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Target Market Determination: COMPLETE PACKAGE FIXED RATE HOME LOAN

Effective Date: 5 October 2021

The purpose of this Target Market Determination (TMD) is to describe:

- the type of customer the Complete Package Fixed Rate Home Loan is designed for
- how it is distributed
- when this document will be reviewed; and
- what information is required to be provided to help maintain the accuracy of this document.

Who is this product designed for?

This product has been designed to suit the needs and objectives of retail members who:

- are seeking a loan to purchase or refinance a residential owner occupied property
- are aged 18 years or more and meet the credit assessment criteria for the product
- are willing and able to offer a first registered mortgage over real property as security for the loan
- need the certainty of a fixed interest rate and fixed repayments for the fixed rate period
- are seeking benefits including discounted interest rates, insurance discounts, mortgage offset account and annual fee waived on credit cards even if that means higher interest and package fees
- do not need to make more than \$10,000 in additional repayments over the fixed rate term

Complete Package Fixed Rate Home Loan - Key Attributes

Key attributes of the Complete Package Fixed Rate Home Loan include:

- Loan amounts between \$50,000 and \$3,000,000 available
- Maximum loan term 30 years
- Fixed interest rate period of 1, 2, 3, and 5 years available
- Borrow up to a maximum of 95% of property value (with Lenders Mortgage Insurance)
- Ability to make a total of \$10,000 in additional repayments during the fixed rate term
- Redraw facility available - Free online redraw
- Mortgage offset account available
- Discounts available on CGU home and vehicle insurance
- If a member also chooses to have a MOVE Bank credit card, the annual fee will be waived as part of the package benefits

Product Fees include:

- Annual package fee
- Break fee will apply if loan is paid out prior to the end of the fixed rate term
- Other fees and charges may apply, for more information please see the [Fees & Charges](#) page on our website.

Distribution Conditions

This product is only distributed through the following channels:

- MOVE Bank branch, located at Central Station
- MOVE Bank contact centre by calling 1300 362 216
- MOVE Bank website by visiting movebank.com.au
- Accredited mortgage brokers



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Distribution conditions for this product include:

- Comprehensive suitability assessment questions are asked as part of the application process to determine whether the member meets the eligibility requirements for the product
- Systems and processes that support our suitability and eligibility assessments, and the delivery of other information relevant to the consumer's understanding of the market for the product
- Ensuring that distribution through our branch and call centre is conducted by appropriately trained staff
- Controls in place to ensure products are only distributed by accredited brokers who receive regular training on the MOVE Bank product range and understand the various designated target markets
- Controls on marketing, promotion, and sales that ensure that these activities are not directed at consumers outside the target market for the product
- Clear terms and conditions on the MOVE Bank website for the product to ensure consumers understand the features

Reviewing this document

Initial review date: 5 October 2022

Periodic reviews: Every 2 years after the initial and each subsequent review

We will also review this TMD if circumstances (called "review triggers") occur that would reasonably suggest that the TMD is no longer appropriate, such as:

- a significant dealing of the product to retail clients outside the target market occurs
- a significant number of complaints are received from customers in relation to their purchase or use of the product that reasonably suggests that the TMD is no longer appropriate
- 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
- a material and relevant change in key product suitability metrics that indicate the TMD is no longer appropriate, such as:
 - rates of default or hardship
 - member satisfaction
 - product acceptance
 - financial performance
 - benefits to members
 - product value and affordability

MOVE Bank will review this TMD within 10 business days in the event of a review trigger occurring.

The Product Policy includes an obligation for 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

Reporting

MOVE Bank will record all feedback and/or complaints about this product as they occur. This data will be reviewed quarterly to determine whether there has been a material reduction in any of the key product suitability metrics that would indicate that a review of this TMD may be necessary.