

## Target Market Determinations - Flexi Connect

### Legal Disclaimer:

This Target Market Determination (**TMD**) is required under section 994B of the *Corporations Act 2001* (Cth) (the **Act**). It sets out the class of customers (**Target Market**) for whom the product, including its key attributes, would likely be consistent with their likely objectives, financial situation and needs. In addition, the TMD outlines the triggers to review the target market and certain other information. It forms part of Brighten Home Loans Pty Ltd's ACN 620 839 983 (**Brighten**) design and distribution arrangements 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. The information contained in this TMD does not take into account any person's individual objectives, financial situation or needs.

<b>Product</b>	FlexiFlexi Connect
<b>Issuer</b>	Brighten Home Loans Pty Ltd ACN 620 839 983
<b>Date of TMD</b>	1 April 2026
<b>Target Market</b>	<p><b>Description of target market</b></p> <p>This product is a full documentation (<b>Full Doc</b>) or alternative documentation (<b>Alt Doc</b>) loan secured by residential property. The product is designed to assist customers with the</p> <ul style="list-style-type: none"> <li>• Purchase a new home prior to selling</li> <li>• Fund property maintenance prior to selling.</li> <li>• Access retirement living solutions.</li> <li>• Short term access to funds for business purposes.</li> </ul> <p>The product is acceptable for the following applicants:</p> <p><b>Full Doc Loan</b></p> <p>Suitable for customers over the age of 18 who are:</p> <ul style="list-style-type: none"> <li>• Employed (PAYG);</li> <li>• Self-employed; and who are able to provide evidence of their taxable income (e.g. pay slips and tax returns).</li> </ul> <p><b>Alt Doc Loan</b></p> <p>Suitable for customers over the age of 18 who are self-employed and who prefer to verify their income with alternative methods such as an accountant's certificate, Business Activity Statements or trading statements.</p> <p>This product is available to Australian citizens, permanent residents, or temporary residents with onshore or offshore income.</p> <p><b>Description of product, including key attributes</b></p> <p>Information about the product's specifications is set out below:</p> <ul style="list-style-type: none"> <li>• Bridging Period of 6-12 months, with the option to revert to an existing Flexi product (Flexi Empower Prime, Flexi Boss Prime and Flexi Elevate). Interest only repayments during the Bridging Period reverting to principal &amp; interest repayments.</li> <li>• During the bridging period (between 6 – 12 months) (<b>Bridging Period</b>), an interest budget will be retained to meet interest repayments. Hence, there are no repayments required from the customer during the Bridging Period.</li> <li>• Variable rate product only.</li> </ul> <p>After the Bridging Period ends, the loan may convert to one of our standard residential home loan products including Flexi Empower Prime, Flexi Boss Prime and Flexi Elevate.</p>

**Description of likely objectives, financial situation and needs of customers in the target market**

This product is designed for customers who are:

- Obtaining a home loan to purchase or construct a new residential property while they are selling an existing property.
- Access existing equity in current residential property prior to selling.
- Seeking to keep their required repayments at a minimum until the sale of their existing property; and
- Wanting additional requirements for their home loan including ability to make additional loan repayments.

**Classes of customers for whom the product is clearly unsuitable**

We will not accept applications from Politically Exposed Persons or from applicants located in countries identified by FATF as having AML/CTF deficiencies.

Applicants will not be considered from the following:

- Minors;
- Overseas Citizens; companies or company trustee's involving disqualified directors;
- Companies and/or individuals where a significant portion of their income is derived from the purchase / development / re-sale of property, unless to purchase or refinance their owner-occupied residence (cash out limited to \$10,000);
- Bankrupts discharged < 2 years ago;
- Applicants under external administration;
- Superannuation funds (either applicant or security provider);
- Public companies;
- Owner Builders;
- Limited Liability Companies;
- Associations;
- Churches;
- Clubs; and
- Borrowers of Convenience.

**Explanation of why the product is likely to be consistent with the likely objectives, financial situation and needs of customers in the target market**

This product is likely to be consistent with the likely objectives, financial situations and needs of the customers within the target market as it is a simple loan construct to understand:

- Variable interest rates only;
- Interest only repayments paid from a retained interest budget during the Bridging Period; and
- Loan converts to a variable principal and interest loan after the Bridging Period.

To be eligible to purchase this product, requirements must be met in relation to:

- Employment;
- Income; and
- Positive Credit reports,

which would mean that, without exceptional circumstances, the Borrowers will be able to meet their repayment obligations.

Customers will need to also provide sufficient security in accordance with Flexi's credit assessment criteria, including but not limited to:

- acceptable property mortgage;
- general or specific security agreements; and/or
- guarantor who supports the loan by providing additional security.

	<p>The financial situation of the Target Market are customers that meet Flexi's credit assessment criteria which includes:</p> <ul style="list-style-type: none"> <li>demonstrating the capacity to make the required repayments and the ability to pay off the loan without substantial hardship; and</li> <li>where determined by Flexi to be required, (based on the customer's security, applicant and loan attributes), have an acceptable guarantor.</li> </ul> <p>Flexi considers its processes in place, including assessing the customer's ability to service the loan account, will mean that the product will likely be consistent with the financial situation of the Target Market.</p>
<p><b>Distribution Conditions</b></p>	<p><b><i>Distribution conditions</i></b></p> <p>The main distribution channel for this product is through third party distributors, being mortgage brokers, mortgage managers, and aggregator panels (<b>Distribution Partners</b>).</p> <p>The distribution conditions which Distribution Partners must comply with include ensuring that potential customers within the target market meet the eligibility requirements for the product.</p> <p>In order to distribute this product to a potential customer within the target market, the customer must not:</p> <ol style="list-style-type: none"> <li>fall into a class of customers set out under the above heading, "Classes of customers for whom the product is clearly unsuitable"; or</li> <li>provide an unacceptable security type.</li> </ol> <p>Further eligibility requirements to purchase this product include:</p> <ol style="list-style-type: none"> <li>Employment requirements of the target market; and</li> <li>Income requirements of the target market.</li> </ol> <p><b><i>Why the distribution conditions and restrictions will make it more likely that the customers who acquire the product are in the target market</i></b></p> <p>Flexi monitors the quality and content of applications received from its Distribution Partners for trends and patterns of unacceptable practices or just poor quality and/or incomplete loan applications. Feedback is given, if and when needed. Flexi's distributing Mortgage Brokers and Mortgage Managers are all party to agreements that contain commission or fee claw back clauses for unacceptable loans, poor performing loans, fraud and AML/CTF issues amongst other criteria. Flexi also reserves the right in these agreements to terminate Brokers for any reason on two weeks' notice.</p>
<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 significant dealing of the product to customers outside the target market occurs;</li> <li>A significant number of complaints or dissatisfaction by the customers in relation to Distribution Partners;</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> <li>Hindsight reviews indicate that the product has been sold to classes of customers for whom the product is clearly unsuitable;</li> <li>Material changes to the regulatory environment or relevant legislation which materially impacts upon the design and distribution of the product;</li> <li>Inquiry or action by ASIC or another regulator as to the design or distribution of the product;</li> </ul>

	<ul style="list-style-type: none"> <li>• Descriptions or attributes contained in this TMD are found to include materially incorrect or misleading information;</li> <li>• The extent and nature of any negative feedback from Distribution Partners indicating that they are unable to sell the product to eligible customers within the target market;</li> <li>• The extent and nature of any negative feedback from Borrowers indicating that they are dissatisfied with the products;</li> <li>• High rates of default by the customers in the target market; and</li> <li>• Customers of the target market seeking to switch to other loan products.</li> </ul> <p>Any other event or circumstance which reasonably suggests that the TMD is no longer appropriate.</p>																								
<b>Review Periods</b>	<p><b>First review date:</b> 17 October 2023</p> <p><b>Periodic reviews:</b> Every 12 months, and in the event it comes to our knowledge that a review trigger is triggered or that the product is not meeting the target market.</p>																								
<b>Distribution Information Reporting Requirements</b>	<p>The following information must be provided to Flexi by distributors who engage in retail product distribution conduct in relation to this product:</p> <table border="1" data-bbox="416 775 1426 1823"> <thead> <tr> <th data-bbox="416 775 647 869"><u>Type of Information</u></th> <th data-bbox="647 775 1179 869"><u>Description</u></th> <th data-bbox="1179 775 1426 869"><u>Reporting period</u></th> </tr> </thead> <tbody> <tr> <td data-bbox="416 869 647 958"><b>Customer Complaints</b></td> <td data-bbox="647 869 1179 958">Number of complaints received in relation to the product</td> <td data-bbox="1179 869 1426 958">Every 6 months</td> </tr> <tr> <td data-bbox="416 958 647 1077"><b>Broker Complaints</b></td> <td data-bbox="647 958 1179 1077">The extent and the nature of the complaints received from brokers about difficulty in selling to the targets market</td> <td data-bbox="1179 958 1426 1077">Every 6 months</td> </tr> <tr> <td data-bbox="416 1077 647 1285"><b>Significant dealing(s)</b></td> <td data-bbox="647 1077 1179 1285">Date or date range of the significant dealing(s) and description of the significant dealing (ie. why it is not consistent with the TMD)</td> <td data-bbox="1179 1077 1426 1285">As soon as practicable, and in any case within 10 business days after becoming aware</td> </tr> <tr> <td data-bbox="416 1285 647 1464"><b>Application details</b></td> <td data-bbox="647 1285 1179 1464">The broker is responsible to sight the original documents and make reasonable enquiries as to their authenticity to ensure that eligible customers are purchasing the product.</td> <td data-bbox="1179 1285 1426 1464">As soon as practicable</td> </tr> <tr> <td data-bbox="416 1464 647 1615"><b>Dealings outside of the target market</b></td> <td data-bbox="647 1464 1179 1615">To the extent a broker is aware of dealings outside of the target market, these should be reported to Flexi, including the reason why acquisition is outside of target market</td> <td data-bbox="1179 1464 1426 1615">Within 10 business days</td> </tr> <tr> <td data-bbox="416 1615 647 1704"><b>Customer payment default</b></td> <td data-bbox="647 1615 1179 1704">Customers within the target market are unable to meet their loan repayments</td> <td data-bbox="1179 1615 1426 1704">As soon as Practicable</td> </tr> <tr> <td data-bbox="416 1704 647 1823"><b>Customer dissatisfaction with the product</b></td> <td data-bbox="647 1704 1179 1823">The customer inquiring to change the product or making complaints about it</td> <td data-bbox="1179 1704 1426 1823">Every 6 months</td> </tr> </tbody> </table>	<u>Type of Information</u>	<u>Description</u>	<u>Reporting period</u>	<b>Customer Complaints</b>	Number of complaints received in relation to the product	Every 6 months	<b>Broker Complaints</b>	The extent and the nature of the complaints received from brokers about difficulty in selling to the targets market	Every 6 months	<b>Significant dealing(s)</b>	Date or date range of the significant dealing(s) and description of the significant dealing (ie. why it is not consistent with the TMD)	As soon as practicable, and in any case within 10 business days after becoming aware	<b>Application details</b>	The broker is responsible to sight the original documents and make reasonable enquiries as to their authenticity to ensure that eligible customers are purchasing the product.	As soon as practicable	<b>Dealings outside of the target market</b>	To the extent a broker is aware of dealings outside of the target market, these should be reported to Flexi, including the reason why acquisition is outside of target market	Within 10 business days	<b>Customer payment default</b>	Customers within the target market are unable to meet their loan repayments	As soon as Practicable	<b>Customer dissatisfaction with the product</b>	The customer inquiring to change the product or making complaints about it	Every 6 months
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