

Target Market Determination

Standard Home Loan

Effective date	1 July 2026
Next review date	1 September 2027
Review period	At least every two (2) years from the effective date of this Target Market Determination
Reporting period	Quarterly (within ten (10) business days of the end of each financial quarter)
Product issuer	Maitland Mutual Limited trading as The Mutual Bank ABN 94 087 651 983 AFSL/Australian credit licence 238139.

What is a Target Market Determination?

A Target Market Determination (TMD) is a legally required document that seeks to give our customers, employees, product distributors, or any other interested parties an understanding of the class of customer for whom the product, as described below, has been designed, how the product is distributed, and related matters.

This document is not intended to provide financial advice and does not take into account any person's individual objectives, financial situation or needs.

Related Disclosure Documents

This TMD should be read in conjunction with the Product Disclosure Statement (PDS), relevant product Terms and Conditions and Interest Rate Schedule when considering whether or not this product is right for you. You can obtain a copy of the PDS or Terms and Conditions at themutual.com.au/help-support/here-to-help/important-documents/, and the Interest Rate Schedule themutual.com.au/help-support/tools-services/interest-rates/, at any branch or by calling 1300 688 825.

Product Description

Standard Home Loan - A variable or fixed rate home loan with a range of features.

Target Market

Eligibility Criteria

To hold this product a customer must:

- be an Australian citizen or permanent resident of Australia (limited exceptions may apply);
- be at least eighteen (18) years of age; and
- meet The Mutual Bank's credit assessment criteria

Objectives, Needs and Product Attributes

Objectives and Needs	Product Attributes
A home loan that offers a variable or fixed interest rate.	<p>The home loan can have a variable interest rate which means that repayments will change when the loan interest rate changes.</p> <p>The home loan can have a fixed interest rate for an agreed period of time which means that repayments will be fixed and will not change during that time.</p>
A home loan that offers principal and interest repayments or interest only repayments.	<p>Principal and interest repayments can be made on the home loan which means that the loan balance will be paid down with regular, scheduled payments.</p> <p>Interest only repayments are subject to approval. Interest only repayments can be made on the home loan for an agreed period of time, which means that the loan balance will not be paid down by the regular, scheduled payments during that time.</p>
<p>A home loan for any of the following primary owner occupied or investment residential purposes:</p> <ul style="list-style-type: none"> • purchase, refinance or renovate property • purchase land • finance building or construction • purchase property off the plan • bridging finance. 	The loan can be used for owner occupied or investment purposes to purchase (including purchase of land or off the plan purchases), refinance, home renovations, finance construction of a home and bridging finance.
A home loan that allows an offset account to be linked.	<p>The home loan permits multiple offset accounts to be linked which means that credit balances in the linked offset accounts will reduce the home loan balance on which interest is charged. Offset only available for variable loans.</p>
A home loan that allows extra payments.	<p>Unlimited home loan payments can be made on variable rate home loans without penalty. Up to \$20,000 extra payments can be made without penalty during the fixed term.</p> <p>Loan repayments are due monthly, however regular loan payments can be made weekly, fortnightly and monthly.</p>
A home loan that allows access to additional payments made.	This home loan offers a redraw facility that allows access to additional payments made in advance via electronic banking or staff assistance. The minimum amount per redraw is \$500.00.

Financial Situation

The financial situation of the target market are customers that have the ability to repay the home loan without substantial hardship which is demonstrated by meeting The Mutual Bank's credit assessment criteria.

Appropriateness Statement

The product is considered appropriate for the target market as its key attributes directly align with and support the likely objectives, financial situation, and needs of consumers in the target market, as described in this determination. If the customer meets the credit assessment criteria it is likely that the product is consistent with the financial situation of the target market.

Distribution

The following distribution measures are in place:

Distribution Channels

This product is designed to be distributed through the following means:

- The Mutual Bank's employee assisted channels including in person and over the phone;
- The Mutual Bank's online channels which may include our website, Mobile App and Internet Banking; and
- Approved Third Party Distributors (e.g. Mortgage Brokers).

These distribution channels are considered appropriate given the broad nature of the target market.

Marketing and Promotion

Distributors must only market and promote the product through the following approved channels:

- Public advertising platforms, including television, radio, internet (such as social media), billboards, physical banners, brochures, and other publicly accessible marketing materials;
- In-person recommendations that direct customers to approved marketing materials, including communications within branches and through authorised referrer networks; and
- Any other communication channels approved by the issuer, such as telephone, email, and social media.

These marketing and promotion channels are considered appropriate given the broad nature of the target market.

Distribution Conditions and Restrictions

- The customer must meet the eligibility criteria for the product;
- The product can only be distributed by employees or approved Third Party Distributors that have completed relevant training to meet The Mutual Bank's qualification requirements and who are required to follow policies, procedures and processes in relation to distribution; and
- All distribution channels are monitored for adherence to distribution conditions and restrictions.

The distribution conditions and restrictions are appropriate to direct distribution of the product to customers in the target market.

Reporting

Review Triggers

Where a review trigger or event occurs, we will review this TMD within 10 business days.

Review Trigger	Description
Substantial Product Change	If we make a substantial change to the design, terms and conditions or distribution of the product.
Product Performance	Evidence identified by the issuer that the products performance does not align with the needs or circumstances of the target market.
Significant Dealing	Any significant dealing of the product outside of the target market.
Material Complaints	Unexpected trends in complaints received from customers who acquired the product, which relate to the customer's purchase or use of the product attributes, suitability or distribution.

Review Trigger	Description
Regulatory Notification	If ASIC, AFCA, or a court raises concerns about the product's design or distribution.
Other	If any other event or circumstance occurs indicating that this TMD may no longer be appropriate.

Review Trigger Information Reporting Requirements

Review triggers must be reported to the Mutual Bank by all third parties responsible for the distribution of this product in accordance with this TMD. The timeframes for reporting are as follows:

Review Trigger	Description	Reporting Timeframe
Significant Dealing	Any significant dealing of the product outside of the target market.	In writing as soon as possible or within ten (10) business days of becoming aware of a significant dealing.
Complaints	Information relating to complaints received including number of complaints, third party distributor identifier information, product name and the nature and circumstance of the complaint.	In writing as soon as possible or within ten (10) business days of the end of each quarterly reporting period.
Other	If any other event or circumstance occurs indicating that this TMD may no longer be appropriate.	In writing as soon as possible or within ten (10) business days of the end of each quarterly reporting period.