Jacaranda Personal Loan
Target Market Determination

Last Update: 19 September 2026
Last Review: 19 September 2026

This Target Market Determination (TMD) is prepared by the Product issuer: Jacaranda Finance Pty Ltd (Jacaranda), ABN 53 162 078 195, Australian Credit Licence number 456 404 (Us, We, Our). This TMD applies to the Personal Loan product.

What is a Target Market Determination?

We're required to have TMDs under law. The purpose of the law is to make sure customers are at the centre of our approach when designing and distributing our financial products.

This TMD is designed to offer consumers, distributors and staff an understanding of the class of consumers for which this product has been designed, and is likely to be consistent with the likely objectives, financial situation and needs of the consumers for whom they are intended (the target market).

This TMD is general in nature and should not be construed as financial advice. Consumers should obtain independent advice prior to acquiring the product to ensure that it is appropriate for their particular objectives, financial situation and needs.

Target Market

Our Target Market is a consumer with the following objectives, financial situation and needs:

Objectives and Needs

• Require a loan for a fixed amount and term, for personal purposes including, but not limited to:
  ○ Vehicle related
  ○ Household purchases
  ○ Purchase a vehicle
  ○ Travel & holiday expenses
  ○ Event & entertainment related
  ○ Medical related
  ○ Educational related
  ○ Home moving & maintenance
  ○ Veterinary & animal related

- Debt consolidation
- Require certainty of a fixed interest rate and repayments.

Product Attributes
Unsecured Personal Loan • The loan can be used for one or more of the listed purposes in the application form. • A minimum loan amount of $3,000 and a maximum loan amount of $15,000. • A loan term of up to 36 months. • Fixed interest rate and repayments for the term of the loan. • Ability to make additional repayments at no extra cost. **Secured Personal Loan** • The loan can be used for one or more of the listed purposes in the application form. • A minimum loan amount of $3,000 and a maximum loan amount of $30,000. • A loan term of up to 48 months. • Security in the form of an eligible car is required for the loan. • Fixed interest rate and repayments for the term of the loan. • Ability to make additional repayments at no extra cost.

The table above matches the Product Attributes to the Objectives and Needs of the Target Market for this Product.

Financial Situation

The Jacaranda Personal Loan is designed for individuals 19 years and above who are a permanent resident, citizen of Australia, or a temporary visa holder in one of our eligible visa subclasses[1], with a fixed address and have the following objectives, needs and financial situation:

- receive 49% or less of their income from Centrelink;
- receive regular and consistent income into a personal bank account;
- need a loan amount between $3,000 and $30,000;
- meet Jacaranda's credit assessment criteria which includes demonstrating the capacity to make the required repayments on the credit facility without substantial hardship.

Jacaranda's Personal Loan product is unlikely to be suitable for the following Consumers:

- who are solely reliant on Centrelink benefits;

[1] Eligible temporary visas include the following subclasses: 100, 103, 115, 116, 124, 132, 143, 151, 155, 157, 186, 187, 188, 189, 190, 191, 461, 482, 489, 491, 494, 801, 804, 835, 836, 858, 864, 887, 888, 890, 891, 892, 893

- want to deal with a lender in person or via a branch;
- who are unable to demonstrate income being deposited into their personal bank account;
- who are seeking to borrow money to meet existing loan repayments;
- have been bankrupt in the past 3 years; and
- do not meet Jacaranda's credit assessment criteria which includes demonstrating the capacity to make the required repayments on the credit facility without substantial hardship.

Jacaranda has assessed that the Product including its Key Attributes is likely to be consistent with the Objectives, Financial Situation and Needs of the Target Market.

Distribution Conditions

As an online lender, Jacaranda distributes its Loan products through both direct (e.g. Jacaranda website) and indirect channels (e.g. referral sites and brokers).

All Distribution channels present the product appropriate to consumers as follows:

- Our website contains information to assist a person in evaluating the suitability of our product to their needs before applying, including:
    - no misleading or deceptive conduct;
    - no unsolicited offers of credit;
    - all disclosures required by law;
    - Information about the products such as rates and fees, in an easy-to-navigate format.
- All third-party referrers are:
    - vetted before being allowed to present our product;
    - provided the appropriate resources to understand Jacaranda's application processes, customer eligibility criteria and regulatory requirements;
    - subject to regular monitoring;
    - required to enter into referral agreements with us.

In all forms of distribution, Jacaranda asks screening questions as part of an application to ensure that a prospective borrower is within the target market set out above. All our products are distributed in compliance with our responsible lending obligations.

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: • name and contact details of the complainant; and • a copy of the complaint (if possible) or if a copy is not available, a summary of the substance of the complaint.	Notify Jacaranda in writing immediately in the required format.
General information about complaints	Number of complaints.	Monthly.
Significant dealing(s) where the distributor believes that a significant number of customers outside the target market is obtaining this product	The date or date range of the significant dealing(s) and description of the significant dealing.	In writing as soon as the distributor becomes aware of the significant dealing.

Review Triggers

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, Jacaranda will undertake a review of this TMD:

Information Type	Description
Customer outcomes	Unexpected trends in customer outcomes which are significantly inconsistent with the intended product performance such as customers with poor early performance indicators, including: • the percentage of customers missing both their 1st and 2nd repayment on a new loan contract on a 12-month rolling average increases by 10% in a quarter; • the number of hardship arrangements within the first three (3) months of a new loan contract as a percentage of total loans approved in a quarter is higher than 3%.
Internal and External Dispute Resolution Complaints	The number of complaints to our internal and external dispute resolution process from approved customers as a percentage of active customers within a given month is higher than 2%.

Incident Data	A material incident or a significant number of incidents in relation to the product's design or distribution that identify potential breaches of our legal or regulatory obligations.
Changes to the Product	The material alteration of the product or product terms and conditions (e.g. adding to, removing or changing a key product attribute; significant change to distribution channel and distribution strategy).
Significant Dealings	Any significant dealing of the product to customers who are outside of the Target Market. If at any time, we detect that more than 5% of the consumers receiving our product within a three (3) month period are not within our Target Market, we shall report this to ASIC as a Significant Dealing within ten (10) business days.
Notification from ASIC, AFCA or community-based consumer organisations	If any external sources such as: AFCA; ASIC; and Community-based consumer organisations; communicate to us that they have identified a systemic issue with our Product.

The complaints manager will collect, assess and review all the above data every three (3) months. If any of the above Trigger Events occur, this will trigger a review as if it were a Periodic Review as below.

Scheduled Periodic Reviews

We will conduct periodic reviews of this TMD annually. Our responsible manager will conduct all Design and Distribution Obligation (DDO) reviews and report the results of the review to our board of directors. The report must be provided to the board within two weeks of conducting a review.

Contact Us

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