



# Target Market Determination

## For AFS Secured Consumer Loans

### 1. About this document

This target market determination (TMD) seeks to offer consumers, distributors, and staff with an understanding of the class of consumers (as that term defined in section 5 of the National Consumer Credit Protection Act 2009) for which the Products (defined below) have been designed, having regard to the objectives, financial situation and needs of the target market.

This document is not to be treated as a full summary of the Products' terms and conditions and is not intended to provide financial advice. Consumers must refer to any governing terms when deciding about the Products.

The Products include the provision of credit to retail consumers pursuant to Div 2 of Pt2 of the Australian Securities Investment Commission Act 2001 (ASIC Act). In this document, "we", "us", "our", "Automotive Financial Services" or "AFS" refers to Automotive Financial Services Pty Ltd (ABN 73 003 622 375), Australian Credit Licence 383762.

### 2. Products to which this target market determination applies

This TMD applies specifically to personal loan products referred to below, to which the following Terms and Conditions apply: [AFS Terms and Conditions](#)

Secured Consumer Loans \$5,000 - \$130,000

### 3. Issuer

Automotive Financial Services Pty Ltd (ABN 73 003 622 375), Australian Credit Licence 383762.

### 4. Date from which this TMD is effective

December 2024

### 5. Next Review Date

December 2025

### 6. Target Class

This TMD describes likely objectives of the financial situation and financial needs of the class of consumers for the Products (Target Class), as well as the key attribution of the Products.

The Products have been designed for consumers whose likely objectives, financial situation and needs (as listed below) are aligned with the Product features and attributes below. The Products are for those who are seeking an amount of credit for the purchase of a vehicle or asset for domestic or personal use.

## 7. Product description and key attributes

The key attributes of the AFS Secured Consumer Loan are:

All AFS loan products are fixed interest rates

Target Class	
<b>Product</b>	<b>AFS Personal Loan</b>
<b>Likely Needs and Objectives</b>	<p>This Product is suitable for consumers:</p> <ul style="list-style-type: none"> <li>• seeking finance for a loan amount up to \$130,000 excluding fees to finance the purchase of an acceptable asset.</li> <li>• seeking medium term fixed repayment obligations.</li> <li>• seeking the certainty of fixed repayments and fixed interest charges.</li> </ul>
<b>Likely Financial situation and needs</b>	<p>This Product is designed for consumers who:</p> <ul style="list-style-type: none"> <li>• may not have sufficient savings to meet the purchase price of an acceptable asset from cash reserves and requires funding to assist with the purchase.</li> <li>• can service the principal balance of the loan and the interest as it accrues together with fees.</li> <li>• have a steady income stream from full time, part time and casual employment; and</li> <li>• Receive less than 50% of their total income from Government benefits.</li> </ul>
<b>The Products' key attributes are:</b>	<ul style="list-style-type: none"> <li>• Fixed loan terms from 12 to 84 months;</li> <li>• Fees and charges including <ul style="list-style-type: none"> <li>◦ Application fee;</li> <li>◦ Fixed interest rates;</li> <li>◦ Monthly account fees;</li> </ul> </li> <li>• Early Termination Fee reduced on a pro- rata basis each month based on the contract term.</li> <li>• Option to pay weekly, fortnightly or monthly</li> <li>• Regulated under the National Consumer Credit Protection Act 2009</li> </ul>
<b>Excluded/ Ineligible class of consumers</b>	<p>AFS has deemed that the Products are not suitable for the following class/type of consumers:</p> <ul style="list-style-type: none"> <li>• Consumers under the age of 18</li> <li>• Consumers seeking a variable interest rate</li> <li>• Consumers seeking variable repayments</li> <li>• Consumers who are not Australian citizens, permanent residents, or holders of an acceptable visa.</li> <li>• Applicants not residing at a fixed address</li> </ul>

	<ul style="list-style-type: none"> <li>• Consumers where income from Government Benefits exceed 50%</li> <li>• Consumers solely on JobSeeker, Austudy, ABSTUDY and Youth Allowance</li> <li>• Consumers with credit score below 100 (excluding negative scores)</li> </ul>
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## 8. Acceptable asset types

Acceptable assets include, but are not limited to:

Cars	Utes	Vans
Caravans	Camper Trailers	Motorbikes
Scooters	Boats	Personal Watercraft

## 9. How this product is to be distributed

The Products are designed to be distributed through the following means:

- Directly to consumers by online website applications at [www.AFS.com.au](http://www.AFS.com.au)
- Authorised brokers (who hold an Australian Credit Licence or have been appointed as an Authorised Credit Representative of an Australian Credit Licence)
- Through approved comparison websites
- Through approved third-party referral partners

## 10. Distribution conditions

AFS has distribution conditions in place designed to help ensure this product is only sold to consumers in the Target Class.

These conditions include such measures as:

AFS (direct) on the proprietary website

- Knockout questions on application to determine whether the consumer is meeting the eligibility requirements for the product
- Website content is reviewed to ensure appropriate messaging to the target market

For all other distribution

- Accreditation and onboarding of finance brokers and dealerships to confirm they are qualified to distribute the products
- Provision of AFS' eligibility criteria to accredited brokers, dealerships and referral partners to ensure the consumer loan products are being recommended consumers within the Target Class.
- Checklists are provided to distributors which outlines information AFS requires from the consumer (via the distributor) to verify information as well as perform a credit assessment
- AFS' Business Development Manager (BDM) is a point of contact for all approved brokers and referral partners to clarify any questions of eligibility

If AFS becomes aware that the distribution conditions outlined in this TMD are no longer adequate such that consumers outside of the Target Class are able to gain access to the product, that distribution channel shall be immediately reviewed.

## 11. Adequacy of distribution conditions and restrictions

- Implementation of suitability and eligibility questions through the application process allows AFS' proprietary platform to identify those applicants who do not meet the criteria for the products prior to any loan offer being made to a consumer.
- Provision of the reference material such as checklists to accredited brokers and dealerships means the consumer's required information is received by AFS to enable assessment of suitability and eligibility prior to a product being offered. Agreements with referral partners are made taking into consideration their access to the Target Class.
- Finance brokers and dealerships that are accredited with AFS typically share and have access to the Target Class.

AFS has determined that the following events and circumstances will make the Products no longer appropriate to the Target Class:

- where ineligible consumer or consumers out of the Target Class are consistently able to gain access to the Products.
- in circumstances where the distribution of the Products described in this TMD are no longer applicable (e.g., distribution is extended to include third party distributors);
- where AFS or accredited brokers reasonably assess that the Products are no longer appropriate having regard to the objectives and financial circumstances and needs of the Target Class.

## 12. Reviewing this target market determination

We will review this target market determination in accordance with the below:

Periodic reviews	Reviewed annually
<b>Review triggers or events</b>	<ul style="list-style-type: none"> <li>• Any event or circumstances arise that would suggest the TMD is no longer appropriate. This may include (but not limited to):</li> <li>• a material change to the design or distribution of the Products, including related documentation</li> <li>• distribution conditions found to be inadequate</li> <li>• an external event that would create a material change to the design or distribution of the Products, such as any changes to the legislation, media coverage or regulatory feedback</li> <li>• Significant Dealing as occurred</li> <li>• Significant change in approved loans per distributor and per distribution channel</li> <li>• as a result of feedback or guidance from the Ombudsman, the Australian Financial Complaints Authority (AFCA), or the regulatory body Australian Securities &amp; Investments Commission (ASIC)</li> <li>• any other reasonable circumstances which AFS reasonably believes will warrant a review of this TMD.</li> <li>• a significant increase in hardship applications for each Product category,</li> <li>• a significant increase in the number of complaints received from distributors for each Product category,</li> </ul>

	<ul style="list-style-type: none"> <li>• significant increase of customer complaints and feedback.</li> <li>• a significant increase in the number of complaints received from distributors for each Product category,</li> <li>• significant increase of customer complaints and feedback occurring within close proximity to loan origination</li> </ul>
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Where a review trigger has occurred, this target market determination will be reviewed within 10 business days.

### 13. Reporting and monitoring this target market determination

AFS will hold metric information such as arrears, hardship applications, approved, declined and withdrawn application volumes and won't need to verify this with distributors. AFS will therefore collect the following information from all distributors, apart from AFS (in its capacity as distributor), in relation to this TMD:

<b>Complaints</b>	<ul style="list-style-type: none"> <li>• Confirmation in writing to AFS details of complaints in relation to the product(s) covered by this TMD as soon as they become aware of the complaint.</li> </ul>
<b>Feedback and reviews</b>	<ul style="list-style-type: none"> <li>• Any anecdotal feedback and/or reviews received from the customer in relation to the asset finance loan products on a quarterly basis.</li> </ul>
<b>Dealings outside the TMD</b>	<ul style="list-style-type: none"> <li>• As soon as practicable, information about a transaction that falls outside the TMD</li> </ul>
<b>Significant dealings</b>	<ul style="list-style-type: none"> <li>• Report to ASIC and AFS if they become aware of a Significant Dealing in relation to this TMD within 10 business days.</li> <li>• Significant Dealings mean:</li> <li>• A significant number of consumers who acquire the product are not within the Target Class, regardless of the impact of financial harm and revenue from Product. A significant number means more than 15%</li> </ul>
<b>Significant increases</b>	<ul style="list-style-type: none"> <li>• A significant increase means more than 15%</li> </ul>

AFS frequently monitors application and sales volumes to ensure distribution of the Products are reaching the Target Class.

Where the application and/or sales volumes of a distributor is lower than reasonably expected, AFS will review the arrangement with this distributor, and specifically that distributor's access and interaction with the Target Class. A review by AFS may result in the distributor no longer distributing the product.