

Target Market Determination

Unsecured Personal Loan

Effective date	1 September 2025
Next review date	1 September 2027
Review period	At least every two (2) years from the effective date of this Target Market Determination
Reporting period	Quarterly (within ten (10) business days of the end of each financial quarter)
Product issuer	Maitland Mutual Limited trading as The Mutual Bank ABN 94 087 651 983 AFSL/Australian credit licence 238139.

What is a Target Market Determination?

A Target Market Determination (TMD) is a legally required document that seeks to give our customers, employees, product distributors, or any other interested parties an understanding of the class of customer for whom the product, as described below, has been designed, how the product is distributed, and related matters.

This document is not intended to provide financial advice and does not take into account any person's individual objectives, financial situation or needs.

Related Disclosure Documents

This TMD should be read in conjunction with the Product Disclosure Statement (PDS), relevant product Terms and Conditions and Interest Rate Schedule when considering whether or not this product is right for you. You can obtain a copy of the PDS or Terms and Conditions at themutual.com.au/help-support/here-to-help/important-documents/, and the Interest Rate Schedule themutual.com.au/help-support/tools-services/interest-rates/, at any branch or by calling 1300 688 825.

Product Description

Unsecured Personal Loan - A unsecured personal loan for any worthwhile personal purpose.

Target Market

Eligibility Criteria

To hold this product a customer must:

- be an Australian citizen or permanent resident of Australia (limited exceptions may apply);
- be at least eighteen (18) years of age;
- only use the loan for personal purposes; and
- meet The Mutual Bank's credit assessment criteria

Objectives, Needs and Product Attributes

Objectives and Needs	Product Attributes
Customers want to borrow money for any worthwhile personal purpose.	A personal loan for any approved worthwhile personal purpose without the requirement of security.
A personal loan that offers principal and interest repayment amounts to be paid until the end of the loan term.	A fixed personal loan with a set repayment amount for the duration of the loan term.
A personal loan that allows extra payments without costs.	Additional loan payments can be made without penalty. Loan repayments are due monthly, however regular loan payments can be made weekly, fortnightly and monthly.
A personal loan that allows access additional payments made.	This personal loan offers a redraw facility subject to The Mutual Bank's discretion and the terms of your loan agreement. If approved, any payments made in excess of the minimum monthly required amount may be available for redraw via electronic banking or staff assistance. The minimum amount per redraw is \$1,000.00.
A personal loan with no ongoing loan fees.	No monthly loan or annual loan fees. Other fees may apply as set out in the Consumer Lending Fees and Charges schedule.

Financial Situation

The financial situation of the target market are customers that have the ability to repay the loan without substantial hardship which is demonstrated by meeting The Mutual Bank's credit assessment criteria.

Appropriateness Statement

The product is considered appropriate for the target market as its key attributes directly align with and support the likely objectives, financial situation, and needs of consumers in the target market, as described in this determination. If the customer meets the credit assessment criteria it is likely that the product is consistent with the financial situation of the target market.

Distribution

The following distribution measures are in place:

Distribution Channels

This product is designed to be distributed through the following means:

- The Mutual Bank's employee assisted channels including in person and over the phone;
- The Mutual Bank's online channels which may include our website, Mobile App and Internet Banking; and
- Approved Third Party Distributors (e.g. Mortgage Brokers).

These distribution channels are considered appropriate given the broad nature of the target market.

Marketing and Promotion

Distributors must only market and promote the product through the following approved channels:

- Public advertising platforms, including television, radio, internet (such as social media), billboards, physical banners, brochures, and other publicly accessible marketing materials;
- In-person recommendations that direct customers to approved marketing materials, including communications within branches and through authorised referrer networks; and
- Any other communication channels approved by the issuer, such as telephone, email, and social media.

These marketing and promotion channels are considered appropriate given the broad nature of the target market.

Distribution Conditions and Restrictions

- The customer must meet the eligibility criteria for the product;
- The product can only be distributed by employees or approved Third Party Distributers that have completed relevant training to meet The Mutual Bank's qualification requirements and who are required to follow policies, procedures and processes in relation to distribution; and
- All distribution channels are monitored for adherence to distribution conditions and restrictions.

The distribution conditions and restrictions are appropriate to direct distribution of the product to customers in the target market.

Reporting

Review Triggers

Where a review trigger or event occurs, we will review this TMD within 10 business days.

Review Trigger	Description
Substantial Product Change	If we make a substantial change to the design, terms and conditions or distribution of the product.
Product Performance	Evidence identified by the issuer that the products performance does not align with the needs or circumstances of the target market.
Significant Dealing	Any significant dealing of the product outside of the target market.
Material Complaints	Unexpected trends in complaints received from customers who acquired the product, which relate to the customer's purchase or use of the product attributes, suitability or distribution.
Regulatory Notification	If ASIC, AFCA, or a court raises concerns about the product's design or distribution.
Other	If any other event or circumstance occurs indicating that this TMD may no longer be appropriate.

Review Trigger Information Reporting Requirements

Review triggers must be reported to the Mutual Bank by all third parties responsible for the distribution of this product in accordance with this TMD. The timeframes for reporting are as follows:

Review Trigger	Description	Reporting Timeframe
Significant Dealing	Any significant dealing of the product outside of the target market.	In writing as soon as possible or within ten (10) business days of becoming aware of a significant dealing.
Complaints	Information relating to complaints received including number of complaints, third party distributor identifier information, product name and the nature and circumstance of the complaint.	In writing as soon as possible or within ten (10) business days of the end of each quarterly reporting period.
Other	If any other event or circumstance occurs indicating that this TMD may no longer be appropriate.	In writing as soon as possible or within ten (10) business days of the end of each quarterly reporting period.