

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 Commercial Loan product referred to in the relative credit product's Terms and Conditions. Please visit our website 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.

Commercial Loan Target Market

Class of Members

Below we summarise the class of members comprising the target market for the Commercial Loan based on the Commercial Loan 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

The product has been designed for individual borrowing members who are sole traders, or other Australian registered entities such as companies, trusts, self-managed superannuation funds, and partnerships, wanting a loan for business purposes such as:

- To purchase a business or income generating properties, or
- To refinance an existing business loan; and
- Are able to provide residential security, rural lifestyle security, commercial security, or any other security as otherwise approved, for the loan.

The product has NOT been designed for:

- Individual personal purposes; and / or
- Entities wanting to borrow less than \$20,000.00.

The product is a Commercial Loan and is designed to help businesses achieve their goals sooner such as expansion of business, funding to acquire a commercial property or working capital. The product's key attributes are:

Product Description Summary including

- key attributes and
- eligibility criteria

**Product
explanation of
objectives including**

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

- Access 24/7 to electronic banking;
- Fixed interest rate options for up to 3 years;
- Break Costs applicable on fixed rate loans;
- An ability to split loan to have both fixed and variable rates;
- Monthly principal and interest repayments or interest only repayments for up to 5 years;
- Flexible repayment options;
- Construction conditions with progress payments;
- Available as a bridging loan; and
- Loan portability when you sell and purchase a new security property.

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 business entities such as sole traders, companies, trusts, self-managed superannuation funds, or partnerships;
- Acceptable securities include 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 loan for business purposes, such as to purchase a business or income generating properties; and
- Want to refinance an existing business loan.

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

- An ability to make extra repayments with surplus income to repay business loan sooner;
- Access to extra repayments 24/7 upon application;
- Flexibility to change loan options to suit their changing business needs;
- Suitability for purchase of a business or income generating properties, or refinance of an existing business loan; and
- Applicants are able to provide residential security, rural lifestyle security, commercial security, or any other security as otherwise approved.

Distribution of the Commercial Loan

Distribution Channels

The Commercial Loan 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 Commercial Loan 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 Commercial Loan

Significant Inconsistent Dealings

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

Complaints

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

Other Information Required

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

- If any inconsistent 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 Commercial Loan 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 designated 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.