

Convera – Telegraphic Transfers

Target Market Determination

This Target Market Determination (TMD) is required under section 994B of the Corporations Act 2001 (Cth). It sets out the target market for the product, triggers to review the target market and how the product is distributed.

This document is not a Product Disclosure Statement (PDS) and is not a summary of the product features or substitute for the product's terms and conditions or other disclosure documents. This TMD does not consider any person's individual objectives, financial situation or needs.

Issuer	G&C Mutual Bank Limited trading as Unity Bank & Reliance Bank Limited, ABN 72 087 650 637, AFSL & Australian Credit Licence 238311		
Effective Date	7 March 2025	Next Review Date	7 March 2027
Target Market	Description of Target Market		
	Retail customers who: <ul style="list-style-type: none"> ▪ need to send money electronically overseas or domestically ▪ need to send money in a specified currency 		
	Description of Product, including key attributes		
	<p>The Telegraphic Transfer has a number of key attributes:</p> <ul style="list-style-type: none"> ▪ convenience of sending money overseas or domestically through Online Banking or through a staff assisted transaction ▪ over 200 countries and territories, 130 currencies available ▪ currency conversion rate provided prior to transfer being completed ▪ brief messages can be included as part of the payment transfer ▪ secure payments platform with transfers requiring SMS One Time Password ▪ funds received within 3 – 5 days ▪ transfer details can be saved for future transactions ▪ fees apply based on channel of transfer <p>Additional features, fees, charges, or conditions other than those displayed in this document may be available or applicable. This document must be read together with the Account and Access Facilities Terms and Conditions, Summary of Account and Access Facilities, Fees and Charges Schedule and Interest Rate Schedule.</p>		
	Suitability, Needs, Objectives and Financial Situation		
	This product has been designed for those wanting to send money in specified currencies electronically overseas or domestically. The <u>crosses indicate</u> where the product is <u>not suitable</u> for retail customers.		
	Seek to transfer funds overseas or domestically in a specified currency, usually within 3 business days		✓
	Want the ability to transfer money through online banking 24 hours a day, 7 days a week		✓
	Need an affordable and secure way of transferring funds		✓

	Want reliability of an electronic and highly regulated payment system and certainty about when the payment is received	✓
	Unable to provide recipient's details including an IBAN or swift code, recipient's bank, bank account number, address, name and contact details.	✗
Distribution Conditions	<p>This product is designed to be distributed through the following channels:</p> <ul style="list-style-type: none"> ▪ Convera's network of approved distributors who hold an AFS licence ▪ online banking via a Convera approved system ▪ targeted advertising ▪ in person through a Convera approved partner <p>The distribution of this product is subject to the following conditions and restrictions:</p> <ul style="list-style-type: none"> ▪ this service can only be arranged via a Convera approved system ▪ it can be sold to customers within the target market without the customer being provided with any financial product advice or, with either general or personal advice <p>Only representatives who have the appropriate levels of authority may advise on and distribute this product. They will have been trained on this product and in particular, the target market and relevant acceptance criteria.</p> <p>All distribution channels are subject to appropriate controls and/or monitoring.</p>	
Reviewing this Target Market Determination	<p>The initial review of this document is within 12 months of product launch. Periodic reviews will be completed every 24 months from the last review.</p> <p>We may also review this TMD sooner if any of the below review triggers occur, or if an event or circumstance has occurred that would reasonably suggest that the TMD may no longer be appropriate:</p>	
	Review Trigger	Description
	Customer Trends	<p>Trends in customer outcomes that are significantly inconsistent with the intended product performance that reasonably suggests the TMD is no longer appropriate including:</p> <ul style="list-style-type: none"> ▪ number of accounts that customers opt to close shortly after the product is issued; ▪ number of accounts that appear inactive shortly after the product is issued; and ▪ unexpected changes in sales trends
	Complaints	Unexpected trends in complaints received from customers in relation to the use of the product including the understanding of risks, conditions suitability and/or key attributes.
	Incidents and breaches	Where deficiencies are identified in the products' design, distribution or disclosure documentation as a result of incidents related to potential breaches of legal or regulatory obligations.
	Material product or distribution channel change	<p>Where material changes are made to the products' key attributes or terms and conditions through any of the distribution channels including but not limited to:</p> <ul style="list-style-type: none"> ▪ Adding, removing or changing a key attribute ▪ A material pricing change to the associated fees and/ or charges which impacts the overall value proposition

		<ul style="list-style-type: none"> ▪ A change in our acceptance criteria that impacts on the suitability of the product for the target market; ▪ A substantial change to the distribution strategy or channel(s) of the product.
	External events	<ul style="list-style-type: none"> ▪ There is a change in law or its application, a change in relevant industry code, an AFCA determination, a court decision, or ASIC or other regulatory guidance or action that materially affects the product. ▪ Significant change in economic and market conditions. ▪ Notification from ASIC requiring immediate stop of distribution.
Reporting	<p>We will collect and record details of:</p> <ul style="list-style-type: none"> ▪ Product related complaints received each month from customers or distributors. ▪ Any significant dealing which is not consistent with this TMD. Reporting must be within 10 business days of becoming aware of any such dealing. 	