

Target Market Determination

Personal loans

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|--------------------------------|---|
| Product | Green Loan/Home Improvement Loan |
| Issuer | Community First Credit Union Limited ABN 80087649938 AFSL/Australian credit licence 231204 |
| Date of TMD | 11 December 2023 |
| Target Market | <p><i>Description of target market</i></p> <p>Members aged 18+ and home owner purchasing eligible environmentally friendly product(s) for their home, or, making eligible improvements to their home valued at \$1,000 or more; want the flexibility of a variable interest rate, the ability to make extra repayments and pay the loan out early without penalty.</p> <p><i>Description of product, including key attributes</i></p> <p>This is a Green Loan and Home Improvement Loan. The key attributes are:</p> <ul style="list-style-type: none">• loan amounts from \$1,000• loan terms of up to 10 years• variable interest rate• repayment frequency can be weekly/fortnightly/monthly• the ability to make additional repayments• a redraw facility• unsecured• must be used for eligible purchases• application fee• monthly fee• other fees and charges may apply. Refer to the current fees and charges schedule |
| Distribution Conditions | <p><i>Distribution conditions</i></p> <p>This product is distributed by the issuer through the following channels:</p> <ul style="list-style-type: none">• Stores• Mobile lenders• Call centre• Online• Brokers• Unlicensed third party introducers (referrers) |

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

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: 1 November 2024

Periodic reviews: annually

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 | |