

Target Market Determination

Fixed Rate Personal Loan

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| Product | Fixed Rate Personal Loan |
| Issuer | Community First Credit Union Limited ABN 80087649938 AFSL/Australian credit licence 231204 |
| Date of TMD | 22 May 2026 |
| Next review | November 2026 |
| Review period | Annually in November |
| Target Market | <p>Target Market objectives, financial situation and needs</p> <p>Members aged 18+, seeking finance to purchase a wide range of purposes such as holidays, home improvements, vehicles older than 5 years and more. Do not want to offer security over the item being purchased and want certainty of repayments not changing over terms up to 7 years. Want the flexibility to make extra repayments and redraw them if needed.</p> |
| Key product attributes | <p>This is a secured Fixed rate personal loan. The key attributes are:</p> <ul style="list-style-type: none"> • loan amounts from \$3,000 • loan terms of up to 7 years • fixed interest rate • repayment frequency can be weekly/fortnightly/monthly • the ability to make additional repayments • a redraw facility • unsecured • application fee • monthly fee • early repayment fee if repaid prior to end of term • other fees and charges may apply. Refer to the current fees and charges schedule |
| Eligibility | <p>You need to be:</p> <ul style="list-style-type: none"> • 18 years or older • Either an Australian citizen or Australian permanent resident. • Meet any other criteria we reasonably require (e.g. we may need to impose additional criteria to comply with law or a direction or instruction of an authority). |
| Negative Target Market | <p>Not suitable for applicants who:</p> <ul style="list-style-type: none"> • Are under 18 years of age • Do not meet criteria • Need longer than 7 years • Need less than \$3,000 |

| | <ul style="list-style-type: none"> • Are looking for a variable rate | | | | | | | | | | |
|--|---|--|-------------|------------------|------------|----------------------|--|------------------------|---|--|--------------------------------------|
| Distribution Conditions | <p><i>Distribution conditions</i></p> <ul style="list-style-type: none"> • Stores • Mobile lenders • Call centre • Online • Broker • Third party introducer <p>Distribution conditions for this product include:</p> <ul style="list-style-type: none"> • 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 | <p>The review triggers that would reasonably suggest that the TMD is no longer appropriate are:</p> <ul style="list-style-type: none"> • 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 are paid out early <p>The <i>Product Governance Framework</i> 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.</p> | | | | | | | | | | |
| Distribution Reporting Requirements | <p>The following information must be provided to Community First Bank by distributors who engage in retail product distribution conduct in relation to this product:</p> <table border="1" data-bbox="386 1503 1369 1975"> <thead> <tr> <th data-bbox="386 1503 689 1563">Type of information</th> <th data-bbox="689 1503 1082 1563">Description</th> <th data-bbox="1082 1503 1369 1563">Reporting period</th> </tr> </thead> <tbody> <tr> <td data-bbox="386 1563 689 1624">Complaints</td> <td data-bbox="689 1563 1082 1624">Number of complaints</td> <td data-bbox="1082 1563 1369 1975" rowspan="3">As soon as practicable, and in any case within 10 business days after becoming aware</td> </tr> <tr> <td data-bbox="386 1624 689 1861">Significant dealing(s)</td> <td data-bbox="689 1624 1082 1861">Date or date range of the significant dealing(s) and description of the significant dealing (eg, why it is not consistent with the TMD)</td> </tr> <tr> <td data-bbox="386 1861 689 1975">Sales outside the target market</td> <td data-bbox="689 1861 1082 1975">Number of sales \$ value of sales</td> </tr> </tbody> </table> | 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 |
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