

Product	Online Saver Account
Issuer	Queensland Country Bank Limited ABN 77 087 651 027 (Queensland Country Bank) AFSL/Australian Credit Licence 244 533
Date of Target Market Determination (TMD)	29 September 2023

## Target Market

### Description of target market

Current and future Members of Queensland Country Bank who are looking to have an account to manage their own savings online and have the freedom to access funds at any time. Members must be at least 13 years of age, be an Australian Citizen or have a valid Australian Visa. Members must also meet Queensland Country Bank's Know Your Customer and anti-money laundering/counter terrorism financing (AML/CTF) requirements.

### Description of product, including key attributes

#### Online Saver Account to manage your own savings online.

- Transfer funds between accounts free of charge
- No monthly account service fee
- 24/7 internet and phone banking access
- Mobile app
- Accessible online
- Accessible in branch
- Interest is calculated daily and paid monthly, based on the daily closing balance.

#### Description of likely objectives, financial situation and needs of consumers in the target market

This product is designed for Members and future Members of Queensland Country Bank who:

- Are happy to manage their own savings online while earning interest
- Want the freedom to access funds at any time
- Are a minimum age of 13 years who meet Queensland Country Bank's Know Your Customer and AML/CTF requirements

## Target Market

### Classes of consumers for whom the product is clearly unsuitable

This product is not suitable for Members or future Members who:

- are under the age of 13
- do not meet the target market determination
- are without capacity (without appropriate representation)

## Distribution Conditions

### Distribution conditions

Distribution of the Online Saver Account can be provided through all channels which include, in branch, online or by phone. Marketing of the Online Saver Account may include website and other media channels such as online, radio, TV and paper articles.

### Why the distribution conditions and restrictions will make it more likely that the consumers who acquire the product are in the target market

Irrespective of the distribution channel, this account cannot be opened by Members without meeting the key eligibility requirements.

## Reviewing this Target Market Determination

**We will review this Target Market Determination in accordance with the below:**

### **Initial review**

Within twelve (12) months of the effective date

### **Periodic reviews**

Review to be undertaken each 12 month period after the initial commencement date

### **Review triggers or events**

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

- A significant dealing of the product to consumers outside the target market occurs
- Where applicable, feedback from Members
- A systemic issue across the product lifecycle
- Material change to the product features, benefits, fee structure or the terms and conditions

## Reporting and monitoring this Target Market Determination

**We will collect and review/report on the following information in relation to this TMD**

### **Complaints**

All complaints in relation to this product on a monthly basis. This will include written details of the complaint.

### **Significant dealing(s)**

Report if we become aware of a significant dealing in relation to the product that is inconsistent with the TMD as soon as practicable and in any case within 10 business days.

### **Material Change**

Review any material detrimental member impact from product changes at the time of effective material change.