

Target Market Determination (TMD) – Home Loan Offset Account

Product	Home Loan Offset Account
Issuer	Family First Bank ABN / ACN 39 087 650 057 AFSL / Australian Credit Licence No 241068
Effective Date of TMD	October 2021
Date of TMD	27 November 2023
Target Market	<p>Retail clients who:</p> <ul style="list-style-type: none"> • have an eligible mortgage with Family First • want to reduce their loan interest so that the loan is repaid sooner • need a transaction account to conveniently manage their funds and facilitate payments whilst reducing the overall interest cost of the linked loan <p>This is a Home Loan Offset Account and the key features of this product are:</p> <ul style="list-style-type: none"> • No minimum balance required before offset applies • 100% offset of the account balance against the linked home loan balance • Visa Debit Card – Including available as digital or wearable wallet using Apple Pay or Google Pay • Internet Banking • Phone Banking • Mobile Banking app • Direct Credits/Debits • Payments via Osko • Periodical Payments • BPay • Personal Cheque facility • eStatements available via Internet Banking • No account keeping fees • Transaction and other fees may apply. Details are in our Fees and Charges Schedule, which also details Family First’s Relationship Balance Fee Rebate Scheme.
Distribution Conditions	<p>This product is distributed by the issuer through the following channels:</p> <ul style="list-style-type: none"> • branches • by phone • online

	<ul style="list-style-type: none"> brokers, if part of an approved credit facility <p>Distribution conditions for this product include:</p> <ul style="list-style-type: none"> ensuring that retail clients meet the eligibility requirements for the product ensuring that distribution through branches, by phone or online is by appropriately trained staff ensuring that distribution through brokers is by appropriately authorised and trained credit licensees. 												
Review Triggers	<p>The review triggers that would reasonably suggest that the TMD is no longer appropriate include:</p> <ul style="list-style-type: none"> a significant dealing of the product to consumers outside the target market occurs; 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; 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. 												
Review Periods	<p>Initial review date: Within 12 months of the effective date</p> <p>Periodic review: Every 2 years after the initial review and any subsequent periodic review</p>												
Distribution Reporting Requirements	<p>The following information is monitored by Family First and must be provided to Family First by distributors who engage in retail product distribution conduct in relation to the distribution of this product:</p> <table border="1"> <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 3 months</td> </tr> <tr> <td>Sales outside the target market</td> <td>Number of sales \$ value of sales</td> <td>Every 3 months</td> </tr> <tr> <td>Significant dealing(s)</td> <td>Date or date range of the significant dealing(s) and description of the significant dealing (e.g. 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> </tbody> </table>	Type of information	Description	Reporting period	Complaints	Number of complaints	Every 3 months	Sales outside the target market	Number of sales \$ value of sales	Every 3 months	Significant dealing(s)	Date or date range of the significant dealing(s) and description of the significant dealing (e.g. why it is not consistent with the TMD)	As soon as practicable, and in any case within 10 business days after becoming aware
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