Target Market Determination

Travel Money Card

Start date: 30th September 2025

Next review due: 30th September 2028

Review period: At least every 36 months from the start date of this Target Market Determination

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What is a Target Market Determination?

A Target Market Determination (TMD) describes the cohort of customers that the product is targeted at (the Target Market) and any conditions around how the product is distributed to customers (the Distribution Conditions).

It also describes the events or circumstances where we are required to review the Target Market Determination for a financial product (the Review Triggers).

Why does CommBank need to have Target Market Determinations?

We're required to have Target Market Determinations under law. The purpose of the law is to make sure customers are at the centre of our approach when designing and distributing our financial products. This document is not a substitute for the product's terms and conditions or other disclosure documents.

When making a decision about this product, customers must refer to the relevant Product Disclosure Statement (PDS), Terms and Conditions or other disclosure documents.

Target Market

The table below matches the Product Attributes to the Objectives and Needs of the Target Market for this Product. CBA has assessed that the Product including its Key Attributes are likely to be consistent with the Objectives and Needs of the Target Market.

Objectives and Needs	Product Attributes

Purchase or sell Australian dollars and/or selected foreign currency for personal use (e.g. buying goods and services overseas) via a reloadable card facility with the ability for customers to lock in the exchange rate to manage currency fluctuations.	• The Travel Money Card has 16 “currency purses” available for customers to load Australian dollars and 15 foreign currencies at a fixed exchange rate at time of conversion.
	• There are no fees to load or reload funds.
	• The Travel Money Card is a prepaid reloadable card.
	• Foreign currency can be purchased with Australian dollars and loaded to a Travel Money Card purse via these methods:
	  ○ a transfer from a customer’s eligible CBA account using NetBank and/or the CommBank app;
	  ○ cash or eligible account transfer in a CBA branch; or
	  ○ BPAY payment.

Safely, securely and conveniently access funds within Australia or overseas, by a variety of methods.	• Access the Travel Money Card within Australia or overseas anywhere Visa is accepted via:
	  ○ Card-present-payments, including point of sale;
	  ○ Card-not-present, including over the phone or online; and
	  ○ Cash withdrawal.
	• Purchase security insurance is available for eligible lost, stolen or damaged purchases.

Financial Situation

The Financial Situation of the Target Market are customers that have Australian dollars and want to purchase or sell Australian dollars and/or selected foreign currency for personal use and spend or withdraw via a pre-paid card product.

CBA views that its processes in place will mean that the product will likely be consistent with the Financial Situation of the Target Market.



Eligibility criteria for the Product

To hold this product, customers will need to satisfy certain eligibility criteria, including that customers must:

- Be individuals aged 14 years or older;
- Have an Australian residential address, or otherwise subject to exception;
- Have a valid email address; and
- Be registered for NetBank.

Distribution Conditions

CBA will have oversight over how the product is promoted and issued. In addition, the below table identifies the distribution channels which the product can be sold through and sets out the conditions that apply to each channel. CBA views that the conditions specified are appropriate and are of a nature that it will be likely that the product will be distributed to the target market.

Proprietary:

Distribution Channels	Conditions that make product distribution through the channel appropriate
Staff assisted channels (e.g. in branch, over the phone, with a relationship manager or mobile banker).	CBA staff that distribute this product: • are appropriately trained and accredited to meet CBA's qualification requirements; • understand and are able to discuss the features, exchange rates and fees of the product; and • must follow mandatory procedures including sales guidelines and scripting.
Online channels (e.g. CommBank website, NetBank and the CommBank app).	CBA's online channels provide customers with access to clearly presented information in an easy to understand and navigate format which is designed to assist customers select the most suitable product for their circumstances, including: • product information pages which include a summary of the product's key features and benefits; and • applicable exchange rates and fees.

Third Party:

Distribution Channels	Conditions that make product distribution through the channel appropriate
Not applicable. This product is only available through CBA's proprietary channels.	



Review Triggers

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, CBA will undertake a review of this TMD.

Information Type	Description
Customer Outcomes	Unexpected trends in customer outcomes which are significantly inconsistent with the intended product performance including: • Accounts opened, loaded with and spent in Australian dollars only at Australian merchants, where customers may be using a Travel Money Card as a transactional account and may be better off with a transactional account.
Complaints	Unexpected trends in complaints received from customers who acquired the product, which relate to the customer's purchase or use of the product, for example: • Distribution (e.g. misrepresentation or mis-selling from staff); • Product suitability (e.g. sale of a Travel Money Card product to a customer who needs or wants to load more than $100,000 in a 12 month period); and • Product attributes (e.g. fees charged incorrectly or at the incorrect exchange rate).
Incident Data	A material incident or significant number of incidents in relation to the product's design or distribution that identify potential breaches of our legal or regulatory obligations.
Changes to the Product	The material alteration of the product or product terms and conditions (e.g. adding to, removing or changing a key product attribute; significant change to distribution channel and distribution strategy).
Significant Dealings	Any significant dealing of the product to customers who are outside of the Target Market.
Notification from ASIC	The receipt of a product intervention power order from ASIC requiring CBA to immediately



Information Type	Description
	cease retail product distribution conduct in respect of the product.

Review Trigger Information Reporting Requirements

The following information must be provided to CBA by all third parties responsible for the retail product distribution conduct of this product in accordance with this TMD, within the required timeframes:

Information Type	Description	Time Frame for Reporting
Product complaints data	Information relating to complaints received including number of complaints, third party name, product name and complaint verbatim.	Quarterly and in any case no later than 10 business days from the end of the quarter.

Product Issuer: Commonwealth Bank of Australia ABN 48 123 123 124 AFSL and Australian credit license 234945

