

Target Market Determination



Product	LoanOne Green Non Resident
Mortgage Manager	LoanOne Pty Ltd ACN: 54 161 283 147; ACL: 501182
Effective date of TMD	5 October 2021
TMD version	Version 1

About this document

This Target Market Determination (**TMD**) is required under section 994B of the Corporations Act 2001 (Cth) (**the Act**). It sets out the class of consumers for whom the product, including its key attributes, would likely be consistent with their likely objectives, financial situation and needs. In addition, the TMD outlines the triggers to review the target market and certain other information, It forms part of LoanOne Pty Ltd ACN 54 161 283 (**LoanOne**) design and distribution arrangements for the product.

This document is not a summary of the product features or terms of the product. This document does not take into account any person's individual objectives, financial situation or needs.

Description of the target market

The above product is for all loans secured upon a completed residential property. The product is available for purchase, refinance, and equity release, at a term of up to 30 years at variable, 1-3 years fixed rates. Repayments may be principal & interest or interest only up to 5 years for LoanOne Green Non Resident. The target market of the product includes salaried employees, investors and self-employed individuals, including non-residents of Australia, as well as Australian registered companies.

The product is acceptable for the following applicants:

- Applications from salaried employees, investors and self-employed individuals, as well as Australian registered companies supported by a guarantee from each of the directors.
- Salaried employees must demonstrate a minimum of 12 months in their job or the last 2 years in the same industry, self-employed applicants must demonstrate a minimum of the last 2 years deriving such income.
- We will not accept applications from Politically Exposed Persons or from applicants located in countries identified by FATF as having AML/CTF deficiencies.
- All applicants who do not reside in Australia must provide evidence of approval from FIRB or establish that their acquisition is exempt from approval.

Residents from the following list of countries can be considered for this product:

- Australia, Brazil, Canada, China, France, Germany, Hong Kong SAR, Indonesia, Malaysia, Japan, Macau SAR, New Zealand, Singapore, South Africa, South Korea, Switzerland, Taiwan, United Kingdom, USA, Vietnam.

Objectives, financial situation, and needs

This product is designed for consumers who are:

- Seeking to purchase residential property within Australia for either owner occupation or investment purposes;
- Seeking to refinance residential property within Australia for either owner occupation or investment purposes;
- Seeking to consolidate debt (ie. Credit cards, personal loans, business loans, etc.);
- Seeking to make non-structural home improvements;
- Seeking to make and "Off the Plan" purchase;
- Seeking to get a business loan;
- Seeking to acquire non-real estate investments (shares, managed funds, etc.);
- Seeking finance for general consumer purposes (ie. Car, holiday, etc.);

- If the customer chose a variable rate they would be seeking flexibility to make extra repayments without a fee; seeking flexibility to redraw funds as required; seeking additional features on their home loan (ie. Offset account);
- If the customer chose a fixed rate option, they would be seeking the certainty of a fixed interest rate; seeking the certainty of fixed repayments over the term of the loan; and
- The customer would need to meet LoanOne's credit assessment and AML/CTF requirements.

Ineligible consumers

We will not accept applications from Politically Exposed Persons or from applicants located in countries identified by FATF as having AML/CTF deficiencies.

Consistency between target market and the product

The product is likely to be consistent with the likely objectives, financial situations and needs of the customers within the target market as it is a simple loan construct to understand.

The options of variable interest rates with 3 years fixed rate periods. Repayments may be principal and interest, or interest only up to 5 years. To be eligible to purchase this product, requirements must be met in relation to:

- Employment;
- Income; and
- Positive credit reports,

Which would mean that, without exceptional circumstances, the Borrowers will be able to meet their repayment obligations.

Product description and key attributes

Information about the products' specifications is set out below:

- The purpose of the loan is purchase, refinance or equity release of an owner occupied or investment property;
- Repayment types including principal and interest or interest only;
- The customer's choice of a variable rate or a fixed rate for 1 to 3 years;
- The maximum LVR is 80%;
- Interest only periods of a maximum of 5 years for LoanOne Green Non Resident;
- 100% offset facility included for variable rate loans;
- Up to 5 loan splits with fixed rate portions not more than 50%;
- Apartments, townhouses and detached houses in ALL Australian States including Tasmania;
- Up to 30 years loan term;
- Complimentary pre-assessment and conditional written approval;
- Genuine Alt Doc solution available to all Self-Employed borrowers;
- Available to Non-residents of Australia – No translation required for documents in Chinese; and
- Online access through the LoanOne Home Loans portal.

There are requirements as to the loan size for this product:

Minimum Loan Size

- The minimum loan amount for a new customer is \$150,000, in cases where an existing borrower seeks a new facility and has an existing loan smaller loan sizes may be considered.

Maximum Loan Size

- The maximum loan size per individual security property is \$2,000,000.

Aggregation of loans

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- Facilities that involve related parties must be aggregated as a single group for application assessment purposes. The maximum lending exposure to an individual borrower (without the consent of the credit committee) is \$3,000,000.

How this product is to be distributed

Distribution Conditions

The main distribution channel for this product is through third party distributors, being mortgage brokers.

The distribution conditions which mortgage brokers must comply with include ensuring that potential customers within the target market meet the eligibility requirements for the product.

In order to distribute this product to a potential customer within the target market, the customer must not:

1. Fall into a class of customers set out under the above heading, "Classes of consumers for whom the product is clearly unsuitable"; or
2. Provide an unacceptable security type.

Further eligibility requirements to purchase this product include:

1. Employment requirements of the target market; and
2. Income requirements of the target market.

Adequacy of distribution conditions and restrictions

LoanOne monitors the quality and content of applications received from its mortgage brokers for trends and patterns of unacceptable practices or just poor quality and/or incomplete loan applications. Feedback is given, if and when needed. LoanOne distributing mortgage Brokers are the party to agreements that contain commission or fee claw back clauses for unacceptable loans, poor performing loans, fraud and AML/CTF issues amongst other criteria. LoanOne also reserves the right in these agreements to terminate Brokers for any reason on two weeks' notice.

Target Market Determination Reviews

We will review this target market determination in accordance with the below:

Initial review	Within the 12 months of the effective date.
Periodic reviews	At least every three years from the initial review.
Review triggers or events	<p>The review triggers that would reasonably suggest that the TMD is no longer appropriate include:</p> <ul style="list-style-type: none">• A significant dealing of the product to consumers outside the target market occurs;• A significant number of complaints or dissatisfaction by the customers in relation to Mortgage brokers;• 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;• Hindsight reviews indicate that the product has been sold to classes of customers for whom the product is clearly unsuitable;• Material changes to the regulatory environment or relevant legislation;

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- The extent and nature of any negative feedback from Mortgage brokers indicating that they are unable to sell the product to eligible customers within the target market;
- The extent and nature of any negative feedback from Borrowers indicating that they are dissatisfied with the products;
- High rates of default by the customers in the target market; and
- Customers of the target market seeking to switch to other loan products.

Reporting Requirements

The following information must be provided to LoanOne by distributors who engage in retail product distribution conduct in relation to this product:

<u>Type of information</u>	<u>Description</u>	<u>Reporting period</u>
Customers complaints	Number of complaints received in relation to the product	Every 6 months
Broker Complaints	The extent and the nature of the complaints received from brokers about difficulty in selling to the targets market	Every 6 months
Significant dealing(s)	Date or date range of the significant dealing(s) and description of the significant dealing (ie. Why it is not consistent with the TMD)	As soon as practicable, and in any case within 10 business days after becoming aware
Application details	The broker is responsible to sight the original documents and make reasonable enquiries as to their authenticity in order to ensure that eligible customers are purchasing the product.	As soon as practicable
Dealings outside of the target market	To the extent a broker is aware of dealings outside of the target market, these should be reported to LoanOne, including the reason why acquisition is outside of target market	Within 10 business days
Customer payment default	Customers within the target market are unable to meet their loan repayments	As soon as practicable
Customer's dissatisfaction with the product	The customer inquiring to change the product or making complaints about it	Every 6 months