

ANZ Plus Home Loan Variable

Target Market Determination

Purpose of this document

ANZ is legally required to prepare this Target Market Determination (TMD). The TMD describes the class of customers the product has been designed for, the conditions under which the product must be distributed and how ANZ will review this document so it remains appropriate.

Target Market

ANZ has identified the target market for the ANZ Plus Home Loan Variable and the key attributes of the product that meet the needs, objectives and financial situation of customers in the target market as follows:

The ANZ Plus Home Loan Variable has been designed for customers who:	Key attributes of the ANZ Plus Home Loan Variable that make the product appropriate for the target market:
<ul style="list-style-type: none"> Single or joint borrowers who are seeking a term loan for consumer purposes that is paid off over time with regular payments. 	<ul style="list-style-type: none"> Eligibility: The ANZ Plus Home Loan Variable is available to single or joint borrowers. Term: Term loan of at least 1 year and up to 30 years in duration. Repayment profile: Customers make regular, scheduled principal and interest repayments to pay down the loan balance over the term.
<ul style="list-style-type: none"> Refinancing an existing residential property loan. 	<ul style="list-style-type: none"> Refinancing: Refinance an existing residential property loan including requesting additional funds for consumer purposes through a single drawdown.
<ul style="list-style-type: none"> Requires a variable interest rate and flexibility to make unlimited early repayments without costs. 	<ul style="list-style-type: none"> Interest rate: A variable interest rate means the applicable interest rate (and therefore minimum repayments) can increase or decrease during the loan term. Early repayment: Customers are able to make early payments to their loan at no cost and to access eligible early payments through a redraw facility.
<ul style="list-style-type: none"> May want the ability to link an offset account to the home loan and are comfortable paying a monthly fee if they do so. 	<ul style="list-style-type: none"> Offset: Eligible ANZ Plus Everyday accounts can be linked to eligible home loans as an offset account.
<ul style="list-style-type: none"> Can provide a residential property security. 	<ul style="list-style-type: none"> Security: Customers must be able to provide a residential property to secure the loan and the applicant's or joint applicants' must be listed on the title.
<ul style="list-style-type: none"> The property must be located in VIC, NSW, QLD, WA, SA or ACT. 	<ul style="list-style-type: none"> Property location: The residential property must be located in VIC, NSW, QLD, WA, SA or ACT.
<ul style="list-style-type: none"> Are comfortable managing their loan digitally. 	<ul style="list-style-type: none"> Digital banking: Authorised ANZ staff may assist customers to apply for the ANZ Plus Home Loan Variable. However, the product can only be applied for in the self-service ANZ Plus App using a compatible smart mobile device. Loan details, transactions and statements can only be viewed via the ANZ Plus app. ANZ staff are available via the ANZ Plus App to assist in the loan application and post settlement activities. Loans cannot be applied for or serviced via other ANZ channels including ANZ branches, ANZ Phone Banking and ANZ Internet Banking.



<ul style="list-style-type: none"> Require a loan of between \$10,000 and \$2,000,000. 	<ul style="list-style-type: none"> Loan amount: The product only has loan amounts between \$10,000 and \$2,000,000.
<ul style="list-style-type: none"> Loan-to-value ratio of 80% or less. 	<ul style="list-style-type: none"> Loan-to-value ratio: Applicants that require a maximum loan-to-value ratio of 80%.
<ul style="list-style-type: none"> Can satisfactorily demonstrate that they are able to afford to repay the loan. 	<ul style="list-style-type: none"> ANZ processes: ANZ applies its affordability and suitability checking process to assess whether the product is consistent with the customer's needs and objectives and confirm the customer's ability to repay the loan.
<ul style="list-style-type: none"> Have or be willing to open an ANZ Plus Deposit account. 	<ul style="list-style-type: none"> Approved ANZ accounts: An eligible ANZ Plus Deposit account must be held to apply for the ANZ Plus Home Loan Variable product.

Distribution Conditions

ANZ applies the following conditions and restrictions to the distribution of the ANZ Plus Home Loan Variable so that the product is likely to be provided to customers in the target market.

These conditions and restrictions:

- limit the channels through which the product can be provided;
- ensure ANZ staff involved in the product are adequately trained; and
- ensure ANZ only distributes the product in accordance with a consistent application and assessment process.

	Condition	How does this make the distribution appropriate?
Channel	<p>The ANZ Plus Home Loan Variable is available to customers through the following channel:</p> <ul style="list-style-type: none"> ANZ Plus App. <p>Selected authorised ANZ Branch staff and ANZ Contact Centre staff may refer customers to the ANZ Plus App to apply for ANZ Plus Home Loan Variable.</p> <p>Authorised ANZ staff may assist customers to apply for the ANZ Plus Home Loan Variable.</p> <p>However, the product can only be applied for in the self-service ANZ Plus App.</p> <p>The ANZ Plus Home Loan Variable cannot be distributed by third parties.</p>	<ul style="list-style-type: none"> By limiting channels, ANZ can ensure that applications for the ANZ Plus Home Loan Variable are only received through channels that are subject to appropriate conditions, controls and/or monitoring. Customers must have access to a compatible smart phone device in order to apply for the product.



<p>Training & Accreditation</p>	<p>The ANZ Plus Home Loan Variable can only be provided to customers by ANZ through an authenticated channel, the ANZ Plus App.</p> <p>However, ANZ staff who:</p> <ul style="list-style-type: none"> • may refer customers to the ANZ Plus App to apply for the ANZ Plus Home Loan Variable; • assist with applications, service customers and are involved in determining the features of the product, the features of the digital distribution process (including any text presented to customers) and the rules for eligibility and distribution of the product, <p>complete relevant training at induction and on an ongoing basis.</p>	<p>By training ANZ staff, ANZ is ensuring that they understand the features of the ANZ Plus Home Loan Variable, the distribution process which ANZ must comply with and the legislative framework relevant to their activities.</p>
<p>Process</p>	<p>The ANZ Plus Home Loan Variable can only be provided to customers after ANZ collects the required customer information and applies its eligibility, affordability and suitability checking processes.</p>	<p>By applying the eligibility, affordability and suitability processes, ANZ can assess whether the product is consistent with the customer's needs and objectives and confirms their ability to repay the loan.</p> <p>ANZ's process includes measures to:</p> <ul style="list-style-type: none"> • collect relevant financial information from customers; • analyse that information and assess whether the customer will be able to meet their financial obligations; and • make enquiries with customers about what they will use the loan for and what loan features they require so that the product is likely to be consistent with their needs and objectives.



Review the Target Market Determination (TMD)

ANZ will review the TMD periodically to ensure it remains appropriate.

Periodic Reviews of the TMD	Timing
<ul style="list-style-type: none"> Initial review. 	<ul style="list-style-type: none"> No later than 18 months from the date the TMD is made.
<ul style="list-style-type: none"> Subsequent ongoing review. 	<ul style="list-style-type: none"> No later than 18 months from the date of the previous review.

Review Triggers
<p>In addition, ANZ will review the TMD earlier if one or more of the following occurs, where they reasonably suggest that the TMD is no longer appropriate:</p>
<ul style="list-style-type: none"> There is a material change to the product or its distribution.
<ul style="list-style-type: none"> There is a change in law or its application, a change in relevant industry code, an AFCA determination, a court decision, or ASIC or other regulatory guidance that materially affects the product.
<ul style="list-style-type: none"> There is a significant increase beyond expected levels in complaints or disputes, or a significant change in the nature of complaints or disputes relating to the product.
<ul style="list-style-type: none"> ANZ has information about the way in which the product is being distributed, operating or being used by customers that reasonably suggests the TMD is no longer appropriate.
<ul style="list-style-type: none"> Any other event occurs or information is received (for example significant dealings in the product that are not consistent with the TMD) that reasonably suggests the TMD is no longer appropriate.

Reporting

Regulated persons must provide the following information to ANZ:

Category	Description	Reporting period	Reporting timeframe
Complaints	<ul style="list-style-type: none"> Whether any complaints relating to the product were received during the reporting period; and If so: <ul style="list-style-type: none"> - the number of complaints received during the reporting period; and - the substance of those complaints and any general feedback relating to the product or its performance. 	Every calendar quarter.	As soon as practicable and in any case within 10 business days of the relevant reporting period.



Important information

This target market determination is not a recommendation, opinion or advice that any person acquire the product or is within the target market for the product. It does not summarise the terms or risks of the product and is not an offer of, or invitation to apply for, the product to any person in Australia or elsewhere. It does not set out all obligations of regulated persons in relation to the product or this target market determination.

Go to <https://www.anz.com.au/support/rates-fees-terms/target-market-determinations/> for more information about target market determinations. Go to <https://www.anz.com.au/plus/digital-home-loans/> for information about the home loan product.

