

**TEACHERS MUTUAL
BANK LIMITED**

CLASSIC HOME LOAN (OWNER OCCUPIED)

Target Market Determination

Date: 5 October 2021



ABOUT THIS DOCUMENT

This Target Market Determination (**TMD**) applies to the Classic Home Loan (Owner Occupied) issued by Teachers Mutual Bank Limited ABN 30 087 650 459, Australian Financial Services Licence/Australian Credit Licence 238981 (**TMBL**). TMBL operates under a number of brand names.

This TMD seeks to give TMBL members, staff, product distributors and other interested parties an understanding of the class of consumers for whom the Classic Home Loan (Owner Occupied) has been designed and how the product is to be distributed.

This TMD is not, and should not be construed as, a full summary of the product's terms, conditions and attributes. Nor is it a substitute for the provision of financial advice. When deciding about the product, consumers should refer to the Consumer lending terms and conditions, available at www.tmbank.com.au.

For further information on TMBL's approach to the distribution and development of products for appropriate target markets, please refer to the website, www.tmbank.com.au/design-distribution-obligations.

TARGET MARKET DETERMINATION

Issuer: Teachers Mutual Bank Limited ABN 30 087 650 459, Australian Financial Services Licence/Australian Credit Licence 238981

Effective Date: 5 October 2021

Product: Classic Home Loans (Owner Occupied)

A. Class of consumers

Below TMBL summarises the class of consumers comprising the target market for the Classic Home Loan (Owner Occupied) based on the Product's key attributes and the consumer objectives, financial situations and needs.

PRODUCT DESCRIPTION			
Product Description	An owner occupied home loan that provides a competitive variable rate with flexible terms.		
Key Attributes	<p>An owner occupied home loan with the following key attributes:</p> <ul style="list-style-type: none"> • the ability to use credit to purchase or improve property or to refinance an existing home loan or other personal purposes; • variable interest rate; • principal and interest repayments; • loan amount from \$150,000 to amount determined by capacity to repay; • 6 months to 30 years loan term; • additional repayments; • top-ups; • redraw facility; and • third-party guarantor. 		
Key Fees	<table border="0"> <tr> <td> <p>What fees are payable:</p> <ul style="list-style-type: none"> • establishment fees and standard fees relating to particular transactions or events (such as late payment fees). </td> <td> <p>What fees are <i>not</i> payable:</p> <ul style="list-style-type: none"> • no ongoing service fee, package fee, early break fees, redraw fee or additional repayment fee. </td> </tr> </table>	<p>What fees are payable:</p> <ul style="list-style-type: none"> • establishment fees and standard fees relating to particular transactions or events (such as late payment fees). 	<p>What fees are <i>not</i> payable:</p> <ul style="list-style-type: none"> • no ongoing service fee, package fee, early break fees, redraw fee or additional repayment fee.
<p>What fees are payable:</p> <ul style="list-style-type: none"> • establishment fees and standard fees relating to particular transactions or events (such as late payment fees). 	<p>What fees are <i>not</i> payable:</p> <ul style="list-style-type: none"> • no ongoing service fee, package fee, early break fees, redraw fee or additional repayment fee. 		
Eligibility	Available to consumers, 18 years and over, that are eligible for bank membership, and who meet TMBL's credit assessment requirements.		

LIKELY NEEDS, OBJECTIVES AND FINANCIAL SITUATION

Class Description	The Product has been designed for consumers who are seeking to purchase, improve or unlock equity in owner occupied property or to refinance an existing home loan and want a competitive variable rate, no ongoing service fees and flexible features.
Likely Financial Situation	Consumers who: <ul style="list-style-type: none"> • meet TMBL's credit assessment requirements; • have access to regular income to meet repayments or a defined exit strategy; and • have a balanced risk tolerance.
Likely Needs	Consumers who need credit to: <ul style="list-style-type: none"> • purchase owner occupied property; • refinance an existing home loan; • renovate or improve owner occupied property; or • unlock equity in the property to finance the purchase of personal property.
Likely Objective	Consumers seeking a credit contract with the following features: <ul style="list-style-type: none"> • variable rate home loan; • ability to top-up loan amount (subject to a credit assessment requirements); • ability to make additional repayments; • ability to redraw; • ability to make flexible weekly, fortnightly or monthly repayments; • ability to access internet banking, phone banking, mobile app banking and banking in branch.
Classes of Consumers for whom the Product is unsuitable	This loan might not be suitable for a consumers seeking: <ul style="list-style-type: none"> • an offset facility; • a fixed rate option; • interest only repayments; • to purchase land and/or construct a home; • to purchase an investment property.

B. Distribution conditions and restrictions

Below TMBL summarises the conditions and restrictions on distribution of the Product and the distribution channels that are likely to result in distribution to consumers in the target market.

Distribution channel	<ul style="list-style-type: none"> • TMBL branch; • TMBL call centre; • TMBL websites; • TMBL online inquiries, including email and live chat function; • face-to-face, including TMBL events, home visits and video chat; • accredited brokers; • advertising through comparison sites; and • advertising through television, radio, the internet (including social media), billboards and physical banners, periodicals, brochures and other marketing available to the public. 	
Distribution conditions and restrictions	General advice (such as advertising)	<ul style="list-style-type: none"> • the distributor may provide general advice, such as advertising, through public channels; and • a third party distributor must comply with the terms and conditions of any relevant distribution agreement or arrangement with TMBL.
	Retail Product distribution conduct (other than general advice)	<ul style="list-style-type: none"> • a distributor must hold an Australian Credit Licence or be a Credit Representative authorised to engage in credit activities on behalf of a credit licensee; • a third party distributor must comply with the terms and conditions of any relevant distribution agreement or arrangement with TMBL; • all distribution channels must be staffed by persons who have been trained in the distribution of this Product; and • the Product under this TMD can only be distributed to consumers that meet the eligibility requirements that have been approved by TMBL.

DISTRIBUTION DETERMINATION

The distribution strategy will enable the Products to reach consumers in the target market as the distribution channels are monitored by TMBL and/or staffed by persons who have been trained in the distribution of this Product.

C. Review

Below TMBL summarises the events or circumstances that reasonably suggest that the TMD is no longer appropriate.

Review Triggers	<p>The following events and circumstances would reasonably suggest the TMD is no longer appropriate and would trigger a review of the TMD:</p> <ul style="list-style-type: none"> • significant dealings that are inconsistent with the TMD; • a disproportionately high number of complaints received in relation to the design and/or distribution of the Product; • relevant material change in law, such as changes to applicable legislation, court/AFCA decisions, regulatory guidance or other mandatory requirements which impact the Product design and/or distribution; • identified systemic issues in the design and/or distribution of the Product, which would cause the TMD to no longer be appropriate; • material changes to the design and/or distribution of the Product, including its key attributes and terms and conditions; or • other events or circumstances which indicate that the TMD is no longer appropriate (e.g. a disproportionately high number, beyond expected levels, of members switching or closing the Product each month or accounts originated with loan purposes outside of the intended purpose of the Product). 	
Review Periods	First review of this target market determination	5 October 2022
	Periodic reviews following the first review of this TMD	Annually

D. Distribution information reporting requirements

The third party distributor must provide the complaints information in writing as soon as practicable or within 10 business days after the end of the relevant reporting period. Where no complaints have been received in the reporting period, there is no requirement to report to TMBL.

TYPE OF INFORMATION	DESCRIPTION	REPORTING PERIOD
Complaints	Number of complaints received in relation to the Product.	Every 6 months commencing from the Effective Date.
	The circumstances giving rise to the complaints (e.g. product type, issues raised and reasons).	Every 6 months commencing from the Effective Date.
	Whether or not there has been or is likely to be consumer harm or detriment, and if so, the nature of the harm or detriment.	Every 6 months commencing from the Effective Date.
Significant Dealing(s)	Date or date range of the significant dealing(s) and description of the significant dealing(s) (eg, why it is not consistent with the TMD).	As soon as practicable, and in any case within 10 business days after becoming aware.
Other Information Requested from Time-to-Time	Any other information requested in writing by TMBL from time-to-time subject to: <ul style="list-style-type: none"> • the request being necessary to ensure compliance with TMBL's legal and compliance obligations; and • TMBL providing at least 30 days prior notice before the end of the Reporting Period. 	