



# Unsecured Green Personal Loan

Effective date: March 2025



This Target Market Determination (**TMD**) is required under section 994B of the Corporations Act 2001 (Cth). It sets out the target market for the product, triggers to review the target market for this product and certain other information. It forms part of Great Southern Bank’s product governance framework for the product.

This document is not a Product Disclosure Statement (**PDS**) and is not a summary of the product features or terms of the product. This TMD does not take into account any person’s individual objectives, financial situation or needs.

## Target Market

### Objectives and needs

Requires a personal loan for the purchase of one or two of following eligible home improvement items:

- Solar panels
- Home battery packs
- Solar hot water systems
- Heat pump hot water systems

Requires a short to medium-term personal loan term.

Consistency and certainty of a fixed interest rate and ongoing repayments.

Low costs to access and maintain the loan.

Make flexible repayments.

Pay off loan quickly.

### Product attributes

- **Purpose** – this personal loan provides the ability to use credit for the purchase of an eligible home improvement item.

- **Loan term** – from 1 to 7 years.

- **Fixed monthly repayments** – Fixed ongoing repayments over the term of the loan due to fixed interest rate.

- **No loan maintenance fees** – No monthly fees and free redraw facility.

- **Repayment types** – Repayments are due on a monthly basis. However, individuals have the option to establish repayments in weekly or fortnightly instalments.

- **Additional Repayments and early payout** – Unlimited free extra repayments are permitted, and there are no early payout fees.

### Financial situation

#### The financial situation of the Target Market are customers that:

- ✓ able to meet Great Southern Bank’s credit assessment criteria including, but not limited to, having sufficient income to service the loan repayments without substantial hardship, and having had no bankruptcy or insolvency in the last 5 years; and
- ✓ choose a loan amount between \$5,000 and \$75,000.

### This product is not suitable for an individual who requires a loan for:

- The purchase of items which do not meet the green eligibility criteria.
- Commercial/business purposes.
- Access to a line of credit.

## Eligibility criteria

### To hold this product, individuals must be:

- at least 18 years of age;
- a permanent resident of Australia;
- employed or receive regular income;
- have had no bankruptcy or insolvency in the last 5 years;
- able to demonstrate that the proceeds of the loan are to be used for personal use only;
- able to demonstrate substantial benefit in a joint application scenario; and
- willing to provide evidence that the solar panels, home battery packs, solar hot water systems or heat pump hot water systems meet the following green eligibility criteria:
  - **Solar panels** that are a 3-kilowatt (kW) system or above. The retailer must be accredited by the [New Energy Tech Approved Seller](#) program and the installer must be accredited by [Solar Accreditation Australia](#).
  - **Home Battery Packs** that are a 5-kilowatt (kW) system or above. The retailer must be accredited by the [New Energy Tech Approved Seller](#) program and the installer must be accredited by [Solar Accreditation Australia](#).
  - **Solar Hot Water System** that is eligible for small scale technology certificates through the Clean Energy Council and the installer is listed on [REC Registry - Register of registered persons \(rec-registry.gov.au\)](#).
  - **Heat Pump Hot Water System** that is eligible for small scale technology certificates through the Clean Energy Council and the installer is listed on [REC Registry - Register of registered persons \(rec-registry.gov.au\)](#).

## Distribution conditions

This product is only distributed to individuals who meet the eligibility criteria and can satisfy Great Southern Bank's credit assessment criteria. The product can be sold via the following distribution channels:

Distribution channel	Conditions that make this channel appropriate
Online	The online channels provide customers with access to this product, including: <ul style="list-style-type: none"><li>• Comparison pages, education assets to assist customer with selection the right product, and</li><li>• Product information such as features, eligibility, criteria, rates, fees, and estimated repayment and borrowing power calculators.</li></ul>
Branch and Customer Contact Centre	The staff that distribute this product: <ul style="list-style-type: none"><li>• Must follow policy and procedures that outline eligibility processes;</li><li>• Undergo appropriate training to understand and discuss the product features, benefits and key differences between credit card products; and</li><li>• Have access to tools and resources such as product information and product comparison tools.</li></ul>

This product is not distributed by any third party.  
All distribution channels are subject to appropriate controls and/or monitoring.

## Review of this document and associated triggers

The review period of this document is every 18 months, with the next review due September 2026.

Great Southern Bank may also review this TMD sooner if any of the below review triggers occur, or if an event or circumstance has occurred that would reasonably suggest that the TMD may no longer be appropriate:

Review trigger	Description
Customer outcomes	Trends in customer outcomes that are significantly inconsistent with the intended product performance: <ul style="list-style-type: none"><li>• New accounts established;</li><li>• Account closures; and</li><li>• Delinquency rates.</li></ul>
Incidents and breaches	We identify deficiencies in the product's design, distribution, or disclosure documentation as a result of incidents related to potential breaches of legal or regulatory obligations.
Material product and/ or distribution channel change	We make a material change to the product, the terms or conditions, acceptance criteria, distribution channels, or make changes to the personal loan portfolio.
External events	Where there is a change in the external environment or a legal requirement to do so including: <ul style="list-style-type: none"><li>• Significant change in economic and market conditions;</li><li>• Regulatory or legislative requirement; and</li><li>• Notification from ASIC requiring immediate stop of distribution.</li></ul>
Significant dealings	<ul style="list-style-type: none"><li>• Evidence of any significant dealing in the distribution of the product which is not consistent with this TMD.</li></ul>
Complaints	A significant number of complaints are received from customers about the product which indicate that the TMD is no longer appropriate, that there are deficiencies in the distribution channels, or faults in the product design.

## Reporting

Great Southern Bank as issuer and distributor of this product will record details of:

Information type	Description
Product related complaints and feedback data	Product related complaints and feedback received each month from customers and distributors.
Significant dealings	Any significant dealing which is not consistent with this TMD. Reporting must be within 10 business days of becoming aware of such dealing.
Sales data	Sales data including number of accounts opened and cancelled on a monthly basis.

### Appropriateness statement

Great Southern Bank has designed the product, including its key attributes, so that it is appropriate for the likely objectives, and needs of individuals in the Target Market. Great Southern Bank views that its credit assessment policy and processes will ensure that the product is appropriate for the financial situation of the Target Market.