

Target Market Determination

Gold Fixed Rate Home Loan

Issuer: BNK Banking Corporation Limited
ABN 63 087 651 849 AFSL 246884

Manager: Better Choice Home Loans Pty Ltd
ABN 79 095 728 868 ACL 378333

This Target Market Determination describes the type of customer for which the Gold Fixed Rate Home Loan is designed for, having considered the likely objectives, financial situation and needs of customers in the target market.

Effective date: 4 September 2023

Target Market

This Product would be suitable for a person that wants an owner-occupied or investment loan and can qualify for a maximum LVR (loan to value ratio) of 80% to:

- Purchase or refinance a residential owner-occupied or investment property;
- Debt consolidation;
- Release equity against the property for a variety of reasons.

And desires a home loan with the following features:

- A fixed interest rate and repayments for a selected term;
- The flexibility to make extra repayments up to \$10,000 per annum without a penalty;
- The ability to make interest only repayments for up to 5 years;
- Loan term: 10 to 30 years;
- Minimum loan size: \$100,000;
- Maximum loan size: \$2,000,000.

Suitability:

This Loan would suit borrowers whose:

- Likely objective is a loan with fixed repayments;
- Likely financial situation is regular income and can afford the repayments;
- Likely needs are to purchase or refinance an owner-occupied or investment property.

And the Borrower should be:

- Comfortable using technology to manage their mortgage accounts;
- Not needing to use cheques or handle cash to make repayments;
- Not needing to visit a physical branch.

Not suitable:

This loan would not be suitable for:

- Borrowers wanting the ability to pay off their home loan quickly including no cap on additional repayments;
- Borrowers who would be extremely dissatisfied if market interest rates reduced below the fixed rate their home loan during the fixed rate term after they locked in a fixed interest rate;
- Are not comfortable with potentially paying break costs (which could be significant) if they want to make additional repayments exceeding more than \$10,000 per year in any

12 month period or to make any changes or pay out their loan during the fixed rate period;

- Borrowers who wish to use their savings to reduce the interest they pay on the loan via the use of an offset account to their home loan;
- A loan intended to be used for business purposes or construction;
- Borrowers requiring a LVR (loan to value ratio) greater than 80%.

Key Eligibility Requirements

The customer must:

- Be an individual (including trustee of a family trust) and:
 - 18 years of age or older; and
 - be an Australian citizen or Australian permanent resident (limited exceptions may apply subject to conditions); or
- Be an Australian corporate trustee as trustee for a family trust, (provided the corporate trustee is a non-trading entity) and the family trust beneficiaries are all individuals; or
- Be a company and meet the following requirements:
 - Satisfactory investigation by BNK; and
 - Company borrowing being supported by the personal guarantee of the director(s). Guarantees from companies & trusts are not acceptable; and
- Provide sufficient security and provide a satisfactory assessment in accordance with Better Choice's credit assessment criteria.

Distribution

Distribution Channel	Distribution Conditions
By mortgage brokers directly accredited with Better Choice Home Loans Pty Ltd	<p>The distributor must be an accredited mortgage broker and hold an Australian Credit License or be an Authorised Credit Representative to engage in credit activities on behalf of a credit licensee through accredited mortgage aggregators, to consumers.</p> <p>The accredited mortgage broker is subject to a best interest's duty and related obligations to ensure that the product is in the best interests of any customer when offering this product.</p>

Distributor Reporting Requirements

Reporting period	<p>Reporting information is to be reported quarterly during each calendar year. Reporting periods are:</p> <ul style="list-style-type: none"> • Quarter ending 31 March • Quarter ending 30 June • Quarter ending 30 September • Quarter ending 31 December 	
Reporting information	<p>Third party distributors of these products must provide BNK with the following information as soon as practical, or within 10 business days after the reporting period, unless otherwise specified.</p>	
	Complaint information	<p>Full details of any complaints received in relation to this product, including:</p> <ul style="list-style-type: none"> • Number of complaints. • Nature and circumstances of the complaints.

	Feedback	Feedback that the target market or key product attributes may no longer be appropriate and not meeting the likely needs, objectives or financial situation of the target market.
	Significant dealings	<p>A distributor must notify BNK in writing as soon as possible but, in any case, within 10 business days of becoming aware of a significant dealing. The notification must include the following information:</p> <ul style="list-style-type: none"> • The date or date range when the significant dealing occurred; • A description of the dealing and an explanation on why it's deemed significant and inconsistent with the TMD; • Steps taken or to be taken because of the dealing; and • How the significant dealing was identified.

Review

Periodic review	Every 2 years from the effective date to ensure it remains appropriate, or earlier if other circumstances occur which trigger the need to review the TMD.
Review Trigger	<p>This TMD will be reviewed should any of the following occur:</p> <ul style="list-style-type: none"> • An unexpected increase in material complaints about the product are received; • A significant dealing in the product outside the TMD occurs; • A material change is made to this product; • A significant breach has occurred in association with this product; or • A significant change to the enforceable regulations that govern the product or direct intervention from any of the governing bodies.