



Target Market Determination	Product Name: Personal Loan	Product Code: 375
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Product Description: A Defence Bank personal loan can be tailored to suit your needs for any worthwhile purpose with quick, easy application processes and fast loan decisions.

Date Published: 15 September 2023

Version: V2.0

Effective From: 18 September 2023

Issuer Details: **Defence Bank Limited**
ABN 57 087 651 385 AFSL/Australian Credit Licence 234582
PO Box 14537
Melbourne VIC 8001

1. Target Market

Details

This product is designed for members who:

- * Are seeking a loan for any worthwhile purpose.
- * Are aged 18 years or more and meet the credit assessment criteria for a personal loan
- * Need the flexibility to make additional repayments

2. Key Attributes

Key Attribute Details

Key attributes of this product include:

- * Loan amounts between \$1,000.00 and \$100,000.00
- * Flexible loan terms from 1 to 7 years.
- * A variable interest rate
- * Repayment Options – You can repay your loan via payroll deduction, automatic transfer, direct deposit/entry, NPP/OSKO, and online or mobile banking. Repayments can be made weekly, fortnightly or monthly.
- * The ability to make additional repayments
- * Redraw – You can save interest by paying loan instalments in advance of contracted repayments and redraw loan repayments in advance online or in Branch, giving you flexibility to access funds when required.
- * Security may be required - Registration and processing fees will apply where security is taken
- * Interest is calculated on the daily balance of your loan and debited at the end of each month, to ensure that you gain the maximum benefit from all deposits
- * No lump sum or early repayment fees
- * A loan application and monthly Loan Service Fee applies
- * Current interest rates, fees and charges are available on request or can be obtained by visiting defencebank.com.au

3. Distribution Conditions and Restrictions

Details

This personal loan is distributed by Defence Bank through the following channels:

- * Branches
- * Contact Centre
- * Online

Distribution conditions for this personal loan include:

- * Ensuring that retail clients meet the eligibility requirements and credit assessment criteria for the product
- * Ensuring that distribution through branches and the contact centre is by appropriately trained staff
- * Ensuring applications received Online are processed by appropriately trained staff.

4. Review Triggers

Details	Required data points	Threshold
The review triggers that would reasonably suggest that the TMD is no longer appropriate are:		
A significant number of complaints is received from members in relation to their purchase or use of the personal loan that reasonably suggests that the TMD is no longer appropriate	Complaints reporting	Three complaints per quarter in favour of the member
A material change to the personal loan or the terms and conditions of the personal loan occurs which would cause the TMD to no longer be appropriate	Notification of proposed material change/s to key product design, key attributes and or fees	As material changes are made
A significant dealing of the personal loan to retail clients outside the target market occurs	Product reporting	10% of members

5. Review Frequencies

Initial Review

29 Sep 2022

Subsequent Reviews

Every 2 years

6. Distributor Information

Information type	Details	Reporting period
The following information must be reviewed in relation to distribution of this product:		
Significant dealings	Date or date range of significant dealing/s and description of the significant dealing/s (for example why the dealing is not consistent with the TMD)	As soon as practicable
Complaints	Number of Complaints	Quarterly
Sales outside the target market	The number and \$value of sales	Quarterly
Sales inside the target market	The number and \$value of sales	Quarterly