a nominated overseas bank account using funds held in the account on a platform operated by Hume Bank's service provider.

### Objectives, financial situations, needs

The product has been designed for individuals who:

- Are non-for-profit, sporting, cultural or recreational groups who require access to a transaction fee-free account
- May also want to access our Community Rewards Program

### Explanation

The Community Link Account is consistent with the likely objectives, financial situation and needs of customers in the target market, on the basis that the key attributes of the product listed in this determination directly address the objectives, financial situation and needs of customers in the target market as described in this determination.

### Excluded class of consumers

The product has NOT been designed for individuals who:

- Groups who are not non-for-profit, sporting, cultural or recreational groups.

### 3. Distribution of the product

#### Distribution channels and conditions

The product is designed to be distributed through the following means and subject to the following conditions:

#### Retail Product Distribution Conduct (other than Marketing and Promotions)

1. A distributor must only engage in retail product distribution conduct (other than marketing and promotions) through the provision of factual information or general advice via:
  - In person communications (including in branch);
  - The issuer's digital platforms; and
  - Any other issuer approved communication channels (including telephone, email and social media).

This condition is appropriate as the issuer has distributed this product using these methods, with limited risk to customers.

2. A distributor must only engage in retail product distribution conduct (other than marketing and promotions) if it has identified the key difference between:
  - the product; and
  - other deposit products issued by the issuer.

This condition is appropriate as it requires a distributor to confirm that the customer is in the target market.

3. A distributor must only engage in retail product distribution conduct (other than marketing and promotions) if it has received evidence that the account holder is a not-for-profit organisation.

This condition is appropriate as it requires a distributor to confirm that the customer is in the target market.

#### Marketing and Promotions

1. A distributor must only market and promote the product through:
  - Advertising on television, radio, the internet (including social media), billboards and physical banners, brochures and other marketing material available to the general public;
  - In person recommendations to access marketing material (including in branch communications);
  - Any other issuer approved communication channels (including telephone, email and social media).

This condition is appropriate as the issuer has distributed this product using these methods, with limited risk to customers.

### 4. Reporting by distributors of the product

This product is only distributed by Hume Bank.

## 5. Reviewing this Target Market Determination

### Initial review

We will undertake an initial review of this TMD within 12 months of the effective date (see section 1).

### Periodic review

We will undertake periodic reviews of this TMD at least every 2 years from the initial review.

### Review triggers or events

We will also undertake a review of this TMD in the following circumstances:

- If we make a material change to the design or distribution of the product
- If a significant inconsistent dealing in the product occurs
- If complaints exceed a pre-determined level of tolerance
- If we detect the product has been sold to ineligible customers
- If we detect that current account owners/holders exceed predetermined tolerance of ineligibility.
- If ASIC raises concerns about the product's design or distribution
- If the Australian Financial Complaints Authority or a Court raise concerns about the product's design or distribution
- If the product's design or distribution receive adverse media coverage
- If any other event or circumstance occurs indicating that this TMD may no longer be appropriate.

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