

Target Market Determination

Home loans

| | |
|----------------------|--|
| Product | Go Basic Fixed Home Loan |
| Issuer | Community First Credit Union Limited ABN 80087649938 AFSL/Australian credit licence 231204 |
| Date of TMD | 12 August 2025 |
| Target Market | <p><i>Description of target market</i></p> <p>Retail clients who:</p> <ul style="list-style-type: none"> • are seeking a loan to: <ul style="list-style-type: none"> ○ purchase or renovate a home; or ○ refinance an existing home loan; • are aged 18 years or more and meet the credit assessment criteria for the product • are willing and able to offer a first registered mortgage over real property (or other acceptable security) as security for the loan • need the certainty of a fixed interest rate and fixed repayments for 1-3 years • need the flexibility to make additional repayments • need the option to redraw advance repayments • do not need a mortgage offset account <p>For principal and interest reducing:</p> <ul style="list-style-type: none"> • need to make regular repayments of interest and principal over the term of the loan <p>For interest only:</p> <ul style="list-style-type: none"> • are investors and are seeking an interest only option for an approved purpose and are prepared to make monthly repayments • need an interest only period for tax planning reasons/to complete the construction of a home before commencing principal and interest reductions/whilst selling other property to enable repayment of the loan/change in circumstances where lower repayments are preferred for a period of time |

Description of product, including key attributes

This is a Basic Fixed Home Loan secured over real property. The key attributes are:

- loan amounts from \$50,000

- \$1,000 minimum for internal switches or splits
- loan terms of up to 30 years
- fixed interest rate reverting to variable after the fixed term
- repayment frequency can be weekly/fortnightly/monthly
- the ability to make additional repayments
- a redraw facility to redraw advance repayments
- unable to pay the loan out in full during the fixed rate period without incurring a break cost fee
- must provide a registered first mortgage over real property
- application, valuation and legal fee
- staff assisted redraw and loan variation fees
- other fees and charges may apply. Refer to the current fees and charges schedule

For principal and interest reducing:

- principal and interest reducing for the fixed term reverting to variable principal and interest reducing

For interest only:

- interest only for the fixed term reverting to variable principal and interest

**Distribution
Conditions**

Distribution conditions

This product is distributed by the issuer through the following channels:

- Stores
- Mobile lenders
- Call centre
- Online
- Third party introducer

Distribution conditions for this product include:

- ensuring that retail clients meet the eligibility requirements for the product
- ensuring that distribution is by appropriately trained staff

There are no other distributors for this product.

**Review
Triggers**

The review triggers that would reasonably suggest that the TMD is no longer appropriate are:

- A significant dealing of the product to consumers outside the target market occurs;

- A significant number of complaints is received from customers in relation to their purchase or use of the product that reasonably suggests that the TMD is no longer appropriate;
- A material change to the product or the terms and conditions of the product occurs which would cause the TMD to no longer be appropriate;
- Material changes to fees or rates of interest
- 20% or more of loans who break the fixed term before the last 12 months of the fixed term
- 10% or more of borrowers are in arrears
- 5% or more of loans with interest only term running longer than 5 years in total

The *Product Governance Framework* includes regular consideration of whether there has been a review trigger following each distribution information report. That consideration is by reference to paragraphs 154 to 156 of RG 274.

Review Periods

First review date: Annually in November

Periodic reviews: every year after the initial and each subsequent review

Distribution Information Reporting Requirements

The following information must be provided to Community First Bank by distributors who engage in retail product distribution conduct in relation to this product:

| Type of information | Description | Reporting period |
|--|---|--|
| Complaints | Number of complaints | As soon as practicable, and in any case within 10 business days after becoming aware |
| Significant dealing(s) | Date or date range of the significant dealing(s) and description of the significant dealing (eg, why it is not consistent with the TMD) | |
| Sales outside the target market | Number of sales \$ value of sales | |