

## Introduction

### About this Target Market Determination

This Target Market Determination [TMD] is a document of Maitland Mutual Limited trading as The Mutual Bank ABN 94 087 651 983, AFSL/Australian credit licence 238139 [we, us, our].

This TMD seeks to give our members, staff, product distributors, or any other interested parties an understanding of the class of members for whom the product, as described below, 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 a deposit product, members should refer to the Product Disclosure Statement. For credit products members should refer to the relative credit product's Terms and Conditions.

### Product to which this Target Market Determination Applies

This TMD applies to the Bank Guarantee product referred to in the relative credit product's Terms and Conditions. Please visit our website [themutual.com.au](http://themutual.com.au) or contact any of our Banking Managers for further information regarding this product.

### Effective Date of this Target Market Determination

This TMD is effective from: 21 September 2021.

## Bank Guarantee Target Market

### Class of Members

Below we summarise the class of members comprising the target market for the Bank Guarantee based on the Bank Guarantee key attributes, the member's objectives and financial situation, and the member's needs that the product has been designed to meet.

#### Class of Members

#### Product Description Summary including

- key attributes and
- eligibility criteria

The product has been designed for individual borrowing members who are sole traders, or other Australian registered business entities such as companies, trusts and partnerships, wanting a facility to;

- Guarantee business performance such as a deposit bond for a landlord or completion of works, and
- Are able to provide residential security, rural lifestyle security, commercial security, or any other security as otherwise approved, for the guarantee.

The product has NOT been designed for:

- Individual personal purposes;
- Self-managed superannuation funds, or

Entities who are wanting a guarantee for less than \$5,000.00.

The product is a Bank Guarantee designed for businesses that require a guarantee from a bank in relation to contract performance conditions or terms instead of retention of payments. The product's key attribute to free up business capital.

**Product  
explanation of  
objectives including**

- **financial situations and**
- **needs**

The product's eligibility criteria are:

- Members and/or company directors must be Australian citizens or permanent residents, or as otherwise approved;
- Business owners and/or company directors must be minimum age of 18 years;
- Must be for business use;
- Must be Australian registered businesses entities such as sole traders, companies, trusts, or partnerships;
- Residential security, rural lifestyle security, commercial security or any other security as otherwise approved; and
- Must meet The Mutual Bank's credit assessment requirements.

The product has been designed for business entities who:

- Want a bank guarantee facility for business performance, such as a deposit bond for a landlord or completion of works.

The product is consistent with the likely financial objectives and needs of the member in the target market such as:

- To free up business capital;
- A bank guarantee for business performance; and
- Are able to provide residential security, rural lifestyle security, commercial security, or any other security as otherwise approved.

## **Distribution of the Bank Guarantee**

### **Distribution Channels**

The Bank Guarantee is designed to be distributed through the following means:

- The Mutual Bank's Banking Managers and lending staff as located in the Hunter Region of NSW;
- The Mutual Bank's Banking Managers and lending staff via website and telephone enquiries; and
- Through third party distributors (e.g. mortgage brokers).

### **Distribution Conditions and Restrictions**

The distribution of the Bank Guarantee is subject to the following conditions and restrictions:

- The product can only be distributed by those employees that have completed The Mutual Bank's Loan Product Training and have been assessed as competent;
- The product can only be distributed by those employees that have a current Tier 2 in Financial Services qualification;
- The product can only be distributed by those employees that satisfy their Continuing Professional Development requirements under The Mutual Bank's Australian Credit Licence; and
- The product can only be distributed by an accredited third party as approved by The Mutual Bank.

## **Reporting by Distributors of the Bank Guarantee**

### Significant Inconsistent Dealings

Distributors must report to us in writing within 10 business days if they become aware of a significant dealing in the Bank Guarantee product that is inconsistent with this TMD. This also applies when we distribute the Bank Guarantee product.

### Complaints

Distributors must report all complaints they receive in relation to the Bank Guarantee product to us within 48 hours. Reports must be in writing and must include details of the complaints.

### Other Information Required

Distributors must also report in relation to the Bank Guarantee product any circumstances, incidents, or events within 48 hours, including:

- If any inconsistent of the dealing of the product occurs;
- Adverse media reports; and
- That this TMD may no longer be appropriate.

## **Reviewing this Target Market Determination**

### **Periodic Review**

We will undertake periodic reviews of this TMD for the Bank Guarantee product at least every three (3) Years from the Effective Date of this TMD.

### **Review Triggers or Events**

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

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 it is determined by The Mutual Bank that there are more than three (3) major complaints about the product in a six (6) month period or more than six (6) major and moderate complaints over a period of 12 months;
- If The Mutual Bank's Board, Executive Management with product management responsibilities, Strategic Plan, and/or Business Plan require the product to be changed in any way;
- If The Mutual Bank's Product Owner, Chief Risk Officer or designed AML Compliance Officer (under the AMLCTF laws) have identified that the product's risks, including its money laundering and terrorism financing risks, have materially changed;
- If Australian Securities and Investments Commission (ASIC) raise concerns about the product's design or distribution;
- If Australian Financial Complaints Authority (AFCA) or a Court raise concerns about the product's design or distribution;
- If the product's design or distribution receives adverse media coverage; or
- If any other event or circumstance occurs indicating that this TMD may no longer be appropriate.