

About this document

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

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

This document does not constitute an offer or financial 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 Fixed Rate Loans

Our Fixed Rate Loans have been designed to meet the likely needs, objectives and financial situation of home buyers and investors, looking to purchase or refinance an established residential property, or construct or renovate a new home or investment property.

Customers may have already owned real property and obtained a home loan in the past, or may be buying a property and obtaining a home loan for the first time. Customers will therefore have differing levels of knowledge and experience with home loans including, potentially, very little or no such experience.

This Target Market Determination sets out the target markets for our:

- Fixed Rate Home Loan
- Fixed Rate Investment Loan

Each target market, product description and key attributes are set out separately in the Appendix.

Distribution conditions

These products can be distributed via direct to customer models, such as branches, advice centres, contact centres, by those members of staff who are trained as home loan lenders and via third party distributors accredited as mortgage brokers.

These products can only be provided to customers who qualify for the product in accordance with our application and assessment criteria, 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

Fixed Rate Home Loan

This product has been designed for customers who want to finance the acquisition of residential property for the purpose of that property being their principal place of residence or refinance other finance that has been provided for such a purpose, and mortgage the property by way of security.

This product is suitable for customers who want to:	This product is not suitable for customers who want to:
<ul style="list-style-type: none"> ✓ Purchase or refinance an existing or newly erected residential property for the purpose of the property being their principal place of residence 	<ul style="list-style-type: none"> ✗ Finance buying a property for investment or commercial purposes
<ul style="list-style-type: none"> ✓ Borrow minimum of \$20,000 for new borrowings, or a minimum of \$10,000 to top-up existing borrowing 	<ul style="list-style-type: none"> ✗ Have a variable rate of interest from the outset
<ul style="list-style-type: none"> ✓ Repay over a term between 1 and 30 years 	<ul style="list-style-type: none"> ✗ Borrow more than 95% of the property value
<ul style="list-style-type: none"> ✓ Have the certainty of fixed repayments, with the option to fix the interest rate for a period of 1 – 5 years following which repayments will become variable unless switched to another loan type 	<ul style="list-style-type: none"> ✗ Purchase vacant land to construct a residential dwelling
	<ul style="list-style-type: none"> ✗ Make unlimited extra repayments (max. \$10k per year allowed) during the fixed rate term without incurring a Break Cost Fee
	<ul style="list-style-type: none"> ✗ Repay the loan during the fixed rate term without incurring a Break Cost Fee
	<ul style="list-style-type: none"> ✗ Have an offset facility linked to the loan
	<ul style="list-style-type: none"> ✗ Access funds via a redraw facility
	<ul style="list-style-type: none"> ✗ Build or renovate a residential property for the purpose of it being their principal place of residence
	<ul style="list-style-type: none"> ✗ Have interest only repayments

Fixed Rate Investment Loan

This Product has been designed for customers who want to finance the acquisition of residential property for investment purpose or refinance other finance that has been provided for such a purpose, and mortgage the property by way of security.

This product is suitable for customers who want to:	This product is not suitable for customers who want to:
✓ Purchase or refinance an existing or newly erected residential investment property	✗ Purchase or refinance for the purpose of the property being their principal place of residence
✓ Borrow minimum of \$20,000 for new borrowings, or a minimum of \$10,000 to top-up existing borrowing	✗ Finance buying a property for commercial purposes
✓ Repay over a term between 1 and 30 years	✗ Have a variable rate of interest from the outset
✓ Have the certainty of fixed repayments, with the option to fix the interest rate for a period of 1 – 5 years following which repayments will become variable unless switched to another loan type	✗ Borrow more than 90% of the property value
✓ Select repayment options applicable to their situation, of either principal and interest or interest only	✗ Purchase vacant land to construct a residential dwelling
	✗ Make unlimited extra repayments (max. \$10k per year allowed) during the fixed rate term without triggering break costs
	✗ Repay the loan during the fixed rate term without incurring a Break Cost Fee
	✗ Have an offset facility linked to the loan
	✗ Access funds via a redraw facility
	✗ Build or renovate a residential property for the purpose of being an investment