

Australian Unity Personal Loan Target Market Determination

This target market determination (“TMD”) provides information to customers, distributors, and Australian Unity staff to understand the class of consumers this product is designed for and our approach to determining that the product is likely to be consistent with the likely objectives, financial situation and needs of the customers to whom the product is distributed.

This TMD does not provide an exhaustive list of the features and terms of the product. This TMD should be read in conjunction with the product’s terms and conditions, available at australianunity.com.au/banking/terms-and-conditions (“Terms of Use”). This TMD has been prepared without taking into account any person’s individual needs, objectives, or financial situation.

In this document the terms “Australian Unity”, “we” and “our” refer to the Issuer.

Product Information

Product name	Personal Loan
Issuer name	Australian Unity Bank Limited
ABN	30 087 652 079
AFSL	237994
ACL	237994
Date of TMD	5 October 2021
TMD version no.	1.0

Key Features of the product

The key features of the product include:

- a variable rate personal loan (secured or unsecured), which offers principal and interest repayments (fixed interest rate available for car loans)
- an establishment fee applies
- a minimum and maximum loan amount (refer to Terms of Use)
- a maximum loan term (refer to Terms of Use)
- unlimited additional repayments
- a redraw facility available on variable loans only
- a loan repayment holiday feature (if the loan is in advance)
- a requirement for comprehensive insurance, depending on the personal loan purpose (refer to Terms of Use)
- a requirement for an acceptable security, depending on the personal loan purpose (refer to Terms of Use)

For a detailed product description refer to the Terms of Use available on the Australian Unity website.

Target Market

The target market for this product is people seeking a personal loan (secured or unsecured) to make a large purchase on credit, which offers the flexibility to make unlimited extra repayments and redraw funds.

The likely objectives, financial situation and needs of consumers in the target market include persons who:

- are looking for a secured or unsecured principal and interest fixed rate (only for car loans) or variable rate personal loan for a term within the maximum term available,
- need a loan for personal purposes including, but not limited to buying a car, motorcycle, caravan, completing home improvements, taking a holiday or debt consolidation,
- want the ability to pay extra money (payments) off their loan in addition to the minimum personal loan repayments,
- want the ability to withdraw extra money (payments) to pay for changing circumstances (minimum redraw amount applies) or take a repayment holiday when ahead of their loan repayment schedule (the ability to withdraw extra money only applies to variable rate personal loans)
- have an acceptable security when required, depending on the personal loan purpose,
- have full comprehensive insurance in place for car, motorcycle, and caravan personal loans,
- have sufficient income to support principal and interest personal loan repayments, having regard to other financial commitments, and
- satisfy our personal loan application requirements

This product is not suitable for people who want:

- × a personal loan for a period greater than the maximum term available,
- × a loan amount outside the minimum or maximum available

Distribution Conditions for the product

1. The product is only distributed via the following channels:
 - Digital Online
 - Direct Personal Banker at Australian Unity
 - Third Party Distributor/Mortgage Brokers
2. Products under this TMD can only be issued to consumers who are eligible for the product in accordance with Australian Unity's product application process.
3. Products under this TMD can be distributed either directly by Australian Unity, or by Third Party Distributors/Mortgage Brokers approved by Australian Unity.
4. All distributors must comply with their responsible lending obligations, including making reasonable enquires about a consumer's requirements and financial situation.

We consider that the distribution conditions will make it more likely that the consumers who acquire the product are in the target market because only Australian Unity and Australian Unity - approved distributors are authorized to distribute the product; and all distributors understand the target market this product has been designed for, the product's key features, and the eligibility criteria, and have the requisite skills to distribute the product appropriately. All applications, including those

arranged by a third party, are assessed by Australian Unity prior to the product being issued.

Review Triggers

This TMD must be reviewed where any event or circumstance is identified by us or is notified to us that would reasonably suggest the TMD is no longer appropriate. This may include (but is not limited to):

- Identified systemic issues that indicate that the product is no longer appropriate for the target market.
- 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, the terms and conditions of the product or its distribution occurs, which would cause the TMD to no longer be appropriate.
- Any significant dealings that are inconsistent with the TMD.
- Relevant industry feedback, information or notification received from a distributor, industry body or regulator, which would reasonably suggest the TMD is no longer appropriate.

Review of this document

First Review Date: 1 October 2022

Review Frequency: Every two years after the last review

Distribution Information Reporting Requirements

The following information must be provided to Australian Unity by distributors who engage in retail product distribution conduct in relation to this product:

Type of information	Description	Reporting period
Complaints in relation to the product	Number of complaints	Within 10 business days after each quarter or earlier on an ad-hoc basis.
Significant dealing(s)	Date or date range of the significant dealing(s) and description of the significant dealing (i.e. why the dealing is not consistent with the TMD)	As soon as practicable, and in any case within 10 business days after becoming aware
General feedback relating to the product (if any)		As relevant