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## Target Market Determination – Personal Loans

LTMD09v.2

<b>Product</b>	Personal Part Secured – L46
<b>Issuer</b>	Orange Credit Union ABN 34 087 650 477 AFSL & Australian Credit License 240768
<b>Date of TMD</b>	1 September 2021
<b>Target Market</b>	<p><b>Description of target market</b>          Customers who:</p> <ul style="list-style-type: none"> <li>are seeking a loan for any worthwhile purpose including to make a purchase or to consolidate an existing debt</li> <li>are aged 18 years or more and meet the credit assessment criteria for the product</li> <li>are able and willing to offer security for the loan</li> <li>need the flexibility to make additional repayments and redraw advanced repayments if required</li> </ul> <p><b>Description of product, including key attributes</b>          This is a partially secured variable personal loan.          The key attributes are:</p> <ul style="list-style-type: none"> <li>Minimum loan amount \$5000</li> <li>Maximum \$78,000 subject to management approval</li> <li>Loan term up to 7 years</li> <li>Repayment frequency (Weekly, Fortnightly, Monthly)</li> <li>The ability to make additional repayments</li> <li>Redraw available of repayments in advance</li> <li>Application fee</li> <li>No ongoing fees</li> <li>Included in Fee Rebate</li> </ul>
<b>Distribution Conditions</b>	<p><b>Distribution conditions</b>          This product is distributed by the issuer through the following channels:</p> <ul style="list-style-type: none"> <li>Branches</li> <li>Online</li> <li>Call centre</li> </ul> <p>Distribution conditions for this product include:</p>

	<ul style="list-style-type: none"> <li>• Ensuring that retail clients meet the eligibility requires for the product</li> <li>• Ensuring that distribution through branches and call centre is by appropriately trained staff</li> </ul>															
<b>Review Triggers</b>	<p>The review triggers that would reasonably suggest that the TMD is no longer appropriate are:</p> <ul style="list-style-type: none"> <li>• A significant dealing of the product to consumers outside the target market occurs;</li> <li>• A significant number of complaints is received from customers in relation to their purchase or use of the product that reasonably suggests that the TMD is no longer appropriate;</li> <li>• 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;</li> </ul> <p>The <i>Product Governance Framework</i> includes 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 RG274.</p>															
<b>Review Periods</b>	<p><b>First review date:</b> 1 September 2022</p> <p><b>Periodic reviews:</b> Every 2 years after first review date</p>															
<b>Distribution Information Reporting Requirements</b>	<p>The following information must be provided to <b>Orange Credit Union</b> by distributors who engage in retail product distribution conduct in relation to this product:</p> <table border="1" data-bbox="431 1037 1414 1503"> <thead> <tr> <th>Type of information</th> <th>Description</th> <th>Reporting period</th> </tr> </thead> <tbody> <tr> <td>Complaints</td> <td>Number of complaints</td> <td>Every month</td> </tr> <tr> <td>Significant dealing(s)</td> <td>Date or date range of the significant dealing(s) and description of the significant dealing (eg, why it is not consistent with the TMD)</td> <td>As soon as practicable, and in any case within 10 business days after becoming aware</td> </tr> <tr> <td>Sales outside the target market</td> <td>Number and dollar value of sales</td> <td>Every 12 months</td> </tr> <tr> <td>Sales inside the target market</td> <td>Number and dollar value of sales</td> <td>Every 12 months</td> </tr> </tbody> </table>	Type of information	Description	Reporting period	Complaints	Number of complaints	Every month	Significant dealing(s)	Date or date range of the significant dealing(s) and description of the significant dealing (eg, why it is not consistent with the TMD)	As soon as practicable, and in any case within 10 business days after becoming aware	Sales outside the target market	Number and dollar value of sales	Every 12 months	Sales inside the target market	Number and dollar value of sales	Every 12 months
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