

Target Market Determination (TMD) – Home Loan Fixed Rate Owner Occupied

Product	Home Loan Fixed Rate Owner Occupied
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	2 April 2024
Target Market	<p>Retail clients who:</p> <ul style="list-style-type: none"> • are seeking a loan to purchase or renovate an owner occupied home • are seeking to refinance an existing owner occupied home loan • are seeking to top up an existing loan for any worthwhile purpose • are aged 18 years or more and meet the credit assessment criteria for the product • need the certainty of a fixed interest rate and fixed repayments for the term of the fixed rate period • are willing and able to offer a first registered mortgage over real property (or other acceptable security) as security for the loan • (Family Pledge) – can obtain a security guarantee from a family member with equity in their own home and who banks with Family First Bank. <p>This is a Fixed Rate Owner Occupied Home Loan secured over real property. The key attributes are:</p> <ul style="list-style-type: none"> • loan amounts from \$20,000 • loan terms of up to 30 years • fixed rate periods of 1, 2 and 3 years • principal and interest reducing • repayment frequency can be weekly, fortnightly or monthly • lump sum payments allowable up to \$10,000 per year without penalty • a redraw facility against advance repayments • eStatements available via Internet Banking • loan establishment fees apply, including mortgage preparation, application and valuation fees • other fees and charges apply and are available on application. Please refer to the Fees and Charges Schedule.

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 • brokers <p>Distribution conditions for this product include:</p> <ul style="list-style-type: none"> • ensuring that clients meet the eligibility conditions for the product • ensuring that distribution through branches, by phone or online is by appropriately authorised and 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: 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 Information 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" data-bbox="432 1503 1433 1921"> <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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