Plenti

Target Market Determination (TMD)
Plenti car loans

This Target Market Determination (**TMD**) is a publicly available document which sets out the Target Market for Plenti's car loan product (Product), triggers to review the TMD and conditions on distribution of the Product. It forms part of Plenti's design and distribution framework for the Product.

Product

Plenti car loans, including Plenti classic auto and premium auto products

Product Issuer

This Product is issued by Perpetual Corporate Trust Limited ACN 000 341 533 Australian credit licence number 392673 as custodian of the Plenti Lending Platform and Plenti Finance Pty Ltd ACN 636 759 861 and is managed by Plenti RE Limited ACN 166 646 635.

Date of TMD

19 September 2025

Version

6.0

Target Market

Objectives and needs of the target market	**Product attributes**
Requires a fixed amount of credit for a vehicle, including but not limited to: • registrable cars; • caravans; • trailers; and • motorcycles.	The Product provides credit typically between \$5,000 and \$150,000 for the purchase or refinance of eligible vehicles that meet our policy requirements, including but not limited to: • registrable cars; • caravans; • trailers; and • motorcycles.
Requires the certainty of a fixed rate loan with regular instalments over a set period	The Product provides secured credit with a fixed interest rate and enables a consumer to make repayments over loan terms typically between 2 and 7 years:
May require lower periodic repayments throughout the term of their loan or intend on upgrading, refinancing or selling the vehicle at a future date before the end of their loan term.	The Product enables some consumers the option to decrease their periodic repayments by paying a lump-sum balloon repayment at the end of the loan term. This option is only available through specific distribution channels.
Able to provide security in the form of the vehicle being financed by the Product.	The Product requires the consumer to provide security in the form of the vehicle being financed by the Product.

Requires the ability to make additional repayments without incurring additional fees	The Product does not have any additional repayment or early termination fees. Application fees and ongoing account management fees may also be payable.

Financial Situation of the Target Market – The Product has been designed and is considered appropriate for individual borrowers who:

- meet Plenti's credit assessment criteria;
- have the capacity to make the required repayments and the ability to pay off the loan without substantial hardship; and
- require credit typically between $5,000 and $150,000.

Additional eligibility criteria

To be eligible for the Product, Plenti also requires consumers to satisfy the additional eligibility criteria, including:

- be an individual over 21 years old
- be an Australian resident;
- be able to satisfy Plenti's identity verification processes;
- have a valid email address and mobile number; and
- have an Australian bank account.

Classes of consumers for whom the Product may be unsuitable

This Product may not be suitable for people who:

- do not meet our credit or eligibility criteria;
- have a poor credit history;
- do not wish to pay by direct debit;
- require finance for a vehicle which will be used for the predominant purpose of rideshare, other taxi services or as a permanent residence; or
- want to deal with a lender in person or via a branch.

Distribution conditions

The Product can be distributed via the below distributors. In all cases, applications for the Product must be submitted to Plenti for approval via its website, an approved API or the Plenti sales team. Plenti considers its distribution channels are appropriate as the distribution conditions and arrangements Plenti has put in place are likely to direct distribution of the Product to the target market.

1. Direct – Plenti's website and sales team

Plenti sales staff are required to undertake training prior to assisting applicants with car loans and must follow all documented procedures. Plenti will ask screening questions as part of an application to ensure that a consumer is within the target market set out above.

Plenti staff that distribute the Product:

- are appropriately trained to understand Plenti's application processes, customer eligibility criteria and relevant regulatory requirements;
- understand and are able to discuss the costs and attributes of the Product; and
- are subject to ongoing quality assurance by identifying complaints or errors and ensuring appropriate resolutions or retraining are provided.

2. Third party – accredited aggregator/ broker partners

Broker partners must be appropriately licensed to provide credit assistance in relation to car loans. These partners are not permitted to distribute Plenti car loans until they have undertaken an appropriate accreditation process, including entering into an agreement with Plenti. All applications submitted must comply with our policies and procedures issued to accredited broker partners from time to time.

Plenti considers this is an appropriate distribution channel because:

- accredited brokers that are subject to a best interests duty (BID) have a higher duty to ensure that the Product is in the best interests of the particular consumer;
- brokers who are not subject to BID are trained in relevant regulatory requirements; and
- of the industry knowledge of aggregator and broker partners.

3. Third party – car dealers, OEMs and other suppliers

Car dealers, OEMs and other suppliers of cars, caravans or eligible vehicles must be appropriately licensed to provide credit assistance in relation to the Product, unless they are exempted from licensing requirements. Car dealers and other suppliers may distribute the Product after undertaking an appropriate accreditation process and entering into an appropriate agreement with Plenti. Plenti will generally only enter into agreements with car dealers and suppliers it deems to be reputable and have the necessary resources to comply with relevant laws.

Plenti considers this is an appropriate distribution channel due to the industry knowledge of car dealers and suppliers.

Plenti ensures each of these distributors:

- are accredited and appropriately trained to understand Plenti's application processes, eligibility criteria and relevant regulatory requirements;
- understand and are able to discuss the costs and attributes of the Product;
- have access to relevant resources such as fee schedules, information sheets and this TMD; and
- are subject to ongoing quality assurance by identifying complaints or errors and ensuring appropriate resolutions or retraining are provided.

4. Third party – other intermediaries and rate comparison sites

Other intermediaries may include rate comparison sites who present Plenti car loans among a number of loan options to a prospective borrower, or referrers who assist a consumer in accessing the Product. These partners must accurately represent the key attributes of the Product and, where multiple products are presented, must only present it among other "like" products.

To assist each partner to direct distribution of the Product to the target market, we:

- periodically review the representations made about the Product by partners; and
- provide partners with information about the Product that can be used for screening or targeting, such as details of our credit criteria, target market and/or product attributes.

Review Triggers

The review triggers that would reasonably suggest that the TMD is no longer appropriate include where:

- we make a material change to the Product, including to the key attributes or fees;
- we receive systemic complaints regarding the design or distribution of the Product;

Plenti

- we become aware of a significant dealing in the Product which is not consistent with this TMD;
- we receive notification(s) from ASIC in writing requiring immediate cessation of distribution of the Product, or cessation of particular conduct in relation to the Product;
- we identify materially adverse changes in relevant credit performance metrics, such as early repayment rates, late payment rates, default and loss rates, hardship rates, or an overrepresentation of a distributor in decline or arrears data; or
- regulation or legislation that governs the Product materially changes.

Review Periods

First review date	6 months from 5 October 2021.
Periodic reviews	At least every 12 months from the first review date.
Trigger review	Review to be completed within 10 business days of the identification of a trigger event.

Reporting by our distributors

The following information must be provided to us by distributors who engage in retail product distribution conduct in relation to this Product:

Type of information	**Description**	**Reporting period**
Specific complaints	Details of any complaint during the reporting period, including: a. name and contact details of the complainant; and b. a copy of the complaint (if possible) or if a copy is not available, a summary of the substance of the complaint.	In writing as soon as practicable but no later than 10 business days of receipt of complaint.
General information about complaints	Number of complaints received in the reporting period.	Every 6-month reporting period.
Significant dealing(s) where the distributor believes that a significant number of consumers outside the target market are obtaining this Product	Date or date range of the significant dealing(s) and description of the significant dealing.	In writing as soon as practicable, and in any case within 10 business days after the distributor becomes aware of the significant dealing.

Contact us

For enquiries and information about this TMD, please contact us at contact@plenti.com.au.