

## 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 Express Credit Facility product referred to in the relative credit product's Terms and Conditions. Please visit our website [themutual.com.au](http://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.

## Express Credit Facility Target Market

### Class of Members

Below we summarise the class of members comprising the target market for the Express Credit Facility based on the Express Credit Facility 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 wanting;

- A continuing line of credit facility;
- To assist with bridging finance for the purchase of an owner occupied residential or rural lifestyle property of up to 40 hectares; and / or
- A line of credit for any other personal purpose where their own home is used as security, and require a variable rate, interest only facility.

The product has NOT been designed for:

- Business purposes, or for business entities;
- Individuals who are wanting to borrow less than \$10,000.00; and
- Individuals who want a fixed interest rate, and / or
- Individuals who do not want ongoing fees.

The product is an Express Credit Facility which combines home loan and everyday banking into one account. It allows borrowing members to pay income directly off their loan balance and access the equity

**Product  
explanation of  
objectives including**

- **financial  
situations and**
- **needs**

in their home to cover everyday living expenses. The product's key attributes are:

- Access to flexible repayment terms;
- Extra repayments 24/7 via electronic banking;
- Monthly interest only repayments for the term of the Facility;
- A monthly fee; and
- Taking the loan with you when you move to a new home.

The product's eligibility criteria are:

- Maximum loan to value ratio of 80% without Lenders Mortgage Insurance;
- Maximum loan to value ratio of 90% with Lenders Mortgage Insurance (LMI) plus LMI costs;
- Must be an Australian citizen or permanent resident, or as otherwise approved;
- Members must be at least 18 years of age;
- Acceptable residential or rural lifestyle security up to 40 hectares; and
- Must meet The Mutual Bank's credit assessment requirements.

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

- Are purchasing, constructing, or refinancing an existing owner occupied home loan and require bridging finance;
- Want the flexibility to access funds as required; and
- Want 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 the line of credit sooner;
- Access to extra repayments 24/7 via electronic banking; and
- Suitability for purchase or refinance of residential properties and rural lifestyle properties up to 40 hectares.

# Distribution of the Express Credit Facility

## Distribution Channels

The Express Credit Facility 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 Express Credit Facility 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 Express Credit Facility

### Significant Inconsistent Dealings

Distributors must report to us in writing within 10 business days if they become aware of a significant dealing in the Express Credit Facility product that is inconsistent with this TMD. This also applies when we distribute Express Credit Facility product.

### Complaints

Distributors must report all complaints they receive in relation to the Express Credit Facility 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 Express Credit Facility product of 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 Express Credit Facility 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) raises 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.