

# Target Market Determination

## Personal loans

|                      |  |
|----------------------|--|
| <b>Product</b>       | Fixed Rate Personal Loan   |
| <b>Issuer</b>        | Community First Credit Union Limited ABN 80087649938 AFSL/Australian credit licence 231204   |
| <b>Date of TMD</b>   | 22 November 2024   |
| <b>Target Market</b> | <p><b><i>Description of target market</i></b></p> <p>Members aged 18+, seeking finance to purchase a wide range of purposes such as holidays, vehicles older than 5 years and more. Do not want to offer security over the item being purchased and want certainty of repayments not changing over terms up to 7 years. Want the flexibility to make extra repayments and redraw them if needed.</p> |

***Description of product, including key attributes***

This is a secured fixed rate personal loan. The key attributes are:

- loan amounts from \$3,000
- loan terms of up to 7 years
- fixed interest rate
- repayment frequency can be weekly/fortnightly/monthly
- the ability to make additional repayments
- a redraw facility
- unsecured
- application fee
- monthly fee
- early repayment fee if repaid prior to end of loan term
- other fees and charges may apply. Refer to the current fees and charges schedule

|                                |   |
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| <b>Distribution Conditions</b> | <b><i>Distribution conditions</i></b>   |
|                                | <p>This product is distributed by the issuer through the following channels:</p> <ul style="list-style-type: none"> <li>• Stores</li> <li>• Mobile lenders</li> <li>• Call centre</li> <li>• Online</li> <li>• Third party introducer</li> </ul> <p>Distribution conditions for this product include:</p> |

- ensuring that retail clients meet the eligibility requirements for the product
- ensuring that distribution is by appropriately trained staff

There are no other distributors for this product.

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| <b>Review Triggers</b> | <p>The review triggers that would reasonably suggest that the TMD is no longer appropriate are:</p> <ul style="list-style-type: none"> <li>A significant dealing of the product to consumers outside the target market occurs;</li> <li>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;</li> <li>A material change to the product or the terms and conditions of the product occurs which would cause the TMD to no longer be appropriate;</li> <li>Material changes to fees or rates of interest</li> <li>20% or more of loans are paid out early</li> </ul> <p>The <i>Product Governance Framework</i> includes regular consideration of whether there has been a review trigger following each distribution information report. That consideration is by reference to paragraphs 154 to 156 of RG 274.</p> |
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| <b>Review Periods</b>                                  | <b>Next review date:</b> 1 November 2025   |  |             |                  |            |                      |  |                        |   |  |                                      |
|--|--|--|-------------|------------------|------------|----------------------|--|------------------------|---|--|--------------------------------------|
| <b>Periodic reviews:</b>                               | annually   |  |             |                  |            |                      |  |                        |   |  |                                      |
| <b>Distribution Information Reporting Requirements</b> | <p>The following information must be provided to Community First Bank by distributors who engage in retail product distribution conduct in relation to this product:</p> <table border="1"> <thead> <tr> <th>Type of information</th> <th>Description</th> <th>Reporting period</th> </tr> </thead> <tbody> <tr> <td>Complaints</td> <td>Number of complaints</td> <td rowspan="3">As soon as practicable, and in any case within 10 business days after becoming aware</td> </tr> <tr> <td>Significant dealing(s)</td> <td>Date or date range of the significant dealing(s) and description of the significant dealing (eg, why it is not consistent with the TMD)</td> </tr> <tr> <td>Sales <b>outside</b> the target market</td> <td>Number of sales<br/>\$ value of sales</td> </tr> </tbody> </table> | Type of information  | Description | Reporting period | Complaints | Number of complaints | As soon as practicable, and in any case within 10 business days after becoming aware | Significant dealing(s) | Date or date range of the significant dealing(s) and description of the significant dealing (eg, why it is not consistent with the TMD) | Sales <b>outside</b> the target market | Number of sales<br>\$ value of sales |
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| Complaints   | Number of complaints   | As soon as practicable, and in any case within 10 business days after becoming aware |             |                  |            |                      |  |                        |   |  |                                      |
| Significant dealing(s)                                 | Date or date range of the significant dealing(s) and description of the significant dealing (eg, why it is not consistent with the TMD)  |  |             |                  |            |                      |  |                        |   |  |                                      |
| Sales <b>outside</b> the target market                 | Number of sales<br>\$ value of sales   |  |             |                  |            |                      |  |                        |   |  |                                      |