

Target Market Determination (TMD)

This TMD is issued by BankSA - A Division of Westpac Banking Corporation ABN 33 007 457 141

Product: This TMD applies to:

- Unsecured Personal Loan

Effective date: 1 June 2023

Target market class of consumers.

Product description and key attributes.

This is an unsecured personal loan for various purposes including a personal purchase or debt consolidation that is provided over a fixed term for a fixed or variable interest rate option.

The key product attributes (including the key eligibility requirements) to acquire this product:

Key product attributes:

- A lump sum loan provided for various purposes including a personal purchase or debt consolidation
- A fixed interest rate option
- A variable interest rate option where the rate could move up or down for the life of the loan
- A fixed repayment term from 1 to 7 years
- Weekly, fortnightly, or monthly repayment options
- Redraw facility available for variable interest rate option

Key eligibility:

- For personal use
- Individual aged 18 years or over
- Meet the credit criteria which includes demonstrating the ability to meet repayment obligations

Class of consumers.

This product is designed for a class of consumers whose likely needs, objectives and financial situation (as set out below) are aligned with the product and the product's key attributes.

This product is for those who:

- Need an unsecured personal loan for a purpose such as for a personal purchase or debt consolidation that is provided over a fixed term with a fixed or variable interest rate option.

Needs, objectives and financial situation.

This product is designed for consumers who:

- Need a personal loan for a purpose such as for a personal purchase or debt consolidation
- Want interest rate and/or repayment stability with a fixed interest rate or want a variable interest rate option
- Want certainty of the end date of the loan

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- May want repayment options
- May want access to a redraw facility with variable rate option
- Are able to meet repayment obligations

This product is not designed for consumers who:

- Have an ongoing need for credit
- Want to secure the loan with an asset

Alignment to target market.

This product is likely to be consistent with the likely objectives, financial situation and needs of the class of consumers in the target market. This is based on an assessment of the key terms, features and attributes of the product and a determination that these are consistent with the identified class of consumers.

Distribution conditions and restrictions:.

Distribution channels.

This product is designed to be sold via the following means:

- Banker assisted channels including in branch, over the phone, mobile bankers, Relationship Managers or Private Banking Team;
- Online channels which includes our website, mobile app and online banking.

Distribution conditions and restrictions.

This product should only be distributed under the following circumstances:

- If a consumer meets the eligibility criteria for this product;
- Banker assisted channels, including in branch, over the phone, mobile bankers, Relationship Managers or Private Banking Team, with bankers who:
 - are required to be trained to meet role-based accreditation requirements;
 - are able to discuss the product features, eligibility, interest rates, fees and charges including key differences from other relevant personal loan, line of credit, or overdraft products we offer;
 - have access to tools and resources such as product information and product comparison tools;
 - are required to follow the policies, procedures and systems including in relation to eligibility criteria and assessing the customer's ability to meet repayment obligations.
- Online channels including our website, mobile app and online banking provide customers with access to:
 - information about the product's features, eligibility requirements, interest rates, fees and charges to assist customers to make an informed choice of product;
 - the application process which includes an assessment of meeting product eligibility requirements, including assessing the customer's ability to meet repayment obligations;
 - an optional product selector tool and product comparison tools to assist customers to make an informed choice of product.
- All distribution channels are subject to appropriate controls and/or monitoring.

Appropriateness of distribution conditions and restrictions .

We have assessed that the distribution conditions and restrictions will make it likely that consumers who acquire the product is in the target market. We consider that the distribution conditions and restrictions are appropriate and will direct distribution towards the class of consumer for whom the product has been designed.

TMD reviews.

We will review this TMD in accordance with the below:

Initial review	Within 2 years of the effective date.
Periodic reviews	At least every 2 years from the last review.
Review triggers	<p>The review triggers (which reasonably suggest the TMD is no longer appropriate) that may result in an earlier review of the TMD include material changes to the design or distribution of the product including related documentation, material changes in law or taxation policy that may affect the operation of the product, or:</p> <ul style="list-style-type: none">• Significant changes in metrics. These include:<ul style="list-style-type: none">• complaints (e.g. relating to key product attributes, product suitability, and/or sales conduct);• customers experiencing repayment delinquency• early product closure volume• early product refinance volume• Distribution conditions found to be inadequate;• Any direction from ASIC which requires us to cease distribution of the product;• Occurrence of a significant dealing.

Distribution information.

We will collect the following information from our distributors directly or indirectly in relation to this TMD.

Complaints	Distributors will report all complaints in relation to the product covered by this TMD on a monthly basis. This will include written details of the complaints.
Significant dealings	Distributors will report if they become aware of a significant dealing in relation to this TMD that is inconsistent with the TMD within 10 business days.
Other information required	<p>The reporting timeframe for a significant dealing:</p> <ul style="list-style-type: none">• within 10 business days of the date of the distributor becoming aware of the significant dealing