



**Target Market Determination**

**For**

**New MyBond Customers**

**From May 2024**

## **Target Market Determination for MyBond Money\_MyBond Plus.**

Prepared by MyBond Money Pty Ltd ABN 19653 707 138, Australian Credit Licence 536096, of which MyBond Pty Ltd ABN 27 644 744 972 is an authorised credit representative (545282) (MyBond, Us, We, Our). This document was last updated: 9 July 2024

### **Target Market**

The class of consumers that is the target market for our product are consumers who:

- € need amounts of between \$2,001 and \$5,000;
- € need credit to pay:
  - a residential rental bond;
  - removalist and transport costs;
  - rent for the first week of a residential tenancy;
  - other costs which may arise when moving into new residential rental premises.
- € want the funds quickly;
- € want the application process to be simple, online, and quick;
- € are interested in product term lengths no longer than 12 to 24 months;
- € are willing to use a motor vehicle as security;
- € want a fixed interest rate of 42% on a declining balance;
- € want a fixed establishment fee equal to \$400, that can be included in the loan amount;
- € are assessed as being able to afford the repayments without hardship;
- € want to make additional or increased repayments without penalty;
- € want product terms that are clear and easy to understand;
- € want ready access to customer services.

### **Persons excluded from the Target Market**

Consumers who do not meet our credit and eligibility criteria, including:

- € are under 18 years of age;
- € are not employed on a permanent or casual basis;
- € have more than 50% of their income from Centrelink;
- € are not a permanent resident of Australia;
- € have a low credit score;

### **Product Key Attributes**

The key attributes of the product are:

- € loan amounts ranging from \$2,001 to \$5,000;
- € loan terms ranging from 12 - 24 months;
- € an interest rate of 42%;
- € establishment fee of \$400
- € a repayment frequency of weekly, fortnightly or monthly;
- € transparent, legible and easily understood contract, including financial table and loan terms;

- € loans must be secured by a motor vehicle or guarantor.
- € ready access to customer services and hardship policy.

**Critical Assessment of how the attributes of the product meet the needs of the Target Market**

In making this TMD, a critical assessment must be made to determine how the product meets the needs of the target market.

Assessment Criteria	Assessment Outcome
Purpose	<p>The purpose of the product is to:</p> <ol style="list-style-type: none"> <li>1. provide loans residential rental bonds;</li> <li>2. removalist and transport costs; and</li> <li>3. other costs which may arise when moving into new residential rental premises.</li> </ol>
Key Attributes related to the needs, objectives and financial situation of the Target Market	<p>The products key attributes benefit the customer in the target market because:</p> <ul style="list-style-type: none"> <li>• the loan amounts are closely related to the amounts required by the target market consumers in their loan applications and communications with the consumers.</li> <li>• the loan terms are suitable for the consumers' needs, requirements and objectives, and financial situation.</li> <li>• the loan repayments are affordable for the consumer without hardship.</li> <li>• the application process is online, and most are completed within minutes.</li> <li>• the funds are available quickly after acceptance of the contract by the consumer.</li> <li>• the contracts are legible and easy to understand, being only 15 pages long in 10 pt. font or larger.</li> <li>• there is ready access to customer service.</li> <li>• 42% interest and a \$400 establishment fee.</li> <li>• a motor vehicle or guarantor is required for security</li> <li>• the loan terms match those for consumers in the target market.</li> </ul>
Will the product deliver what is promised in the future?	<p>The product term is 12 – 24 months. The product does not change over the term of the loan. The product does deliver what is promised over its term.</p>
Does the product need a redesign?	<p>As at the last review, the product did not require redesign.</p>

Does the target market need to be narrowed?	As at the last review, the product target market did not need to be narrowed.
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**Distribution Conditions**

The following conditions apply to how the product is distributed.

Responsible Lending Obligations	The product will be distributed in compliance with all responsible lending obligations.
Voluntary Distribution Conditions	<p>The product will be distributed in compliance with the following voluntary distribution conditions:</p> <ul style="list-style-type: none"> <li>€ no loans to any customer who does not meet our credit and eligibility criteria.</li> <li>€ no loans to any customer who does not wish to pay via direct debit.</li> </ul>
Distribution Channels	<p>Distribution channels will all present the product appropriately to consumers in that they:</p> <ul style="list-style-type: none"> <li>• do not contain any misleading or deceptive conduct.</li> <li>• do not consist of any unsolicited offers of credit.</li> <li>• contain all disclosures required by law.</li> <li>• are, if distributed through any third party, regularly vetted to ensure the above.</li> <li>• are, if required by law, the subject of written agreements with us.</li> </ul>

**Scheduled Periodic Reviews**

We will conduct periodic reviews of this TMD on a quarterly basis. Our responsible manager will conduct all Design and Distribution Obligation (DDO) reviews and report the results of the review to our board of directors. The report must be provided to the board within two weeks of conducting a review and specify:

1. As to what, if any, trigger events have occurred.
2. Why, if known, that event has occurred and in particular if it is due to an external factor and not our product.
3. What, if any, action to take in order to ensure compliance with DDO:
  - € No change if all is within the parameters published above; or

- € The product needs a redesign;
- € A new distribution condition is required; or
- € The product must cease to be offered

### **Other Review Triggers**

We will conduct further reviews upon predetermined trigger events. Our responsible manager will monitor for the trigger events on a monthly basis. We will review this TMD if the following trigger events occur in relation to this product:

1. One or more terms of the product are altered and we consider that this alteration reasonably suggests that this TMD is no longer appropriate.
2. If any external sources such as:
  - a) AFCA;
  - b) ASIC; and
  - c) Community based consumer organisations;

communicate to us that they have identified a systemic issue with our Product or if the number of complaints referred to AFCA or by community-based consumer organisations increases by 10% in a 3-month period.

3. The number of defaults as a percentage of loans increases by 10% in a 3-month period.
4. The number of complaints to our internal dispute resolution process from approved customers as a percentage of customers increases by 10% in a 3-month period.
5. The number of hardship applications as a percentage of customers increases by 10% in a 3-month period.

### **Significant Dealings**

If at any time, we detect that more than 5% of the consumers receiving our product within a three (3) month period are not within our Target Market, we shall report this to ASIC as a Significant Dealing within ten (10) business days.

## **Target Market Determination for MyBond Money\_MyBond Today! (Bond Only)**

Prepared by MyBond Money Pty Ltd ABN 19653 707 138, Australian Credit Licence 536096, of which MyBond Pty Ltd ABN 27 644 744 972 is an authorised credit representative (545282) (MyBond, Us, We, Our). This document was last updated: 9 July 2024

### **Target Market**

The class of consumers that is the target market for our product are consumers who:

- € need amounts of between \$2,001 and \$5,000;
- € need credit to pay:
  - a residential rental bond;
  - want the funds quickly;
- € want the application process to be simple, online, and quick;
- € are interested in product term lengths no longer than 12 to 24 months;
- € are willing to use a motor vehicle or guarantor as security;
- € want a 0% interest rate product.
- € are willing to pay a \$15 per month fee;
- € want an upfront fee equal to 1 weeks rent or 25% of the bond amount (whichever is greater and based on a 1-year loan term), that is not included in the loan amount;
- € are assessed as being able to afford the repayments without hardship;
- € want to make additional or increased repayments without penalty;
- € want product terms that are clear and easy to understand;
- € want ready access to customer services.

### **Persons excluded from the Target Market**

Consumers who do not meet our credit and eligibility criteria, including:

- € are under 18 years of age;
- € are not employed on a permanent or casual basis;
- € have more than 50% of their income from Centrelink;
- € are not a permanent resident of Australia;
- € have a low credit score;

### **Product Key Attributes**

The key attributes of the product are:

- € loan amounts ranging from \$2,001 to \$5,000;
- € 1 weeks' worth of rent or 25% of the bond amount (whichever is greater and based on a 1-year loan term) is payable before loan settlement;
- € loan terms ranging from 12 - 24 months;
- € fixed monthly charge of \$15;
- € an interest rate of 0%;
- € a repayment frequency of weekly, fortnightly or monthly;
- € transparent, legible and easily understood contract, including financial table and loan terms;
- € loans must be secured by a motor vehicle or guarantor.
- € ready access to customer services and hardship policy.

**Critical Assessment of how the attributes of the product meet the needs of the Target Market**

In making this TMD, a critical assessment must be made to determine how the product meets the needs of the target market.

Assessment Criteria	Assessment Outcome
Purpose	The purpose of the product is to: <ol style="list-style-type: none"> <li>1. provide loans residential rental bonds;</li> </ol>
Key Attributes related to the needs, objectives and financial situation of the Target Market	The products key attributes benefit the customer in the target market because: <ul style="list-style-type: none"> <li>• the loan amounts are closely related to the amounts required by the target market consumers in their loan applications and communications with the consumers.</li> <li>• the loan terms are suitable for the consumers' needs, requirements and objectives, and financial situation.</li> <li>• the loan repayments are affordable for the consumer without hardship.</li> <li>• the application process is online, and most are completed within minutes.</li> <li>• the funds are available quickly after acceptance of the contract by the consumer.</li> <li>• the contracts are legible and easy to understand, being only 15 pages long in 10 pt. font or larger.</li> <li>• there is ready access to customer service.</li> <li>• a fixed monthly fee is charged, 0% interest and an upfront fee of 1 weeks Rent or 25% of the bond amount, whichever is greater and based on a 1-year loan term.</li> <li>• a motor vehicle or guarantor is required for security</li> <li>• the loan terms match those for consumers in the</li> </ul>

	target market.
Will the product deliver what is promised in the future?	The product term is 12 – 24 months. The product does not change over the term of the loan. The product does deliver what is promised over its term.
Does the product need a redesign?	As at the last review, the product did not require redesign.
Does the target market need to be narrowed?	As at the last review, the product target market did not need to be narrowed.

**Distribution Conditions**

The following conditions apply to how the product is distributed.

Responsible Lending Obligations	The product will be distributed in compliance with all responsible lending obligations.
Voluntary Distribution Conditions	<p>The product will be distributed in compliance with the following voluntary distribution conditions:</p> <ul style="list-style-type: none"> <li>€ no loans to any customer who does not meet our credit and eligibility criteria.</li> <li>€ no loans to any customer who does not wish to pay via direct debit.</li> </ul>
Distribution Channels	<p>Distribution channels will all present the product appropriately to consumers in that they:</p> <ul style="list-style-type: none"> <li>• do not contain any misleading or deceptive conduct.</li> <li>• do not consist of any unsolicited offers of credit.</li> <li>• contain all disclosures required by law.</li> <li>• are, if distributed through any third party, regularly vetted to ensure the above.</li> <li>• are, if required by law, the subject of written agreements with us.</li> </ul>



## **Scheduled Periodic Reviews**

We will conduct periodic reviews of this TMD on a quarterly basis. Our responsible manager will conduct all Design and Distribution Obligation (DDO) reviews and report the results of the review to our board of directors. The report must be provided to the board within two weeks of conducting a review and specify:

1. As to what, if any, trigger events have occurred.
2. Why, if known, that event has occurred and in particular if it is due to an external factor and not our product.
3. What, if any, action to take in order to ensure compliance with DDO:
  - € No change if all is within the parameters published above; or
  - € The product needs a redesign;
  - € A new distribution condition is required; or
  - € The product must cease to be offered

## **Other Review Triggers**

We will conduct further reviews upon predetermined trigger events. Our responsible manager will monitor for the trigger events on a monthly basis. We will review this TMD if the following trigger events occur in relation to this product:

1. One or more terms of the product are altered and we consider that this alteration reasonably suggests that this TMD is no longer appropriate.
2. If any external sources such as:
  - a) AFCA;
  - b) ASIC; and
  - c) Community based consumer organisations;

communicate to us that they have identified a systemic issue with our Product or if the number of complaints referred to AFCA or by community-based consumer organisations increases by 10% in a 3-month period.

3. The number of defaults as a percentage of loans increases by 10% in a 3-month period.
4. The number of complaints to our internal dispute resolution process from approved customers as a percentage of customers increases by 10% in a 3-month period.
5. The number of hardship applications as a percentage of customers increases by 10% in a 3-month period.

## **Significant Dealings**

If at any time, we detect that more than 5% of the consumers receiving our product within a three (3) month period are not within our Target Market, we shall report this to ASIC as a Significant Dealing within ten (10) business days.

## **Target Market Determination for MyBond Money - My Personal Loan**

Prepared by MyBond Money Pty Ltd ABN 19653 707 138, Australian Credit Licence 536096, of which MyBond Pty Ltd ABN 27 644 744 972 is an authorised credit representative (545282) (MyBond, Us, We, Our). This document was last updated: 20 June 2024

### **Target Market**

The class of consumers that is the target market for our product are consumers who:

- need amounts of between \$2,100 and \$5,000;
- need credit for:
  - household purchases;
  - travel;
  - medical expenses;
  - wedding expenses; or
  - any other personal purchases.
- want the funds quickly;
- want the application process to be simple, online, and quick;
- are interested in product term lengths no longer than 12 to 24 months;
- want the security of an upfront capitalised establishment fee equal to \$400;
- want an interest rate of 48%, on a declining balance
- are able to secure the loan with a motor vehicle or guarantor.
- are assessed as being able to afford the repayments without hardship;
- want to make additional or increased repayments without penalty;
- want product terms that are clear and easy to understand;
- want ready access to customer services.

### **Persons excluded from the Target Market**

Consumers who do not meet our credit and eligibility criteria, including:

- ⊘ are under 18 years of age;
- ⊘ are not employed on a permanent or casual basis;
- ⊘ have more than 50% of their income from Centrelink.
- ⊘ are not a permanent resident of Australia.
- ⊘ have a low credit score.

### **Product Key Attributes**

The key attributes of the product are:

- ⊘ loan amounts ranging from \$2,100 to \$5,000;
- ⊘ loan terms ranging from 12 – 24 months;
- ⊘ establishment fee of \$400;
- ⊘ interest charges fixed at 48% per annum, calculated on a declining balance;
- ⊘ a repayment frequency of weekly, fortnightly, or monthly;

- € transparent, legible, and easily understood contract, including financial table and loan terms;
- € loans are secured by a motor vehicle or guarantor;
- € ready access to customer services and hardship policy;

### **Critical Assessment of how the attributes of the product meet the needs of the Target Market**

In making this TMD, a critical assessment must be made to determine how the product meets the needs of the target market.

<b>Assessment Criteria</b>	<b>Assessment Outcome</b>
Purpose	<p>The purpose of the product is to:</p> <ul style="list-style-type: none"> <li>• provide loans for household purchases;</li> <li>• travel;</li> <li>• medical expenses;</li> <li>• wedding expenses; and</li> <li>• other personal purchases.</li> </ul>
Key Attributes related to the needs, objectives and financial situation of the Target Market	<p>The product key attributes benefit the customer in the target market because:</p> <ul style="list-style-type: none"> <li>• the loan amounts are closely related to the amounts required by the target market consumers in their loan applications and communications with the consumers.</li> <li>• the loan terms including interest and charges and term length are suitable for the consumers' needs, requirements and objectives and financial situation.</li> <li>• the loan repayments are affordable for the consumer without hardship.</li> <li>• the application process is online, and most are completed within minutes.</li> <li>• the funds are available quickly after acceptance of the contract by the consumer.</li> <li>• the contracts are legible and easy to understand, being only 15 pages long in 10 pt. font or larger.</li> <li>• there is ready access to customer service.</li> <li>• an interest rate is charged and an establishment fee.</li> <li>• the loan terms match those for consumers in the target market.</li> <li>• loans are secured by a motor vehicle or guarantor.</li> </ul>
Will the product deliver what is promised in the future?	<p>The product term is only 12 to 24 months. The product does not change over the term of the loan. The product does deliver what is promised over its term.</p>
Does the product need a redesign?	<p>As at the last review, the product did not require redesign.</p>

Does the target market need to be narrowed?	As at the last review, the product target market did not need to be narrowed.
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### Distribution Conditions

The following conditions apply to how the product is distributed.

Responsible Lending Obligations	The product will be distributed in compliance with all responsible lending obligations.
Voluntary Distribution Conditions	<p>The product will be distributed in compliance with the following voluntary distribution conditions:</p> <ul style="list-style-type: none"> <li>€ no loans to any customer who does not meet our credit and eligibility criteria.</li> <li>€ no loans to any customer who does not wish to pay via direct debit.</li> </ul>
Distribution Channels	<p>Distribution channels will all present the product appropriately to consumers in that they:</p> <ul style="list-style-type: none"> <li>• do not contain any misleading or deceptive conduct.</li> <li>• do not consist of any unsolicited offers of credit.</li> <li>• contain all disclosures required by law.</li> <li>• are, if distributed through any third party, regularly vetted to ensure the above.</li> <li>• are, if required by law, the subject of written agreements with us.</li> </ul>

### Scheduled Periodic Reviews

We will conduct periodic reviews of this TMD on a quarterly basis. Our responsible manager will conduct all Design and Distribution Obligation (DDO) reviews and report the results of the review to our board of directors. The report must be provided to the board within two weeks of conducting a review and specify:

1. As to what, if any, trigger events have occurred.
2. Why, if known, that event has occurred and in particular if it is due to an external factor and not our product.
3. What, if any, action to take in order to ensure compliance with DDO:
  - € No change if all is within the parameters published above; or
  - € The product needs a redesign;
  - € A new distribution condition is required; or
  - € The product must cease to be offered

### Other Review Triggers

We will conduct further reviews upon predetermined trigger events. Our responsible manager will monitor for the trigger events on a monthly basis. We will review this TMD if the following trigger events occur in relation to this product:

1. One or more terms of the product are altered, and we consider that this alteration reasonably suggests that this TMD is no longer appropriate.
2. If any external sources such as:
  - a) AFCA;
  - b) ASIC; and
  - c) Community based consumer organisations;

communicate to us that they have identified a systemic issue with our Product or if the number of complaints referred to AFCA or by community-based consumer organisations increases by 10% in a 3-month period.

3. The number of defaults as a percentage of loans increases by 10% in a 3-month period.
4. The number of complaints to our internal dispute resolution process from approved customers as a percentage of customers increases by 10% in a 3-month period.
5. The number of hardship applications as a percentage of number of customers increases by 10% in a 3-month period.

### **Significant Dealings**

If at any time, we detect that more than 5% of the customers receiving our product within a three (3) month period are not within our Target Market, we shall report this to ASIC as a Significant Dealing within ten (10) business days.



**Target Market Determination**

**For**

**Existing MyBond Customers**

## **Target Market Determination for MyBond Money Unsecured Loan Product – Flat 20% Interest.**

Prepared by MyBond Money Pty Ltd ABN 19653 707 138, Australian Credit Licence 536096, of which MyBond Pty Ltd ABN 27 644 744 972 is an authorised credit representative (545282) (MyBond, Us, We, Our). This document was last updated: 09 May 2024

### **Target Market**

The class of consumers that is the target market for our product are consumers who:

- € May submit a joint application.
- € Or a Sole Applicant with a guarantor.
- € Or a Sole Applicant with no guarantee required.
- € need amounts of between \$2,001 and \$5,000;
- € need credit to pay:
  - ⊘ To refinance an existing MyBond account.
- want the funds quickly;
- want the application process to be simple, online, and quick;
- are interested in product term lengths no longer than 12 to 24 months;
- want the security of an establishment fee equal to 20% of the advanced amount;
- are assessed as being able to afford the repayments without hardship;
- want to make additional or increased repayments without penalty;
- want product terms that are clear and easy to understand;
- want ready access to customer services.

### **Persons excluded from the Target Market**

Consumers who do not meet our credit and eligibility criteria, including:

- € are under 18 years of age;
- € are not employed on a permanent or casual basis;
- € have more than 50% of their income from Centrelink.
- € are not a permanent resident of Australia.
- € have a low credit score.

## Product Key Attributes

The key attributes of the product are:

- € loan amounts ranging from \$2,001 to \$5,000.
- € loan terms ranging from 12 – 24 months.
- € fixed interest rate of 20% of the advanced amount.
- € a repayment frequency of weekly, fortnightly, or monthly.
- € transparent, legible, and easily understood contract, including financial table and loan terms.
- € loans are unsecured and may require a guarantor.
- € ready access to customer services and hardship policy.

## Critical Assessment of how the attributes of the product meet the needs of the Target Market

In making this TMD, a critical assessment must be made to determine how the product meets the needs of the target market.

Assessment Criteria	Assessment Outcome
Purpose	The purpose of the product is to: <ol style="list-style-type: none"> <li>1. To refinance an existing MyBond rental bond account.</li> </ol>
Key Attributes related to the needs, objectives and financial situation of the Target Market	The product key attributes benefit the customer in the target market because: <ul style="list-style-type: none"> <li>• the loan amounts are closely related to the amounts required by the target market consumers in their loan applications and communications with the consumers.</li> <li>• the loan terms including interest and charges and term length are suitable for the consumers' needs, requirements and objectives and financial situation.</li> <li>• the loan repayments are affordable for the consumer without hardship.</li> <li>• the application process is online, and most are completed within minutes.</li> <li>• the funds are available quickly after acceptance of the contract by the consumer.</li> <li>• the contracts are legible and easy to understand, being only 15 pages long in 10 pt. font or larger.</li> <li>• there is ready access to customer service.</li> <li>• a fixed interest rate is charged.</li> <li>• the loan terms match those for consumers in the target market.</li> <li>• no security is required however a guarantor may be required.</li> </ul>
Will the product deliver	The product term is between 12 to 24 months. The product



what is promised in the future?	does not change over the term of the loan. The product does deliver what is promised over its term.
Does the product need a redesign?	As at the last review, the product did not require redesign.
Does the target market need to be narrowed?	As at the last review, the product target market did not need to be narrowed.

**Distribution Conditions**

The following conditions apply to how the product is distributed.

Responsible Lending Obligations	The product will be distributed in compliance with all responsible lending obligations.
Voluntary Distribution Conditions	The product will be distributed in compliance with the following voluntary distribution conditions: <ul style="list-style-type: none"> <li>€ no loans to any customer who does not meet our credit and eligibility criteria.</li> <li>€ no loans to any customer who does not wish to pay via direct debit.</li> </ul>
Distribution Channels	Distribution channels will all present the product appropriately to consumers in that they: <ul style="list-style-type: none"> <li>• only available to targeted MyBond customers with an outstanding balance</li> <li>• do not contain any misleading or deceptive conduct.</li> <li>• do not consist of any unsolicited offers of credit.</li> <li>• contain all disclosures required by law.</li> <li>• are, if distributed through any third party, regularly vetted to ensure the above.</li> <li>• are, if required by law, the subject of written agreements with us.</li> </ul>

**Scheduled Periodic Reviews**

We will conduct periodic reviews of this TMD on a quarterly basis. Our responsible manager will conduct all Design and Distribution Obligation (DDO) reviews and report the results of the review to our board of directors. The report must be provided to the board within two weeks of conducting a review and specify:

1. As to what, if any, trigger events have occurred.
2. Why, if known, that event has occurred and in particular if it is due to an external factor and not our product.

3. What, if any, action to take in order to ensure compliance with DDO:
  - € No change if all is within the parameters published above; or
  - € The product needs a redesign;
  - € A new distribution condition is required; or
  - € The product must cease to be offered

### **Other Review Triggers**

We will conduct further reviews upon predetermined trigger events. Our responsible manager will monitor for the trigger events on a monthly basis. We will review this TMD if the following trigger events occur in relation to this product:

1. One or more terms of the product are altered and we consider that this alteration reasonably suggests that this TMD is no longer appropriate.
2. If any external sources such as:
  - a) AFCA;
  - b) ASIC; and
  - c) Community based consumer organisations;

communicate to us that they have identified a systemic issue with our Product or if the number of complaints referred to AFCA or by community-based consumer organisations increases by 10% in a 3-month period.

3. The number of defaults as a percentage of loans increases by 10% in a 3-month period.
4. The number of complaints to our internal dispute resolution process from approved customers as a percentage of customers increases by 10% in a 3-month period.
5. The number of hardship applications as a percentage of number of customers increases by 10% in a 3-month period.

### **Significant Dealings**

If at any time, we detect that more than 5% of the customers receiving our product within a three (3) month period are not within our Target Market, we shall report this to ASIC as a Significant Dealing within ten (10) business days.

## **Target Market Determination for MyBond Money Unsecured 36% interest**

Prepared by MyBond Money Pty Ltd ABN 19653 707 138, Australian Credit Licence 536096, of which MyBond Pty Ltd ABN 27 644 744 972 is an authorised credit representative (545282) (MyBond, Us, We, Our). This document was last updated: 09 May 2024

### **Target Market**

The class of consumers that is the target market for our product are consumers who:

- € Is an existing MyBond customer with an outstanding balance;
- € may submit a joint application;
- € or a Sole Applicant with a guarantor;
- € or a Sole Applicant with no guarantee required;
- € need amounts of between \$2,001 and \$5,000;
- € need credit to pay:
  - To refinance an existing MyBond account.
- € want the funds quickly;
- € want the application process to be simple, online, and quick;
- € are interested in product term lengths no longer than 12 to 24 months;
- € fixed interest rate of 36% of the advanced amount, calculated on a declining balance;
- € are assessed as being able to afford the repayments without hardship;
- € want to make additional or increased repayments without penalty;
- € want product terms that are clear and easy to understand;
- € want ready access to customer services.

### **Persons excluded from the Target Market**

Consumers who do not meet our credit and eligibility criteria, including:

- € are under 18 years of age;
- € are not employed on a permanent or casual basis;
- € have more than 50% of their income from Centrelink.
- € are not a permanent resident of Australia.
- € have a low credit score.

### **Product Key Attributes**

The key attributes of the product are:

- € loan amounts ranging from \$2,100 to \$5,000;
- € loan terms ranging from 12 to 24 months;
- € fixed interest rate of 36% of the advanced amount, calculated on a declining balance;
- € monthly fee of \$15 over the term of the loan;
- € a repayment frequency of weekly, fortnightly, or monthly;
- € transparent, legible, and easily understood contract, including financial table and loan terms;
- € loans are unsecured however may require a guarantor;

€ ready access to customer services and hardship policy.

### **Critical Assessment of how the attributes of the product meet the needs of the Target Market**

In making this TMD, a critical assessment must be made to determine how the product meets the needs of the target market.

<b>Assessment Criteria</b>	<b>Assessment Outcome</b>
Purpose	The purpose of the product is to: 1. To refinance an existing MyBond account.
Key Attributes related to the needs, objectives and financial situation of the Target Market	The product key attributes benefit the customer in the target market because: <ul style="list-style-type: none"> <li>• the loan amounts are closely related to the amounts required by the target market consumers in their loan applications and communications with the consumers.</li> <li>• the loan terms including interest and charges and term length are suitable for the consumers' needs, requirements and objectives and financial situation.</li> <li>• the loan repayments are affordable for the consumer without hardship.</li> <li>• the application process is online, and most are completed within minutes.</li> <li>• the funds are available quickly after acceptance of the contract by the consumer.</li> <li>• the contracts are legible and easy to understand, being only 15 pages long in 10 pt. font or larger.</li> <li>• there is ready access to customer service.</li> <li>• a fixed monthly fee is charged and 36% interest.</li> <li>• the loan terms match those for consumers in the target market.</li> <li>• no security is required however a guarantor may be required.</li> </ul>
Will the product deliver what is promised in the future?	The product term is between 12 to 24 months. The product does not change over the term of the loan. The product does deliver what is promised over its term.
Does the product need a redesign?	As at the last review, the product did not require redesign.
Does the target market need to be narrowed?	As at the last review, the product target market did not need to be narrowed.

### **Distribution Conditions**

The following conditions apply to how the product is distributed.

Responsible Lending Obligations	The product will be distributed in compliance with all responsible lending obligations.
Voluntary Distribution Conditions	The product will be distributed in compliance with the following voluntary distribution conditions: <ul style="list-style-type: none"><li>€ no loans to any customer who does not meet our credit and eligibility criteria.</li><li>€ no loans to any customer who does not wish to pay via direct debit.</li></ul>
Distribution Channels	Distribution channels will all present the product appropriately to consumers in that they: <ul style="list-style-type: none"><li>• only available to targeted MyBond customers with an outstanding balance</li><li>• do not contain any misleading or deceptive conduct.</li><li>• do not consist of any unsolicited offers of credit.</li><li>• contain all disclosures required by law.</li><li>• are, if distributed through any third party, regularly vetted to ensure the above.</li><li>• are, if required by law, the subject of written agreements with us.</li></ul>

### **Scheduled Periodic Reviews**

We will conduct periodic reviews of this TMD on a quarterly basis. Our responsible manager will conduct all Design and Distribution Obligation (DDO) reviews and report the results of the review to our board of directors. The report must be provided to the board within two weeks of conducting a review and specify:

1. As to what, if any, trigger events have occurred.
2. Why, if known, that event has occurred and in particular if it is due to an external factor and not our product.
3. What, if any, action to take in order to ensure compliance with DDO:
  - € No change if all is within the parameters published above; or
  - € The product needs a redesign;
  - € A new distribution condition is required; or
  - € The product must cease to be offered

### **Other Review Triggers**

We will conduct further reviews upon predetermined trigger events. Our responsible manager will monitor for the trigger events on a monthly basis. We will review this TMD if the following trigger events occur in relation to this product:

1. One or more terms of the product are altered and we consider that this alteration reasonably suggests that this TMD is no longer appropriate.
2. If any external sources such as:
  - a) AFCA;
  - b) ASIC; and
  - c) Community based consumer organisations;

communicate to us that they have identified a systemic issue with our Product or if the number of complaints referred to AFCA or by community-based consumer organisations increases by 10% in a 3-month period.

3. The number of defaults as a percentage of loans increases by 10% in a 3-month period.
4. The number of complaints to our internal dispute resolution process from approved customers as a percentage of customers increases by 10% in a 3-month period.
5. The number of hardship applications as a percentage of number of customers increases by 10% in a 3-month period.

### **Significant Dealings**

If at any time, we detect that more than 5% of the customers receiving our product within a three (3) month period are not within our Target Market, we shall report this to ASIC as a Significant Dealing within ten (10) business days.

