

Community Support Loan (L15)

Target Market Determination

This Target Market Determination (TMD) is required under section 994B of the Corporations Act 2001 (Cth). It sets out the target market for the product, triggers to review the target market and how the product is distributed.

This document is not a Product Disclosure Statement (PDS) and is not a summary of the product features or substitute for the product's terms and conditions or other disclosure documents. This TMD does not consider any person's individual objectives, financial situation or needs.

Issuer	G&C Mutual Bank Limited, ABN 72 087 650 637, AFSL & Australian Credit Licence 238311		
Effective Date	7 March 2025	Next Review Date	7 March 2027
Target Market	Description of Target Market		
	Existing retail customers who: <ul style="list-style-type: none">are seeking an unsecured personal loan for an amount between \$1,000 - \$10,000 to assist with unexpected expenses arising from either:<ul style="list-style-type: none">natural disasters (such as bushfires or floods); ora protected industrial action (as defined in the Fair Work Act, 2009, (Cth) (protected industrial action)		
	Description of Product, including key attributes		
	This is a car loan with a number of key attributes: <ul style="list-style-type: none">minimum loan amount \$1,000, maximum loan amount \$10,000loan terms of up to 10 yearsvariable interest rateexpress approvalprincipal and interest repayment typerepayment frequency can be weekly, fortnightly or monthly and can be deferred to a maximum period of 3 months (interest is capitalised during any repayment deferral)ability to make unlimited extra repayments without any fees or penaltiesa redraw facilityacceptable security for the loan must be providedestablishment feeno monthly service fees Additional features, fees, charges, or conditions other than those displayed in this document may be available or applicable. This document must be read together with the Account and Access Facilities Terms and Conditions, Summary of Account and Access Facilities, Fees and Charges Schedule and Interest Rate Schedule.		
Target Market	Suitability, Needs, Objectives and Financial Situation		
	This product has been designed for those <u>existing customers</u> requiring funds for support. The <u>crosses indicate</u> where the product is <u>not suitable</u> for <u>existing</u> retail customers.		

	Requires a short to medium-term personal loan for unexpected expenses arising from a natural disaster or protected industrial action	✓
	Seeking support for a legal personal purpose, and an eligible purpose as determined by the Bank	✓
	Seek low costs to maintain the loan and may want the option to pay off their loan quickly. Unlimited free extra repayments are permitted, and there are also no early payout fees	✓
	Are not experiencing financial hardship from a natural disaster or protected industrial action and do not meet the Bank's credit and other eligibility criteria	✗
	Seeking a fixed interest rate and certainty of the amount of interest charged	✗
	Are not in financial hardship	✗
Distribution Conditions	<p>This product is designed to be distributed through the following channels:</p> <ul style="list-style-type: none"> by phone or email through our Contact Centre in person through our Service Centres <p>This product can only be issued to those who are eligible and meet the minimum account criteria. All applicants must be:</p> <ul style="list-style-type: none"> an existing member aged 18 years or older a permanent resident of Australia; and able to meet our identity verification requirements <p>Only representatives who have the appropriate levels of authority may advise on and distribute this product. They will have been trained on this product and in particular, the target market and relevant acceptance criteria.</p> <p>All distribution channels are subject to appropriate controls and/or monitoring.</p>	
Reviewing this Target Market Determination	<p>The initial review of this document is within 12 months of product launch. Periodic reviews will be completed every 24 months from the last review.</p> <p>We may also review this TMD sooner if any of the below review triggers occur, or if an event or circumstance has occurred that would reasonably suggest that the TMD may no longer be appropriate:</p>	
	Review Trigger	Description
	Customer Trends	<p>Trends in customer outcomes that are significantly inconsistent with the intended product performance that reasonably suggests the TMD is no longer appropriate including:</p> <ul style="list-style-type: none"> number of accounts that customers opt to close shortly after the product is issued; number of accounts that appear inactive shortly after the product is issued; and unexpected changes in sales trends
	Complaints	<p>Unexpected trends in complaints received from customers in relation to the use of the product including the understanding of risks, conditions suitability and/or key attributes.</p>

	Incidents and breaches	Where deficiencies are identified in the products' design, distribution or disclosure documentation as a result of incidents related to potential breaches of legal or regulatory obligations.
	Material product or distribution channel change	Where material changes are made to the products' key attributes or terms and conditions through any of the distribution channels including but not limited to: <ul style="list-style-type: none"> ▪ Adding, removing or changing a key attribute ▪ A material pricing change to the associated fees and/ or charges which impacts the overall value proposition ▪ A change in our acceptance criteria that impacts on the suitability of the product for the target market; ▪ A substantial change to the distribution strategy or channel(s) of the product.
	External events	<ul style="list-style-type: none"> ▪ There is a change in law or its application, a change in relevant industry code, an AFCA determination, a court decision, or ASIC or other regulatory guidance or action that materially affects the product. ▪ Significant change in economic and market conditions. ▪ Notification from ASIC requiring immediate stop of distribution.
Reporting	<p>We will collect and record details of:</p> <ul style="list-style-type: none"> ▪ Product related complaints received each month from customers or distributors. ▪ Any significant dealing which is not consistent with this TMD. Reporting must be within 10 business days of becoming aware of any such dealing. 	