

Target Market Determination – NICU Housing Loans – Owner Occupier variable

Product	Dream Value Home Loan (L33) Variable Smart Home Loan (L28)
Issuer	Northern Inland Credit Union Limited ACN 36 087 422 AFSL and ACL 235022
TMD Date	05.10.2021
Target Market	<p>Description of target market: retail clients who:</p> <ul style="list-style-type: none"> • are seeking a loan to: <ul style="list-style-type: none"> ○ purchase or renovate a home; ○ refinance an existing home loan; or ○ top up an existing loan for any worthwhile purpose • are aged 18 years or more and meet the credit assessment criteria for the product • are willing and able to offer a first registered mortgage over real property (or other acceptable security) as security for the loan, with an LVR of less than 90% • need the flexibility to make additional repayments • need to make regular repayments of interest and principal over the term of the loan • need the facility to redraw advance repayments • need the availability of progressive drawdowns • are seeking the features of a mortgage offset account and discounted credit card, and a lower interest rate, even if that means higher interest or higher fees. <p>Description of product, including key attributes: this is an owner occupier variable interest rate mortgage home loan secured over real property. The key attributes are:</p> <ul style="list-style-type: none"> • loan amounts of between \$20,000 and \$2,000,000 (Variable Smart Home Loan), and \$150,000 to \$2,000,000 (Dream Value Home Loan), • loan terms of up to 30 years • principal and interest reducing repayments • variable interest rate, with pricing points for the Dream Value Home Loan related to LVR and whether the mortgage is new to NICU • repayment frequency can be weekly/fortnightly/monthly • the ability to make additional repayments • a redraw facility • progressive drawdowns • a mortgage offset account is available • NICU Home Loan Rewards Visa Classic credit card • must provide a registered first mortgage over real property or other acceptable security, • \$600 establishment fee (Variable Smart Home Loan) and no establishment fee (Dream Value Home Loan) • \$350 annual package fee for the Dream Value Home Loan • Monthly account keeping fee of \$8 for the Variable Smart Home Loan.
Distribution Conditions	<p>Distribution conditions: this product is distributed by the issuer through the following channels:</p> <ul style="list-style-type: none"> • NICU branches • NICU call centres • NICU's website • Brokers • Canstar (including Rate City) website. <p>Distribution conditions for this product include:</p> <ul style="list-style-type: none"> • Ensuring that retail clients meet the eligibility requirements for the product • Ensuring that distribution through branches, call centres, and NICU website application, is by appropriately trained staff • Ensuring brokers only refer applicants who meet the eligibility requirements for the product • Ensuring Canstar (including Rate City) website search parameters are in accordance with this TMD.

Review Triggers	<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 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; • A significant number of account closures that reasonably suggest the TMD is no longer appropriate. <p>The Product Governance Framework includes regular consideration of whether there has been a review trigger following each distribution information report. That consideration is by reference to paragraphs 154 to 156 of RG 274.</p>		
Review Periods	<p>First review date: 6 months after the effective date of the TMD first being issued, being 5 April 2022. Periodic reviews: subsequent periodic reviews every 2 years after the effective date of the TMD first being issued, commencing 5 October 2023.</p>		
Distribution Information Reporting Requirements	<p>The following information must be provided to NICU by distributors who engage in retail product distribution conduct in relation to this product:</p>		
	Type of information	Description	Reporting period
	Significant dealing(s)	Date range of the significant dealing(s) and description (eg, why it is not consistent with the TMD). Examination of the Membership and Accounts Activity Report for compliance with TMD: an occurrence of 10% or more per report of accounts opened is deemed a significant dealing contrary to the TMD and triggers a review of the TMD and distribution network.	As soon as practicable, and in any case within 10 business days after becoming aware. The Membership and Accounts Activity Report is examined by Compliance, within 10 days of the system generating the report. The procedure includes an examination of account eligibility which has been extended to encompass acquiring an account by a Member who is outside the TMD. Any cases of accounts for Members outside of the TMD is reported immediately to the Head of Compliance for correction. A significant dealing contrary to the TMD requires notification to the RMC immediately.
	Complaints	3 complaints over a 3 month period specific to a product	Monthly. A summary of complaints is made monthly by Compliance to the RMC and the Board. A complaints register is maintained by Compliance for the purpose of completing the annual AFCA return.
	Material changes to fees or rates	Material changes to fees or rates may affect suitability and match for objectives for TMD	Material changes to rates or fees which result in a product no longer being suitable may be caught by monitoring mechanisms for complaints and account closure (see above)
Account closure	Account closure by retail client	Where closure of the account occurs unrelated to the continuity of the Membership, and such closures amount to 10% or more of account closures overall during the month, a review is triggered.	