

Target Market Determination – Telegraphic Transfers

This Target Market Determination [TMD] is a document of Unity Bank Limited.

This TMD seeks to give our members, 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, please refer to the product's terms and conditions.

Product	Western Union – Telegraphic Transfers (TT)
Issuer	This Western Union® Money Transfer service is provided online in Australia by Western Union Financial Services (Australia) Pty. Ltd. ABN 77 082 282773
Effective Date of TMD	5 th October 2021
Target Market	<p>Description of target market</p> <p>Consumers that are looking to send money electronically overseas and within Australia.</p> <p>Description of likely objectives, financial situation and needs of consumers in the target market</p> <p>The product has been designed for consumers that:</p> <ul style="list-style-type: none"> • Need to transfer funds overseas • Need to transfer a large balance domestically • Seeking reliability of electronic, high regulated payment system • Need to send money quickly • Need funds to be available on the same day (domestically) <p>Classes of consumers for whom the product is clearly unsuitable</p> <ul style="list-style-type: none"> • Consumers that can send money within Australia with their current Bank's system • Consumers that want to send a foreign cheque • Consumers that can't produce the recipients' details including an IBAN or swift code, recipient's bank, bank account number, address, name and contact details.

<p>Distribution</p>	<p>Distribution channels</p> <p>The product is designed to be distributed through the following means:</p> <ul style="list-style-type: none"> • Western Union's network of approved distributors who hold an AFS licence • Online via a Western Union approved system • Direct contact between the customer and Unity Bank Limited <p>Distribution conditions and restrictions</p> <p>The distribution of the product is subject to the following conditions and restrictions:</p> <ul style="list-style-type: none"> • This service can only be arranged via a Western Union 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. • Make a TMD available to customers who wish to refer to it.
<p>Reviews Triggers</p>	<p>We will undertake a review of this TMD in the following circumstances:</p> <p>Complaints</p> <ul style="list-style-type: none"> • Consumer complaints (in number or significance) within a 3 month period regarding understanding of risks, key terms, conditions or features of this product. <p>Substantial product change</p> <ul style="list-style-type: none"> • When a substantial change is made to the product terms, conditions or key attributes • If we make a material change to the design or distribution of the product <p>Product performance</p> <ul style="list-style-type: none"> • Evidence that consumer usage is significantly different from original expectations and contrary to the design of the product • Evidence that product is no longer meeting the financial situation, needs and objectives of the target market • Evidence of substantial sales outside of the target market • If the product's design or distribution receive adverse media coverage <p>Significant change to the external environment</p> <ul style="list-style-type: none"> • Regulatory or legislative environment for this product • Economic and market conditions

<p>Reviews Triggers (continued)</p>	<p>Notification from ASIC and/or AFCA</p> <ul style="list-style-type: none"> • ASIC request immediate cessation of product distribution, or cessation of particular conduct in relation to the product • If ASIC raises concerns about the product's design or distribution • If the Australia Financial Complaints Authority or a Court raise concerns about the product's design or distribution <p>Significant dealings</p> <ul style="list-style-type: none"> • A significant dealing of the product to consumers outside the target market occurs • If any other event or circumstance occurs indicating that this TMD may no longer be appropriate. <p>Where a review trigger or event occurs, we will review this TMD within 10 business days.</p>
<p>Review Periods</p>	<p>Initial review</p> <p>A review of this TMD will be undertaken within 12 months of the effective date.</p> <p>Periodic review</p> <p>A periodic review of this TMD will be undertaken at least every 2 years from the initial review.</p>
<p>Distributors Reporting Requirements</p>	<p>Complaints</p> <p>Distributors must report to us in writing within 10 business days they become aware of a complaint related to risks, key terms, conditions or features of this product including:</p> <ul style="list-style-type: none"> • The number of complaints • The nature and circumstances of the complaint; and • The substances of those complaints and any general feedback relating to the product or its performance. <p>Significant dealings</p> <p>Distributors must report to us in writing within 10 business days they become aware of a significant dealing in the product that is inconsistent with this TMD. This also applies when we distribute our own product. Written notification needs to include the following:</p> <ul style="list-style-type: none"> • Date(s) the significant dealing occurred; • Description of the significant dealing and why it is not consistent with the TMD; • Why the dealing is significant; • How the significant dealing was identified; and • What steps, if any, have been, or will be, taken in relation to the significant dealing.