

# Target Market Determination

## For Family Home Guarantee – Bendigo Complete Principal & Interest Home Loan (Variable Rate)

BEN-FHG-P&I-V

### Product

This target market determination (TMD) applies to a Family Home Guarantee - Bendigo Complete Principal & Interest Home Loan (Variable Rate).

### Issuer

Bendigo and Adelaide Bank Limited ABN 11 068 049 178 AFSL / Australian Credit License 237879 (Bendigo Bank).

### Date from which this target market determination is effective

12 October 2023.

## 1. Target market for this product

### Target Market

The retail clients for whom this product has been designed are individuals who:

- want a term loan to finance the acquisition of an [eligible residential property](#) for the purpose of it being their principal place of residence;
- want to make principal and interest payments over the term of the loan;
- want flexibility to make additional repayments and have access to those early repayments;
- may want access to other features and benefits (such as linked offset account);
- can afford the loan; and
- can provide the residential property as security for the loan
- are eligible single parents or eligible single legal guardians of at least one dependent and wish to participate in this Australian Government initiative which involves guaranteeing a portion of the deposit resulting in lowering the deposit needed to take out a home loan.

### Product Description

A Family Home Guarantee - Bendigo Complete Principal & Interest Home Loan (Variable Rate) is a variable interest rate term loan (up to a maximum term of 30 years) which is used to finance the acquisition of residential property. Retail clients must be eligible single parents or eligible single legal guardians of at least one dependent and satisfy the eligibility criteria as specified here <https://www.housingaustralia.gov.au/support-buy-home/family-home-guarantee>. This home loan allows retail clients to make additional repayments without incurring early repayment costs and the ability to access those repayments. Retail clients can also access other features. Regular principal and interest repayments are required over the term of the loan.

### Product key attributes

The key attributes of this product that make it likely to be consistent with the target market described above, include:

Attribute	Appropriate for
Term loan	Retail clients that want to repay their loan over medium to long term period (up to a maximum of 30 years).
Family Home Guarantee ( <i>the Scheme</i> )	Eligible retail clients purchasing a home to live in that meet the <a href="#">eligibility criteria</a> and want to participate in <a href="#">the Scheme</a> .

Attribute	Appropriate for
Owner occupied	Retail clients who will use the <a href="#">eligible residential property</a> acquired with the loan as their principal place of residence. This product may not be suitable for retail clients who will use the residential property for investment purposes.
Regular repayments of principal and interest	Retail clients make regular scheduled principal and interest repayments over the term of the loan. Retail clients can choose from weekly, fortnightly or monthly repayment frequencies.
Variable interest rate	A variable interest rate means the interest rate may increase or decrease over the term of the loan. This product may not be suitable for retail clients who require certainty around repayments by having a fixed interest rate.
Early repayments and redraw	Retail clients who want the flexibility to make additional repayments without incurring early repayment fees, and the ability to access those repayments (1 repayment amount is preserved and not accessible).
Access to other features	Retail clients who may want access to other features (including a linked offset account) and are willing to pay additional fees or charges to access them (if applicable).
Security over residential property	Retail clients that can use the residential property they have acquired with the loan as security for it.

## 2. How this product is to be distributed

Bendigo Bank applies certain conditions and restrictions to the distribution of this product so that distribution is likely to be to retail clients within the target market for this product. The conditions and restrictions are:

<b>Channel</b>	<p>This product is to be distributed only through the following channels:</p> <ul style="list-style-type: none"> <li>• Bendigo Bank and Community Bank branches;</li> <li>• Bendigo Bank's contact centre;</li> <li>• Bendigo Bank's Mobile Relationship Managers; and</li> <li>• Bendigo Bank's Business Bankers.</li> </ul>
<b>Additional conditions or restrictions</b>	<p>The following additional conditions and restrictions also apply to the distribution of this product:</p> <ul style="list-style-type: none"> <li>• Only prospective retail clients who meet Bendigo Bank's minimum eligibility criteria for the product should submit an application for this product;</li> <li>• Only prospective retail clients who meet the <a href="#">eligibility requirements</a> under the rules of the Scheme should submit an application for this product;</li> <li>• This product can only be issued to retail clients after applying Bendigo Bank's affordability and suitability processes; and</li> <li>• This product can only be issued (or arranged to be issued) by persons who are trained and accredited.</li> </ul>

### 3. Reviewing this target market determination

Bendigo Bank will review this TMD as set out below:

<b>Initial review</b>	Within the first year of the effective date.
<b>Periodic reviews</b>	At least every 12 months from the initial review.
<b>Review triggers or events</b>	<p>Any event or circumstances arising that would reasonably suggest the TMD is no longer appropriate. This may include (but is not limited to):</p> <ul style="list-style-type: none"> <li>• a material change to the design or distribution of the product, including related documentation;</li> <li>• occurrence of a significant dealing;</li> <li>• distribution conditions found to be inadequate in ensuring that the product is issued to retail clients who are likely to be in the target market;</li> <li>• relevant changes in the law or its application, a change in an industry code or decision of a court or other body (including through regulatory guidance) that materially affects the product;</li> <li>• significant changes in metrics, including, but not limited to: <ul style="list-style-type: none"> <li>○ a material increase in the number of complaints in relation to a product or aspect of a product;</li> <li>○ the level of retail clients experiencing hardship such as falling into arrears;</li> <li>○ an increase in early termination of the product; and</li> </ul> </li> <li>• any other event occurs, or information is received that reasonably suggests this TMD is no longer appropriate.</li> </ul>

### 4. Reporting and monitoring this target market determination

Bendigo Bank's third-party distributors who are regulated persons will need to collect, keep and report the following information to Bendigo Bank:

Type	Description of information	Frequency of reporting
<b>Complaints</b>	<p>Customer complaints made in relation to this product. This includes:</p> <ul style="list-style-type: none"> <li>• written details of the complaint; and</li> <li>• the number of complaints during the reporting period.</li> </ul>	<p><b>Reporting period:</b> Monthly</p> <p><b>When does the regulated person have to report:</b> Within 10 business days of the end of the reporting period.</p>
<b>Sales data</b>	Sales and customer data in relation to this product as requested by Bendigo Bank.	<p><b>Reporting period:</b> Monthly</p> <p><b>When does the regulated person have to report:</b> Within 10 business days of the end of the reporting period.</p>
<b>Significant dealings</b>	<p>The following information:</p> <ul style="list-style-type: none"> <li>• details of the significant dealing;</li> <li>• the date (or range) on which the significant dealing occurred;</li> <li>• why the distributor considers the dealing to be significant (including why it is inconsistent with this TMD); and</li> <li>• how the dealing was identified.</li> </ul>	<p><b>When does the regulated person have to report:</b> Within 10 business days of the distributor becoming aware of the dealing.</p>