

Product Name	Essential Worker Home Loan – Owner Occupied (L35)		
Issuer	G&C Mutual Bank Limited, ABN 72 087 650 637, AFSL & Australian Credit Licence 238311		
Effective Date	30 September 2024	Next Review Date	30 March 2026
Target Market	Description of Target Market		
	<p>Retail customers who:</p> <ul style="list-style-type: none"> <li>are seeking to purchase or externally refinance an owner-occupied property when at least one borrower meets predefined essential worker criteria (essential worker defined as frontline ambulance officer, paramedic, firefighter, police officer, corrective services officer, nurse, aged care or disability worker, teacher, early childhood educator, defence or military personnel)</li> <li>are willing and able to offer a first registered mortgage over real property as security for the loan</li> </ul>		
	Description of Product, including key attributes		
	<p>This is a home loan with a number of key attributes:</p> <ul style="list-style-type: none"> <li>minimum loan amount of \$100,000</li> <li>maximum Loan to Value Ratio (LVR) of 80% without Lenders Mortgage Insurance (LMI), maximum of 95% with LMI</li> <li>loan terms of up to 30 years</li> <li>variable interest rate</li> <li>principal and interest repayment type</li> <li>repayment frequency can be weekly, fortnightly or monthly</li> <li>ability to make unlimited extra repayments</li> <li>a redraw facility</li> <li>a 100% mortgage offset account</li> <li>no establishment and no monthly service fees</li> <li>up to \$1,000 third-party costs waived (includes valuation, registration, mortgage preparation and title search)</li> </ul>		
	Needs, Objectives and Financial Situation		
	<p>This product has been designed for predefined essential workers wanting to purchase or externally refinance an owner-occupied property. The crosses indicate where the product is not suitable for retail customers.</p>		
	Want a competitive interest rate option based on their occupation, or their joint borrower's occupation, as an essential worker		✓
	Have additional savings or plan to grow their savings and wish to offset those funds against the loan to reduce the interest payable		✓
	Prefer the convenience of accessing any additional funds from their linked transaction account		✓
	Comfortable that minimum repayment amounts may change or the interest payable over the term of the loan may fluctuate due to changes in the interest rate		✓

	Want the flexibility to pay down the loan faster without additional fees or penalties, and to access those extra repayments if needed	✓
	Require a fixed rate to allow certainty of minimum repayments for a specified period	✗
	Cannot meet the product and credit assessment requirements	✗
Distribution Conditions	<p>This product is designed to be distributed by G&amp;C Mutual Bank through the following channels:</p> <ul style="list-style-type: none"> <li>▪ online through our website</li> <li>▪ online through relevant third-party comparison sites</li> <li>▪ targeted advertising</li> <li>▪ by phone or email through our Contact Centre</li> <li>▪ our team of mobile lenders</li> <li>▪ in person through our Service Centres</li> </ul> <p>This product can only be issued to those who are eligible and meet the minimum account criteria. All applicants must be:</p> <ul style="list-style-type: none"> <li>▪ aged 18 years or older</li> <li>▪ a permanent resident of Australia</li> <li>▪ able to meet our identity verification requirements</li> <li>▪ able to meet the credit assessment criteria for the product including sufficient income to service the loan repayments</li> </ul> <p>At least one applicant must be:</p> <ul style="list-style-type: none"> <li>▪ an essential worker as defined by G&amp;C Mutual Bank</li> </ul> <p>Only representatives who have the appropriate levels of authority may advise on and distribute this product. They will have been trained on this product and in particular, the target market and relevant acceptance criteria.</p>	
Reviewing this Target Market Determination	We will review this Target Market Determination in accordance with the below:	
	Initial Review	Within 12 months of the effective date
	Periodic Review	At least every 18 months from the initial review, and any subsequent periodic review
	Review Triggers or Events	<p>Any event or circumstances arising that would suggest this TMD is no longer appropriate will prompt a review of this TMD. This may include (but is not limited to):</p> <ul style="list-style-type: none"> <li>▪ A material change to the product or its terms and conditions;</li> <li>▪ A change in our acceptance criteria that impacts on the suitability of the product for the target market;</li> <li>▪ Negative trends across sales, complaints, hardship and product usage data;</li> <li>▪ Distribution conditions are no longer appropriate;</li> <li>▪ External events such as adverse media coverage or regulatory attention; and</li> <li>▪ Significant numbers of complaints received from customers in relation to the use of the product.</li> </ul>

## Reporting

We will collect and record details of:

- Product related complaints received each month from customers or distributors.
- Any significant dealing which is not consistent with this TMD. Reporting must be within 10 business days of becoming aware of any such dealing.