

<b>Product</b>	<b>Pension Plus Account</b>
<b>Issuer</b>	Queensland Country Bank Limited ABN 77 087 651 027 (Queensland Country Bank) AFSL/Australian Credit Licence 244 533
<b>Date of Target Market Determination (TMD)</b>	5 March 2024

## Target Market

### Description of target market

Current and future Members of Queensland Country Bank who are looking to have an everyday transaction account with unlimited transactions. Members must be at least 65 years of age, or in receipt of an aged pension from Centrelink or Department of Veteran Affairs, and be an Australian Citizen or have a valid Australian Visa. Member 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

#### **Pension Plus Account for everyday transactions.**

- Unlimited free everyday transactions
- No monthly account service fee
- Visa Debit Card access, with your choice of card design
- 24/7 internet banking, phone banking and mobile app access
- Self-managed card controls available in case of a lost or stolen card
- Worldwide access
- Bank@Post
- Transfer your money instantly using Osko
- Access your funds via Apple Pay, Google Pay and Samsung Pay

## Target Market

### 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 looking for an everyday transaction account while accumulating interest on their balance
- are seeking unlimited transactions and no monthly account service fee
- Are of a minimum age of 65 years or are in receipt of an aged pension from Centrelink or Department of Veteran Affairs and meet Queensland Country Bank's Know Your Customer and AML/CTF requirements.

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

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

- Are not a minimum age of 65 years or in receipt of an aged pension from Centrelink or Department of Veteran Affairs.
- do not meet the target market determination
- are without capacity (without appropriate representation)

## Distribution Conditions

### Distribution conditions

Distribution of the Pension Plus Account can be provided through all channels which include, in branch, online or by phone. Marketing of the Pension Plus 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
- External events such as adverse media coverage

## 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.