

About this document

The purpose of this Target Market Determination (TMD) document is to provide an understanding of:

- the types of customer the product has been designed for, having regard to their likely needs, objectives and financial situation;
- how the product will be distributed;
- when this document will be reviewed; and
- what information is required to support reporting and monitoring of the product.

This document does not constitute an offer or financial product advice. Customers should consider the relevant product terms and conditions and any other relevant disclosure documents, available on our website, and their own personal circumstances, before making a decision about this product.

People's Choice Bridging Loan

Our Bridging Loan has been designed to meet the likely needs, objectives and financial situation of home buyers and investors, looking for a short-term loan to finance the acquisition of a residential property prior to selling an existing residential property, and to mortgage the property by way of security.

This product is suitable for customers who want to:

- ✓ Purchase an investment property or principal place of residence prior to the sale of existing residential property
- ✓ Borrow minimum of \$20,000
- ✓ Interest only repayment option with maximum loan term up to 12 months
- ✓ Make unlimited extra repayments
- ✓ Have option of linking an offset facility to the loan

This product is not suitable for customers who want to:

- ✗ Finance buying a commercial property
- ✗ Have a fixed rate of interest
- ✗ Borrow more than 85% of the total property value

Distribution conditions

This product can be distributed via direct to customer models, such as through People's Choice (and certain Heritage Bank) branches, advice centres, contact centres, by those members of our staff who are trained as home loan lenders and via third party distributors accredited as mortgage brokers.

People's Choice Credit Union and Heritage Bank are trading names of Heritage and People's Choice Ltd. ABN 11 087 651 125. Australian Financial Services Licence 244310 and Australian Credit Licence 244310. In this document, People's Choice Credit Union is referred to as People's Choice.

Effective: 29 September 2023

Status: Current

BRC 8.3.37 Bridging Loan Target Market Determination

This product can only be provided to customers who qualify for the product in accordance with our application and assessment criteria and in a way in which complies with relevant laws and lending guidelines.

Review

We will review this target market determination in accordance with the table below, to ensure that it remains appropriate.

Initial Review Period:	Within 12 months of the effective date
Ongoing Review Period:	At least every 2 years from the last review
Review triggers or events:	<p>Any of the following events or circumstances occurs that reasonably suggests that this TMD is no longer appropriate;</p> <ul style="list-style-type: none">• material changes to the product term and conditions, and any other supplementary documents, other than changes to interest rates and consequential changes to repayments;• material changes to the distribution conditions, or where the distribution conditions are no longer appropriate;• occurrence of a significant dealing;• systemic issue across the product lifecycle; and• significant changes in metrics including, but not limited to, complaints and default rates. <p>We will review the TMD within 10 business days of us becoming aware of any of the above events occurring.</p>

Reporting and monitoring

People's Choice will produce and review, at least quarterly, reports in relation to the products detailing sales, arrears, any complaints received, and any occasions where it appears that the products may have been distributed inconsistently with this TMD, to ensure appropriate oversight and monitoring of the distribution of the products.

Our third-party distributors are required to provide the following information to People's Choice to allow us to monitor the appropriateness of this TMD;

Complaints Data	Details of any complaints received by the distributor about the products and/or their distribution, on a monthly basis
Significant dealings	Details of any significant dealing in the products which is not consistent with this TMD, of which the distributor becomes aware – as soon as practicable and at most within 10 business days