

THIS INFORMATION IS INTENDED ONLY FOR INTERMEDIARY USE AND SHOULD NOT BE PROVIDED TO CUSTOMERS.

This summary document forms part of the Society's approach to meeting the Consumer Duty Products & Services and Price & Value outcomes and **should be read in conjunction with the individual Product Assessment Sheet**. Both are designed to aid you in fulfilling your responsibilities as a 'distributor' under the Consumer Duty regulations.

This **Supplementary Information** provides a high-level view of our Distribution Strategy, Characteristics of Vulnerability and Assessment of Value.

The individual **Product Assessment Sheets** provide the detailed information relating to the product characteristics, benefits, and who the product is not suitable for. Target Market information is included in the 'Who is this product suitable for' section.

As Distributors, you are responsible for meeting your obligations under the Consumer Duty regulations.

Distribution Strategy – Applicable to all products (except Retention, Further Advance, Exclusive)

All Vernon mortgage products, with the exception of Retention, Further Advance, and Exclusive products, are available through Direct and Intermediary channels (Networks, Mortgage Clubs & Directly authorised mortgage intermediaries who have registered with the Society), only through the advised sale process.

Characteristics of Vulnerability – Applicable to all products

Through the lifetime of the product, it is likely that some customers with characteristics of vulnerability or customers who will experience vulnerability, will either consider or take out a Vernon mortgage product.

The Society considers the needs, characteristics, and objectives of customers with vulnerability at all stages of the product design process to ensure that the product meets their needs. A framework is in place to consider the needs of Vulnerable Customers throughout the product lifecycle / customer relationship with the Society.

As a 'Distributor' you should continue to comply with your obligations to ensure you treat customers with characteristics of vulnerability fairly in relation to all of the Society's mortgage products.

Assessment of Value – Applicable to all products

The Society has developed a comprehensive & robust assessment process that evaluates several aspects of its business to determine the value of its mortgage products, which is used to determine if a product delivers fair values for customers.

The Society will only market products where it is concluded that the product offers fair value to customers. Any product identified as not offering fair value to customers will not be approved.