

Target Market Determination

Delphi Business Principal & Interest Loan (Fixed Rate)

DBKC-BUS-P&I-F

Product

This target market determination (TMD) applies to the Delphi Business Principal & Interest Loan (Fixed Rate).

Issuer

Delphi Bank, a division of Bendigo and Adelaide Bank Limited ABN 11 068 049 178 AFSL / ACL 237879 (Bendigo Bank).

Date from which this target market determination is effective

16 November 2021.

1. Target market for this product

Target Market

This TMD only concerns one type of borrower who might require this product, i.e. borrowers who are 'retail clients' within the meaning of the Design and Distribution Obligations (DDO) legislation, to whom an exemption does not apply. For the avoidance of doubt, this document does not apply to and may be ignored in respect of other types of borrowers who are not 'retail clients' for the purpose of the DDO legislation or who require credit wholly or predominantly for business purposes.

The retail clients to whom the DDO legislation applies and for whom this product has been designed are those who in each case do not propose to use the loan wholly or predominantly for business purposes and:

- want a term loan to finance or refinance the acquisition, renovation or improvement of residential or commercial real property for the purpose of it being used as an investment;
- Certain types of small businesses (sole traders, companies, partnerships and trusts) who require a real property loan,
- want to make principal and interest payments over the term of the loan;
- want certainty of a fixed interest rate and fixed repayments for a fixed rate period, with limited ability to make additional repayments without incurring an extra charge;
- can afford the loan;
- can provide commercial and/or property as security for the loan

The retail clients for whom this product has not been designed are individuals who require credit wholly or predominantly for personal, domestic or household purposes e.g. individuals who require a loan to buy a property to live in.

Product Description

The Delphi Business Principal & Interest Loan (Fixed Rate up to 5 years) is a term loan (up to a maximum term of 25 years for residential security, and 20 years for commercial security) which is used to finance or refinance the acquisition of a residential or commercial investment property. A fixed interest rate applies to the loan for a fixed period. At the end of the fixed rate period, the borrower can nominate a new fixed interest rate period, capped at no more than 5 years and within the remaining term of the loan, otherwise the loan will convert to a variable rate loan. Borrowers have no ability to make additional repayments without incurring early repayment costs. Regular principal and interest repayments are required over the term of the loan.

Product key attributes

The key attributes of this product that make it likely to be consistent with the target market described above, include:

Attribute	Appropriate for
Term loan	Maximum fixed term is 5 years.

Attribute	Appropriate for
Minimum loan amount	Retail clients who want to borrow a minimum amount of \$20,000
Property Investment	Retail clients who will use the financing for the purpose of acquiring a residential or commercial property investment. This product may not be suitable for retail clients who will use an acquired residential property to live in as a principal place of residence.
Suitable Entity Type	<p>Suitable applicants include retail clients who are:</p> <ul style="list-style-type: none"> • Sole Traders • Partnerships • Companies • Trusts <p>For the purchase or approved renovation / refurbishment/ improvement of or re-finance of debt relating to investment in real property where a first registered mortgage is offered as security for the said facility.</p>
Regular repayments of principal and interest	Retail clients who want to make regular scheduled principal and interest repayments over the term of the loan. Repayments are made on a monthly frequency.
Fixed interest rate	A fixed interest rate means the interest rate will remain the same for a nominated period. At the end of the period, the retail client can nominate a new fixed interest rate period, capped at no more than 5 years and within the remaining term of the Fixed Rate facility. When the Fixed Rate facility comes to an end, the facility will convert to a variable rate loan.
Early repayments and redraw	Retail clients who do not require the flexibility to make additional repayments of the specified cap without incurring an extra fee or charge. No additional repayments can be made during the fixed rate period, any additional repayments, or changes to the fixed rate period (eg ending it early), may incur in additional fees or charges (eg break costs). Retail clients cannot access additional repayments during the fixed rate period.

2. How this product is to be distributed

Delphi Bank applies certain conditions and restrictions to the distribution of this product so that distribution is likely to be to retail clients within the target market for this product. The conditions and restrictions are:

Channel	<p>This product is to be distributed only through the following channels:</p> <ul style="list-style-type: none"> • Delphi Bank branches; and • Delphi Relationship Managers
Additional conditions or restrictions	<p>The following additional conditions and restrictions also apply to the distribution of this product:</p> <ul style="list-style-type: none"> • Only prospective retail clients who meet Delphi Bank's minimum eligibility criteria for the product should submit an application for this product; • This product can only be issued to retail clients after applying Delphi Bank's affordability and suitability processes; and • This product can only be issued (or arranged to be issued) by persons who are trained and accredited.

3. Reviewing this target market determination

Delphi Bank will review this TMD as set out below:

Initial review	Within the first year of the effective date.
Periodic reviews	At least every 12 months from the initial review.
Review triggers or events	<p>Any event or circumstances arising that would reasonably suggest the TMD is no longer appropriate. This may include (but is not limited to):</p> <ul style="list-style-type: none"> • a material change to the design or distribution of the product, including related documentation; • occurrence of a significant dealing; • distribution conditions found to be inadequate in ensuring that the product is issued to retail clients who are likely to be in the target market; • relevant changes in the law or its application, a change in an industry code or decision of a court or other body (including through regulatory guidance) that materially affects the product; • significant changes in metrics, including, but not limited to: <ul style="list-style-type: none"> ○ a material increase in the number of complaints in relation to a product or aspect of a product; ○ the level of consumers experiencing hardship such as falling into arrears; and ○ an increase in early termination of the product; and ○ any other event occurs, or information is received that reasonably suggests this TMD is no longer appropriate.

4. Reporting and monitoring this target market determination

Delphi Bank will need to collect, keep and report the following information to Bendigo Bank:

Type	Description of information	Frequency of reporting
Complaints	<p>Customer complaints made in relation to this product. This includes:</p> <ul style="list-style-type: none"> • written details of the complaint; and • the number of complaints during the reporting period. 	<p>Reporting period: Monthly</p> <p>When does the regulated person have to report: Within 10 business days of the end of the reporting period</p>
Sales data	Sales and customer data in relation to this product as requested by Bendigo Bank.	<p>Reporting period: Monthly</p> <p>When does the regulated person have to report: Within 10 business days of the end of the reporting period.</p>
Significant dealings	<p>The following information:</p> <ul style="list-style-type: none"> • details of the significant dealing; • the date (or range) on which the significant dealing occurred; • why the distributor considers the dealing to be significant (including why it is inconsistent with this TMD); and • how the dealing was identified. 	<p>When does the regulated person have to report: Within 10 business days of the distributor becoming aware of the dealing.</p>