



# TARGET MARKET DETERMINATION

## PERSONAL LOANS

### About this document

A Target Market Determination (TMD) is a document which describes who a product is intended to be appropriate for based on a class of consumer's needs, financial situation and objectives (target market). A TMD is not a product disclosure statement and is not a full summary of the product features or the terms of the product. A TMD should not be used as a substitute for financial advice.

It helps us make sure we're keeping customers at the centre of our approach to the design and distribution of our financial products. The design and distribution obligations are intended to help consumers obtain appropriate financial products by requiring issuers and distributors to have a consumer-centric approach to the design and distribution of products. A TMD describes conditions around how the product can be distributed to customers. It also describes the trigger events or circumstances where we may need to review the TMD.

<b>Products</b>	Personal Loan <ul style="list-style-type: none"><li>Unsecured Variable Rate Personal Loan</li><li>Secured Variable Rate Personal Loan</li></ul>
<b>Issuer</b>	Woolworths Team Bank Limited (ABN 67 087 651 803) (AFSL/Australian Credit Licence 240720)
<b>Effective date</b>	30 November 2024.
<b>Target market</b>	The product has been designed for retail consumers who: <ul style="list-style-type: none"><li>Are seeking a personal loan with the flexibility to make extra repayments without incurring a fee and no fee for early repayment of the loan, for any worthwhile purpose including home improvements, lifestyle or to consolidate an existing debit</li><li>Are aged 18 years or more and meet the credit assessment criteria for the product and has access to sufficient income to meet the following repayments:<ul style="list-style-type: none"><li>Principal amounts due,</li><li>Interest amounts due,</li><li>Loan set up costs.</li></ul></li><li>Are a permanent resident of Australia or hold a relevant work visa and need the flexibility to make additional repayments</li></ul>
<b>Product description including key attributes</b>	This is an <b>Unsecured or Secured Variable Rate Personal Loan</b> .  The key attributes are: <ul style="list-style-type: none"><li>Minimum loan amount of \$2,000 up to a maximum loan amount of \$40,000 (unsecured) or \$100,000 (secured).</li><li>Variable interest rate.</li><li>Loan terms up to 5 years.</li><li>Repayments frequency can be monthly, fortnightly or weekly and can be variable or lump sum.</li><li>Loan set up costs may apply.</li><li>Early repayment without penalty.</li><li>Ability to make additional repayments without penalty.</li></ul>

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	<ul style="list-style-type: none"> <li>• Auto repayments.</li> <li>• Acceptable security to be provided for a secured loan.</li> <li>• Interest is calculated daily and charged monthly.</li> <li>• Statements are issued 30 June and 31 December.</li> </ul>
<b>Distribution conditions</b>	<p><b>Distribution channels</b> The product is designed to be distributed through the following channels.</p> <ul style="list-style-type: none"> <li>• In branch</li> <li>• By telephone</li> <li>• Website</li> </ul> <p><b>Distribution conditions and restrictions</b> Ensuring that branch and telephone distribution is done by appropriate authorised staff who ensure that customers meet the eligibility requirements for the loan. All online, website and targeted advertising will clearly note loan eligibility requirements.</p> <p><b>There are no other distributors for this product.</b></p>
<b>Review triggers</b>	<p>The review triggers that would reasonably suggest that this TMD is no longer appropriate and therefore is subject to review are:</p> <ul style="list-style-type: none"> <li>• A significant dealing of the product to consumers outside the target market occurs and/or is no longer consistent with the likely objectives, financial situation and needs of consumers.</li> <li>• A significant number of complaints or negative feedback is received from customers in relation to their purchase or use of the product that reasonably suggests that this TMD is no longer appropriate.</li> <li>• A material change to the product or the terms and conditions of the product occurs, which would suggest this TMD is no longer appropriate.</li> </ul> <p>The Woolworths Team Bank Product Governance Framework includes regular consideration of whether there has been a review trigger following each distribution information report.</p> <p>Where a review trigger or event occurs, Woolworths Team Bank will review this TMD within 10 business days after becoming aware of a trigger event.</p>
<b>Review periods</b>	<p><b>Initial review (first review date)</b> Woolworths Team Bank will undertake an initial review of this TMD within 1 year of the effective date.</p> <p><b>Periodic reviews</b> Woolworths Team Bank will undertake periodic reviews of this TMD at least every 2 years from the initial review and each subsequent review.</p> <p><b>Next review date:</b> 30 November 2026.</p>

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<b>Distribution information reporting requirements</b>	The following information must be provided to/by Woolworths Team Bank who engages in retail product distribution conduct in relation to this product:		
	Type of information	Description	Reporting period
	Significant dealing(s)	Date or date range of the significant dealing(s) and description of the significant dealing (e.g. why it is not consistent with the TMD)	As soon as practicable, and in any case within 10 business days after becoming aware.
	Complaints	Number and substance of complaints, including nil complaints	Every quarter
	Review triggers	Date when review triggers occurred other than complaints and significant dealings	As soon as practicable, and in any case within 10 business days after becoming aware
	Sales outside the target market	<ul style="list-style-type: none"> <li>• Number of sales</li> <li>• \$ value of sales</li> </ul>	Every quarter
	Sales inside the target market	<ul style="list-style-type: none"> <li>• Number of sales</li> <li>• \$ value of sales</li> </ul>	Every quarter
	Product performance and general feedback relating to the product	Description of positive and negative feedback	Half yearly
<b>Note:</b> Woolworths Team Bank is both the issuer and distributor of this product.			