Target Market Determination
Personal Loan

Bank Australia



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A Target Market Determination (TMD) is a document which describes who a product is intended to be appropriate for based on a consumer's needs, financial situation and objectives (target market). A TMD is not a product disclosure statement and is not a full summary of the product features or the terms of the product.

It helps us make sure we're keeping customers at the center of our approach to the design and distribution of our financial products. The design and distribution obligations are intended to help consumers obtain appropriate financial products by requiring issuers and distributors to have a consumer-centric approach to the design and distribution of products. A TMD describes any conditions around how the product can be distributed to customers. It also describes the events or circumstances where we may need to review the TMD.

Product	Personal Loan
Issuer	Bank Australia Limited | ABN 21 087 651 607 | AFSL/Australian Credit Licence Number 238431
Date of TMD	20 November 2025
Target market	**Description of target market** Retail customers who: • are seeking a loan for any worthwhile purpose including home improvements, lifestyle or to consolidate an existing debit • are aged 18 years or more and meet the credit assessment criteria for the product • are a permanent resident of Australia or hold a relevant work visa • need the flexibility to make additional repayments • for home upgrades, typically own or buying a home, i.e. have an interest in resident property (note: Bank Australia has discretion to validate) **Description of product, including key attributes** • This is an unsecured variable rate personal loan. The key attributes are: • Minimum loan amount of $1,000 • Repayment frequency can be weekly, fortnightly or monthly • The ability to make additional repayments without penalty • Establishment fee may be applicable • Redraw facility (not available for lifestyle purposes) • For further information refer to Disclosures https://www.bankaust.com.au/ for: – Product terms and conditions – Product fees and rates

Distribution conditions

This product is distributed by the issuer through the following channels:

- Branches
- Contact centre
- Online

Distribution conditions for this product include:

- ensuring that retail customers meet the eligibility requirements for the product
- ensuring that distribution is by appropriately trained staff

There are no other distributors for this product

Review triggers

The review triggers that would reasonably suggest that the TMD is no longer appropriate include:

- a significant dealing of the product to consumers outside the target market occurs
- a significant number of complaints are 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
- a notification from ASIC requiring immediate cessation of product distribution or particular conduct in relation to the product

Review periods

Date of superseded TMD: 20 November 2024

Next review due: 5 October 2026

Review Period: At least every 12 months from the start date of this Target Market Determination

Distribution information reporting requirements

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

Type of information	Description	Reporting period
Significant dealing(s)	Date or date range of the significant dealing(s) and description of the significant dealing (e.g. why it is not consistent with the TMD)	As soon as practicable, and in any case within 10 business days after becoming aware
Complaints	Number of complaints and the substance of those complaints	Monthly

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