

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 Unsecured Personal 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.

Unsecured Personal Loan Target Market

Class of Members

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

Product Description Summary including

- key attributes and
- eligibility criteria

The product has been designed for individual / joint individual borrowing members who are unable or chosen not to provide security and want a loan for:

- One off worthwhile personal or household purchase;
- Minor home renovations; and / or
- Purchase of motor vehicle.

The product has NOT been designed for:

- Business purposes, or for business entities; and
- Individuals who are wanting to borrow less than \$5,000.00 or more than \$20,000.00.

The product is the Unsecured Personal Loan and is designed for individuals wanting to borrow money to assist with funding or any worthwhile purpose. The product's key attributes are:

- Access to extra repayments via redraw on application;
- A fixed rate loan with no early repayment fees;
- Monthly principal and interest repayments;

**Product
explanation of
objectives including**

- **financial
situations and
needs**

- No monthly loan fees;
- Low-cost application fee; and
- Flexible repayment terms.

The product's eligibility criteria are:

- Must be an Australian citizen or permanent resident, or as otherwise approved;
- For personal use only;
- Members must be at least 18 years of age; and
- Must meet the Mutual Bank's credit assessment requirements.

The product has been designed for individual / joint individual members who:

- Are making a one off personal or household purchase; and
- Have the flexibility to make extra repayments with surplus income.

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 personal loan sooner;
- Access to extra repayments via redraw on application;
- Flexibility in repayment terms;
- A low-cost application fee; and
- No ongoing loan fees.

Distribution of the Unsecured Personal Loan

Distribution Channels

The Unsecured Personal 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 Unsecured Personal 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 Unsecured Personal 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 Unsecured Personal Loan product that is inconsistent with this TMD. This also applies when we distribute the Unsecured Personal Loan product.

Complaints

Distributors must report all complaints they receive in relation to the Unsecured Personal 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 Unsecured Personal Loan 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 Unsecured Personal 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.