



Defence
Bank

Target Market Determination

Product Name:
Personal Loan

Product Code:
375

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: 2 October 2021

Version: 1

Effective From: 5 October 2021

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 product is distributed by Defence Bank through the following channels:

- Branches
- Mobile lenders
- Call Centre
- Online

Distribution conditions for this product include:

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

4. Review Triggers

The review triggers that would reasonably suggest that the TMD is no longer appropriate are:

| Details | Required data points | Threshold |
|--|--|--|
| A significant number of complaints is received from members in relation to their purchase or use of the product 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 product or the terms and conditions of the product 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 product to retail clients outside the target market occurs | Product reporting | 10% of members |

5. Review Frequencies

Initial Review

29 September 2022

Subsequent Reviews

Annually

6. Distributor Information

The following information must be reviewed in relation to distribution of this product:

| Information type | Details | Reporting period |
|---------------------------------|---|------------------------|
| 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 |