Target Market Determination – Personal Loans

Product	Home Improvement Loan
Issuer	Ford Co-operative Credit Society Limited ABN 74 087 651 456 trading as Geelong Bank AFSL/Australian Credit Licence 244351
Date of TMD	31 January 2025
Target Market	Retail clients who: • are seeking a loan for home improvements including sustainable renovations like solar panels, double glazed windows, external awnings, insulation, rain water tanks and other environmentally friendly improvements to your home. • are aged 18 years or more and meet the credit assessment criteria for the product **Secured variable** • are able and willing to offer acceptable security for the loan so as to secure a lower interest rate need the flexibility to make additional repayments and a contractual right to redraw advance repayments as required **Description of product, including key attributes** This is a secured variable rate personal loan. The key attributes are: • loan amounts between $1,000 and $80,000 • loan terms of up to 7 years • repayment frequency can be weekly/fortnightly/monthly • the ability to make additional repayments • a redraw facility • acceptable security for the loan must be provided. • *interest rate is variable *Refer to Interest Rates: https://geelongbank.com.au/about-us/disclosures-publications/ **Fees:** • PPSR fee • Establishment fee • Legal fees • Valuation fees Refer Fees & Charges & Transaction Limits brochure: https://geelongbank.com.au/about-us/disclosures-publications/

	Classes of consumers for whom the product is unsuitable This product is not suitable for retail clients who: • Unable to provide real property mortgage for security
Distribution Conditions	**Distribution conditions** This product is distributed by the issuer through the following channels: • branch • mobile lenders • call centres • online Distribution conditions for this product include: • ensuring that retail clients meet the eligibility requirements for the product • ensuring that distribution through branches, mobile lenders and call centres is by appropriately trained staff There are no other distributors for this product.
Review Triggers	The review triggers that would reasonably suggest that the TMD is no longer appropriate are: • a significant dealing of the product to retail clients 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 The Product Governance Framework includes regular consideration of whether there has been a review trigger following each distribution information report. That consideration is by reference to paragraphs 154 to 156 of RG 274.
Review Periods	**First review date:** 31 January 2027 **Periodic reviews:** 12 months, and every 2 years after the initial and each subsequent review.
Distribution Information Reporting Requirements	The following information must be provided to Ford Co-operative Credit Society Limited ABN 74 087 651 456 trading as Geelong Bank by distributors who engage in retail product distribution conduct in relation to this product:

Type of information	Description	Reporting period
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
Complaints	Number of complaints	Every 3 months
Sales **outside** the target market	Number of sales $ value of sales	Every 3 months
Sales **inside** the target market	Number of sales $ value of sales	Every 3 months