

ANZ FIXED RATE PERSONAL LOANS

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 Fixed Rate Personal Loan and the key attributes of the product that meet the needs, objectives and financial situation of customers in the target market as follows:

ANZ Fixed Rate Personal Loans have been designed for customers who:	Key attributes of ANZ Fixed Rate Personal Loans that make the product appropriate for the target market:
<ul style="list-style-type: none">• Are seeking a small to medium value, medium term loan that is paid off over time with regular payments;	<ul style="list-style-type: none">• Amount: Loan amount of at least \$5,000 and up to \$50,000.• Term: Term loan of at least 1 year and up to 7 years.• Repayment profile: Customers make regular, scheduled repayments to pay down the loan balance over the term.
<ul style="list-style-type: none">• Are seeking an unsecured loan for personal or domestic purposes;	<ul style="list-style-type: none">• No Security: Customers are not required to provide an asset as security for the loan.
<ul style="list-style-type: none">• Require certainty around repayments and are prepared to have limited flexibility, for example, no rights to repay above the allowed threshold without extra charge and no ability to access any early repayments made to the loan; and	<ul style="list-style-type: none">• Interest rate: A fixed interest rate means that repayments will not change during the term of the loan, even if interest rates change.• Early repayment charges: Charges apply to any early or extra repayments to the loan (above a threshold) and when the loan is repaid early.• No redraw: Customers are not able to access any extra repayments that have been made to the loan in excess of their scheduled repayments.
<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.

DISTRIBUTION CONDITIONS

ANZ applies the following conditions and restrictions to the distribution of ANZ Fixed Rate Personal Loans 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 those who distribute the product are adequately trained and accredited; 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>ANZ Fixed Rate Personal Loans can only be provided to customers through the following channels:</p> <ul style="list-style-type: none"> • ANZ Branches and ANZ Customer Contact Centre; • Online channels (for example, anz.com, ANZ App and Internet Banking); and • ANZ Mobile Lenders (credit representatives who provide services in relation to ANZ loans). 	<p>By limiting channels, ANZ can ensure that applications for ANZ Fixed Rate Personal Loans are only received through channels that are subject to appropriate conditions, controls and/or monitoring.</p>
Training & Accreditation	<p>ANZ Fixed Rate Personal Loans can only be provided to customers by ANZ directly through authorised ANZ staff or through Mobile Lenders who are accredited and trained.</p>	<p>By applying training and accreditation standards to ANZ staff and third parties who distribute the product, ANZ is ensuring:</p> <ul style="list-style-type: none"> • background checks are conducted on relevant individuals; • those distributing the product hold appropriate qualifications, are authorised to engage in distribution activities and are appropriately trained and accredited to ANZ standards; and • those distributing the product understand the distribution process ANZ requires them to follow, as well as the legislative framework relevant to their activities.
Process	<p>ANZ Fixed Rate Personal Loans can only be provided to customers after ANZ collects the required customer information (including being provided information by ANZ Mobile Lenders where relevant) and applies its affordability and suitability checking processes.</p>	<p>By applying its affordability and suitability checking process, ANZ assesses whether the product is consistent with the customer's needs and objectives and confirms the customer's 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 OF 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

In addition, ANZ will review this document earlier if one or more of the following occurs, where they reasonably suggest that the TMD is no longer appropriate:

- There is a material change to the product or its distribution. For example, a change to a key product attribute or a material change to a distribution channel.
- 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 or action that materially affects the product. For example, if a change in the law requires ANZ to change or remove a key product attribute or a product intervention order is made by ASIC in respect of the product.
- 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.
- 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. For example, ANZ will monitor:
 - number of accounts that customers opt to close shortly after the product is issued;
 - number of accounts that are in default at an early stage; and
 - number of accounts being charged fees due to customers making early repayments.
- 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/personal/personal-loans/fixed-rate/> for information about the product.