

Product	Classic Plus Home Loan Package
Issuer	QPCU Limited trading as QBANK ABN 79 087 651 036 AFSL / ACL 241413 (we, us, our and QBANK)
Date of Issue	14 February 2024
About this Document	<p>This Target Market Determination (TMD) is required under section 994B of the <i>Corporations Act 2001</i> (Cth).</p> <p>This document is not intended to be a summary of the product features, eligibility criteria, fees or terms and conditions for the product, and is not intended to provide financial advice. Reference must still be made to any supplementary documents which sets out the relevant terms and conditions and fees and charges when making a decision about this product.</p>
Target Market	<p>1.1 This TMD sets out the target market for our Classic Plus Home Loan Package product.</p> <p>1.2 This product offers key features which can help Members* own their property sooner. The key features include:</p> <ul style="list-style-type: none">(a) a variable interest rate;(b) no establishment fees;(c) no standard settlement fees;(d) 100% mortgage offset account[~];(e) a free electronic redraw facility;(f) no future loan top up fees; and(g) no penalties for extra repayments. <p>1.3 This product does incur a monthly package fee. Please see our Home Lending of Fees and Charges for current fees.</p> <p>1.4 Members are also eligible for an interest rate discount[^] on the Classic Plus Home Loan Package if the Member deposits salary credits of at least \$1,500 per month into a QBANK transaction account.</p> <p>1.5 Applicants must satisfy the following criteria to be eligible to apply for this product:</p> <ul style="list-style-type: none">(a) Are 18 years of age or over;(b) Pay As You Go (PAYG) income earners, guarantors and self-employed (sole traders or partnership); and

- (c) Permanent Australian residents or Australian citizens (residing in Australia or overseas) where the security provided is in Australia.
- 1.6 Applicants in the target market for this product are likely to have the following objectives, needs and financial situation:
- (a) Objectives
 - (i) This product is suitable for those who are seeking to purchase or refinance an owner-occupied or investment property, purchase vacant land, construct residential dwellings, conduct home renovations, purchase motor vehicles, consolidate other personal debts, purchase investments, repay gifts, pay medical costs or purchase other items using a residential property as security.
 - (b) Needs
 - (i) This product offers a variable interest rate and is suitable for those who are seeking no upfront costs, a mortgage offset account and discounts on our other products.
 - (ii) This product is not suitable for Members who are seeking the certainty of a fixed rate and fixed repayments.
 - (c) Financial Situation
 - (i) To assess whether this product is affordable to the Member, QBANK will make reasonable enquiries about the Member's financial situation in accordance with QBANK's credit assessment criteria.
- 1.7 QBANK will not accept Members who do not meet the above criteria or where the objectives, loan purpose and financial position do not align with the Member's personal circumstances.

Distribution Conditions

- 2.1 Distribution Conditions
- (a) This product is distributed by QBANK and authorised distributors through the below channels:
 - (i) QBANK branch locations in Brisbane City, Oxley and Kedron;
 - (ii) QBANK Member Service Centre by calling 13 77 28;
 - (iii) QBANK Mobile Lenders; and
 - (iv) QBANK Accredited Mortgage Brokers.
 - (b) To ensure this product will be distributed to Members within the target market, QBANK will:

Review Triggers

- (i) be selective regarding authorised distributors;
- (ii) ensure that Members will be provided with sufficient information about the product;
- (iii) require Members to provide specific information and evidence to confirm they meet eligibility and credit criteria requirements;
- (iv) ensure our staff and accredited brokers are adequately trained and understand the key product features and the target market for the product they discuss; and
- (v) provide guidance for distributors through lender updates as well as product information sheets.

2.2 Supervision and Monitoring

- (a) QBANK requires all distributors to complete a full accreditation process and knowledge competence test. The Home Lending Guide is provided to the distributor at the time of accreditation.
- (b) QBANK is able to supervise and monitor the distribution of this product through review triggers which highlight any issues with distribution e.g. where the product potentially has been distributed outside of the target market.

2.3 Conflict of Interest

- (a) QBANK will take steps to ensure that our remuneration and incentive structures for this product do not result in distribution that is inconsistent with this TMD.

3.1 There may be events and circumstances (called 'review triggers') that would reasonably suggest that this TMD is no longer appropriate. These review triggers include:

- (a) a material, unexpected increase in the number of defaults applicable to this product;
- (b) the number of applicants outside the target market;
- (c) the number of successful applicants versus unsuccessful applicants;
- (d) a material, unexpected increase in the number of Members refinancing from QBANK to another financial institution applicable to this product;
- (e) a material change to this product, including a material change to the fees, charges, or terms and conditions of the product;
- (f) a change in law or regulation, a change in relevant industry code, an AFCA determination, a court decision, or ASIC or other regulatory guidance or action that materially affects the product; and
- (g) a material, unexpected increase in the number of complaints, or a significant change in the nature and trend of complaints, relating to the product.

Review Periods

- 3.2 QBANK will review this TMD within 10 business days if we know, or reasonably knows, that a review trigger, or an event or circumstance that reasonably suggests that this TMD is no longer appropriate, has occurred.
- 3.3 Distributors must notify QBANK when they identify a significant dealing that is not consistent with this TMD. QBANK acknowledges whether a dealing is significant may be dependent on the circumstances of a distributor's business however, this information will assist us to determine whether the dealing is significant and reportable.
- 4.1 To ensure that this TMD remains appropriate for this product, QBANK will review this TMD:
 - (a) periodically, and at least every 12 months;
 - (b) in response to any review triggers; or
 - (c) in response to other events or circumstances that would reasonably suggest that this TMD is no longer appropriate.

Distribution Information Reporting Requirements

- 5.1 Complaints, defaults and general feedback about a financial product are useful indicators of whether this TMD may still be appropriate.
- 5.2 Where QBANK engages mortgage or finance brokers to distribute this product, we require the brokers to promptly provide any information about complaints and product feedback received to QBANK.
- 5.3 QBANK requires a broker to provide the following information:

Type of Information	Description	Reporting Period
Complaint / Significant Dealings / Others	The following information is required: <ol style="list-style-type: none"> 1. Distributor name 2. Date of complaint 3. Product 4. Nature of the complaint 5. AFCA status (if applicable) 	Complaint / Others - As soon as complaint is received by the distributor Significant Dealings – As soon as practicable, and in any case within 10 business days after becoming aware.

* Please visit <https://www.qbank.com.au/join/> to see our membership eligibility criteria.

^ Please visit <https://www.qbank.com.au/rates-fees/> to see our special offers and rate eligibility criteria.

- Please see the Mortgage Offset TMD for more account information.