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| <b>Product</b>             | <p>Home Loan (Owner Occupied)</p> <p>A fixed or variable rate credit facility used to purchase or refinance a residential property for owner occupied purposes or another personal purpose.</p>  |
| <b>Issuer</b>              | Central Murray Credit Union Limited ABN/ACN 69 087 651 812 AFSL 239446   |
| <b>Date of TMD</b>         | 23 <sup>rd</sup> January 2024  |
| <b>Product Options</b>     | <p>The options available for the product:</p> <p><b>Basic Principle and Interest</b> – a principal and interest option for the product that does not have access to an offset facility.</p> <p><b>Loan Offset Principle and Interest</b> – a principle and interest option for the product that has access to an offset facility.</p> <p><b>Interest Only</b> – an interest only option for the product that has access to an offset facility.</p>   |
| <b>Associated Products</b> | <p>The other facilities included with the product and covered by this determination.</p> <p><b>BPAY®</b> – a non-cash payment facility used to make payment using funds held in the product to a BPAY biller.</p> <p><b>OSKO®</b> - a non-cash payment facility used to make a same day payment to another CMCU account or an account at another financial institution.</p> <p><b>Electronic Payment</b> – a non-cash payment facility used to make payment to another CMCU account or an account at another financial institution.</p>  |
| <b>Target Market</b>       | <p><b>Description of target market</b></p> <p>Home Loan (owner occupied) is available to personal customers.</p> <p>This product is designed for the class of customers who may seek to purchase a residential property, access equity in a residential property or refinance an existing credit facility for owner occupied purposes or another personal purpose.</p> <p>For <u>fixed rate home loans</u>, the target market includes: borrowers who are looking to purchase or refinance a residential property and want the certainty of a fixed rate and fixed repayments for the fixed term of the loan.</p> <p>For <u>variable rate home loans</u>, the target market includes: borrowers who are looking to purchase or refinance a residential property and want the flexibility to make additional repayments and redraw funds as required.</p> <p><b>Key attributes and eligibility criteria</b></p> <p>The product's key attributes are:</p> <ul style="list-style-type: none"> <li>• Choice of fixed or variable interest rate;</li> <li>• Maximum loan term of 30 years;</li> <li>• Repayment of principle and interest (or period of interest only subject to approval);</li> <li>• Choice of repayment frequency (weekly, fortnightly or monthly)</li> <li>• Interest offset account (only available if variable interest is chosen);</li> <li>• Redraw (only available for loan offset product);</li> <li>• Interest is calculated daily and charged monthly; and</li> </ul> |

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|                                       | <ul style="list-style-type: none"> <li>Establishment fee, default fee and discharge fees apply. Break cost fee applies if a fixed rate is chosen.</li> </ul> <p>The products eligibility criteria are:</p> <ul style="list-style-type: none"> <li>The customer must be a member of CMCU; and</li> <li>The customer meets the eligibility requirements for the product.</li> </ul> <p><b>Objectives, financial situations, needs</b></p> <p>This product has been designed for customers who:</p> <p><u>Fixed rate home loans:</u></p> <ul style="list-style-type: none"> <li>are seeking the certainty of a fixed interest rate;</li> <li>meet the credit assessment requirements and regular income; and</li> <li>need funds to purchase or refinance a residential property.</li> </ul> <p>The product is consistent with the needs and objectives of customers who are seeking the certainty of a fixed interest rate and fixed repayments of over the fixed term of the loan.</p> <p><u>Variable rate home loans:</u></p> <ul style="list-style-type: none"> <li>are seeking the flexibility to make extra repayments without a fee;</li> <li>are seeking flexibility to redraw funds as required;</li> <li>are seeking additional features on their home loan (e.g., offset account).</li> <li>meet the credit assessment requirements and regular income; and</li> <li>need funds to purchase or refinance a residential property.</li> </ul> <p>The product is consistent with the needs and objectives of the customer who are seeking flexibility and do not wish to be locked to a fixed interest rate.</p> <p><b>Classes of customers for whom the product is clearly unsuitable</b></p> <ul style="list-style-type: none"> <li>Customers who do not meet the eligibility requirements.</li> </ul> |
| <p><b>Distribution Conditions</b></p> | <p><b>Distribution channels</b></p> <p>The product may be distributed in branch by appropriate authorised bankers.</p> <p><b>Distribution conditions</b></p> <p>The distribution of the product is subject to the following conditions and restrictions:</p> <ul style="list-style-type: none"> <li>The customer being a member of CMCU; and</li> <li>That the customer meets the eligibility requirements for the loan.</li> </ul>   |
| <p><b>Review Triggers</b></p>         | <p>The review triggers that would reasonably suggest that the TMD is no longer appropriate include:</p> <ul style="list-style-type: none"> <li>a material change to fees or rates of interest;</li> <li>a material change to withdrawal limits or transaction methods;</li> <li>high numbers of account closures within a set period;</li> <li>high numbers of consumers switching to other accounts offered by the issuer;</li> <li>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;</li> <li>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</li> </ul>   |

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| <p><b>Review Periods</b></p>                      | <p><b>Initial review</b></p> <p>We will undertake an initial review of this TMD within 2 years of the effective date (see section1)</p> <p><b>Periodic reviews</b></p> <p>We will undertake periodic reviews of this TMD at least every 2 years from the initial review.</p> |  |   |
| <p><b>Distribution Reporting Requirements</b></p> | <p>The following information must be provided to CMCU by distributors who engage in retail product distribution conduct in relation to this product:</p>   |  |   |
|   | <p><b>Type of information</b></p>  | <p><b>Description</b></p>  | <p><b>Reporting period</b></p>  |
|   | <p>Complaints</p>  | <p>Number of complaints</p>  | <p>Monthly to CMCU</p>  |
|   | <p>Significant dealing(s)</p>  | <p>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)</p> | <p>As soon as practicable, and in any case within 10 business days after becoming aware</p> |