

Target Market Determination (TMD)

Effective from 29 August 2025

About This Document

This TMD applies to the Greater Bank Great Rate Home Loan – Fixed Rate 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?

The Great Rate Home Loan – Fixed Rate is designed for:

- **Owner Occupiers** seeking a loan to finance the purchase of a property or to refinance or borrow against their primary residence for personal use, or
- **Investors** seeking a loan to finance a property to be used for investment purposes.

The loan is targeted at customers who want:

- A competitive fixed interest rate.
- To choose a loan term of up to 30 years.
- The certainty of repayments remaining the same for the period they select (between 1 to 5 years).
- The flexibility of weekly, fortnightly or monthly repayments.
- The ability to make extra repayments up to 5% of the original loan amount during the fixed rate period (pre-payment fees may apply for extra repayments over 5%) and access to funds when they need it via redraw (redraw fee may apply).
- No ongoing account keeping fees to minimise their costs.
- A home loan that can support a family pledge.

The loan offers two repayment options

- **1. Principal and Interest** for customers who want to pay down their loan and to own their property, or
- **2. Interest Only** for customers seeking to reduce their cash outflows by paying an interest-based repayment to minimise repayments (available for up to 5 years).

Eligible borrowers must:

- Be 18 years of age and over.
- Be living in Australia, as either a citizen or permanent resident of Australia or a New Zealand citizen.
- Hold a deposit of at least 5% of the purchase price (plus costs) with principal and interest repayments or at least with 10% with interest only repayments, and for deposits of less than 20%, pay Lenders Mortgage Insurance or have an acceptable guarantor.
- Have a demonstrated ability to afford loan repayments.

The 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.

The Great Rate Home Loan – Fixed Rate is generally not suitable for customers who:

- Are seeking a reverse mortgage to release equity from their residential property.
- Are looking to fund business operations.
- Value the flexibility that comes with a variable interest rate.
- Want a construction loan with progressive drawn downs.
- Want to pay their interest in advance, for tax purposes.
- Would be extremely dissatisfied if market interest rates were reduced after they locked in a fixed interest rate.
- Want to use an offset account to minimise the interest charged on their loan account.
- Are not comfortable with potentially paying break costs (which could be significant) if they need to repay, make changes to or close the loan during the fixed rate period.
- Seek package benefits and access to special discounts on other Greater Bank products and services.
- Have less than the required minimum deposit.
- Cannot demonstrate an ability to afford loan repayments without financial hardship.

How is this product distributed?

This product is designed to be distributed through:

- Greater Bank Lenders (in person or via phone).
- Greater Bank online channels (to apply online).
- Conversion from an existing home loan product, in line with our Terms and Conditions.

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 direct via the website will present the customer with questions to help them self-determine their loan product needs and objectives. The customer will be presented with a summary of available loan products and their key attributes and will select the product/s they wish to apply for. In addition, the application questions collect customer financial details to allow for a credit assessment. There are restrictions applied on the types of loan applications and customers that can apply via the website, to ensure more complex needs are met through distribution by an accredited lender.
- Distribution of this product by accredited lenders 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. The customer will be presented with a summary of available loan products and their key attributes and will select the product/s they wish to apply for. 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 customers 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 TMD?

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 Great Rate Home Loan – Fixed Rate 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.