

# Cash Advance

## Target Market Determination

Product Name	<b>Cash Converters Cash Advance</b>
Product Issuer	Cash Converters (Cash Advance) Pty Ltd ACN 127 866 308 and its Franchise Network. For the details of your Product Issuer, please see your loan contract. All communication relating to this TMD should be directed to Cash Converters (Cash Advance) Pty Ltd as agent on behalf of your Product Issuer.
Product Class	Small Amount Credit Contract
Purpose	<p>This document is a prescribed document under the Corporations Act 2001 (Cth) to describe the class of person (the <b>target market</b>) for whom the product was designed. <b>It is not advice.</b></p> <p>Please contact us directly on 132 274 or <a href="mailto:pfonline@cashconverters.com">pfonline@cashconverters.com</a> if you have any questions related to our Target Market Determination page at <a href="http://www.cashconverters.com.au/loans/tmd">www.cashconverters.com.au/loans/tmd</a></p>

### Target Market

The Cash Converters Cash Advance is designed for persons between 18 and 79 years who meet Cash Converters' credit policy, and who need up to \$2000 for 4-20 weeks for a small asset purchase or expense to benefit them or their dependents. The Cash Advance is for persons who want the discipline of making regular repayments to repay the total loan balance within a planned term.

### Customer needs, objectives and financial situation

The Cash Advance is designed for persons who:

- need to borrow between \$50 - \$2000\*;
- need a loan for between 4-20 weeks;
- need the additional consumer protections of a Small Amount Credit Contract ("SACC") subject to SACC maximum cost and other protections under the National Consumer Credit Protection Act 2009;
- want to arrange the loan in person at a Cash Converters store;
- have an acceptable source of income;
- may or may not have recent credit defaults;
- hold an Australian bank account; and
- have a fixed Australian address

\*All loans are subject to the lender's credit policy and responsible lending suitability assessment.

The Cash Advance is not designed for, nor appropriate for loan objectives relating to gambling, alcohol, illegal purposes, or the repayment of overdue credit. The Cash Advance is not designed for persons who are seeking to commit more than 10% of their available income to SACC loan repayments.

### Consumer Target Market

**Product Name** **Cash Converters Cash Advance**

<p><b>Distribution Considerations</b></p>	<p><b>Conditions</b></p> <ul style="list-style-type: none"> <li>Distributors must be an Australian Credit Licence (“<b>ACL</b>”) holder, an ACL representative or operate under a valid National Consumer Credit Protection Act 2009 exemption or defence.</li> <li>All persons engaging in retail product distribution conduct must have completed all necessary CCLearn training modules.</li> <li>All distributors must apply Cash Converters PFC Policies and record all dealing in the CCPF System</li> </ul> <p><b>How these conditions create alignment to the target market</b></p> <p>These distribution conditions are essential to ensure that:</p> <ul style="list-style-type: none"> <li>Cash Converters Reasonable Steps controls have been followed;</li> <li>existing controls such as responsible lending are applied;</li> <li>all distributors understand their obligations to ensure that each customer is within the product’s target market before engaging in retail product distribution conduct; and</li> <li>reporting and monitoring data can be collected efficiently.</li> </ul>
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<p><b>Review Triggers</b></p>	<p>The following are review triggers that require the Issuer to review this TMD within 10 business days:</p> <ul style="list-style-type: none"> <li>significant complaints, or significant numbers of complaints, indicating that the product didn’t meet the customer’s objectives, needs or financial situation</li> <li>significant numbers of hardship applications within 6 weeks of the loan being issued</li> <li>significant numbers of EDR negative findings indicating that the product didn’t meet the customer’s objectives, needs or financial situation</li> <li>material changes to the laws applicable to this product, the product features or terms or the distribution method</li> <li>significant dealings outside target market, unless isolated to the conduct of a single distributor</li> </ul>
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<p><b>When subsequent reviews must occur</b></p>	<p>A maximum of 12 months from the previous review date.</p>
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<p><b>Reporting periods for distributors to report complaints</b></p>	<p>The following information must be reported to Cash Converters (Cash Advance) Pty Ltd using standard reporting procedures:</p> <p><b>Product Complaints</b></p> <ul style="list-style-type: none"> <li>Immediately following a complaint that is not resolved through an initial discussion.</li> </ul> <p><b>Significant Dealings</b></p> <ul style="list-style-type: none"> <li>Immediately following the identification of a potential significant dealing.</li> </ul>
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<b>Information that must be reported</b>	<p>Distributors must report the following to Cash Converters (Cash Advance) Pty Ltd using standard reporting procedures:</p> <ul style="list-style-type: none"><li>• Complaint information (product complaints and conduct complaints); and</li><li>• Potential significant dealings.</li></ul> <p>All other indicia required to monitor the review triggers is recorded by Cash Converters (Cash Advance) Pty Ltd on-behalf of the Cash Converters Group** and its distribution network and will be monitored on an on-going basis.</p> <p>**the Cash Converters Group includes Cash Converters (Cash Advance) Pty Ltd and its related bodies corporate (as defined in the Corporations Act 2001) and the franchisees operating within the Cash Converters Franchise Network.</p>

**Issue Date:** 5 October 2021

**Last Review Date:** 2 August 2023

**Next Review Date:** 7 June 2024