

Target Market Determination (TMD)

Effective from 28 February 2025

About This Document

This TMD applies to the Greater Bank Personal Loan issued by Greater Bank, part of Newcastle Greater Mutual Group Ltd (ACN 087 651 992 AFSL/Australian credit licence 238273) (the **Issuer**).

The purpose of this TMD is to outline who a product is appropriate for (the target market), and any conditions around how the product can be distributed to customers.

This TMD is not intended to provide any financial product advice and does not take into account any individual customer's objectives, financial situation or needs. Examples used in this TMD are illustrative only and are not intended to be exhaustive.

This TMD does not replace the Terms and Conditions applicable to this product. Before deciding to acquire a product from Greater Bank, you should consider the relevant Terms and Conditions, which are available from greater.com.au/termsandconditions, at any branch or by calling our Contact Centre at 13 13 86.

Who is this product suitable for?

Personal Loans are available for the following loan purposes:

- **New Car Loan:** Customers seeking to finance a new car, van, utility, or 4WD which includes demonstrator vehicles with less than 5,000 kms on the odometer; or
- **Secured Personal Loan:** Customers seeking to finance a used car, new caravan, or new boat can borrow amounts from \$5,000 up to \$100,000; or
- **Unsecured Personal Loan:** Customers seeking finance for any worthwhile personal purpose, from \$5,000, up to \$50,000

The Personal Loan (including New Car Loan) is designed for customers who:

- Seek a competitive fixed interest rate, with no cap or penalty on additional repayments to pay off their loan faster
- Value the flexibility to access funds online when they need it via redraw
- Prefer the certainty of fixed repayments over a term of their choice (ranging from 1 year to 5 years for unsecured loans and up to 7 years for secured loans)
- Value the flexibility to choose a repayment frequency (weekly, fortnightly or monthly) that suits them
- Can afford the \$275 application fee
- Seek no ongoing account keeping fees to minimise their costs

The loan offers the following security options:

- **New Car:** A customer is seeking a loan secured by a new car, van, utility, or 4WD allowing them to obtain a lower interest rate
- **Secured:** A customer is seeking a loan secured by a used car, new caravan or boat for personal use
- **Unsecured:** A customer unwilling or unable to use an appropriate asset as security and seeking a loan issued without a specific claim over an asset

Borrowers must:

- Be 18 years of age or older and reside within NSW, QLD or ACT
- Earn an income in excess of \$20,000 p.a. and have a satisfactory credit history
- Meet Greater Bank's credit criteria including the ability to meet regular loan repayments as they fall due
- Be an Australian permanent resident

This product is likely to be consistent with the objectives, financial situation and needs of the class of consumers in the target market. This is based on an assessment of the key terms, features and attributes of the product and a determination that these are consistent with the identified class of consumers.

Who is this product generally not suitable for?

Personal loans are not suitable for customers who:

- Would be extremely dissatisfied if market interest rates reduced after they locked in a fixed interest rate
- Cannot demonstrate an ability to afford loan repayments without financial hardship
- Seek a loan for business/commercial purposes
- Seek finance of a recurring nature (i.e.: A Credit Card may be appropriate in such cases)

How is this product distributed?

Personal Loans can only be issued through the following channels:

- Greater Bank Lenders (in person or via phone)
- Greater Bank online channels (to apply online)

What conditions or restrictions are there on the distribution of this product?

This product is designed to be distributed by Greater Bank's internally accredited lenders who are aware of the product and its attributes or through the Greater Bank website where a customer can apply online.

Distribution of this product by staff is to follow from a conversation with the customer on their lending needs, and whether these appear to be met by the product's key attributes. In addition, the application questions collect customer financial details, and the customer must provide proof of income.

Potential customers may also be referred to the website via links from third-party comparison websites that Greater Bank has partnered with. These customers can apply for the product in the same manner as described above (i.e. no different distribution conditions apply).

Greater Bank has assessed the distribution conditions and restrictions will make it likely customers acquiring the product are in the target market. Greater Bank has considered the distribution conditions and restrictions are appropriate and will facilitate distribution of the product to be directed towards the class of customer for whom the product has been designed.

What monitoring will be undertaken on this product?

This product is not distributed by any entity other than Greater Bank.

This product will be subject to internal reporting and monitoring on:

- Sales outside TMD, on a monthly basis
- Customer complaints, on a monthly basis
- Staff feedback, either ad hoc or via internal forums and surveys
- Product portfolio and performance measures, on a quarterly basis
- Incidents, on a monthly basis

How will Greater Bank review this document?

Greater Bank will review this document at a minimum of once every two years from the effective date to ensure it remains appropriate, or earlier as required or if other circumstances occur which trigger the need to review the TMD.

The specific review triggers (events that reasonably suggest the TMD may no longer be appropriate) for the Personal Loan account that may result in an earlier review of the TMD are:

- Any distribution or sales activity, outside the TMD or to ineligible customers, that meets the definition of a significant dealing
- A material change in the nature and number of customer complaints and underlying complaint trends
- Regulatory change that materially impacts the manufacture or sale of this product
- Material customer remediation events and incidents in relation to this product
- Internal decisions to materially amend or modify the product, its features and/or its distribution, including changes to pricing