

<b>Product</b>	Personal Loans
<b>Issuer</b>	QPCU Limited trading as QBANK ABN 79 087 651 036 AFSL / ACL 241413 ( <b>we, us, our and QBANK</b> )
<b>Date of Issue</b>	14 February 2024
<b>About this Document</b>	<p>This Target Market Determination (<b>TMD</b>) 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>
<b>Target Market</b>	<p>1.1 This TMD sets out the target market for our Personal Loan products, comprising the:</p> <ul style="list-style-type: none"><li>(a) All Purpose Loan; and</li><li>(b) Debt Consolidation Loan.</li></ul> <p>1.2 The All Purpose Loan is available for any worthwhile purpose (excluding debt consolidation). The Debt Consolidation Loan is available for the purpose of combining two or more existing debts into a single loan.</p> <p>1.3 A discounted interest rate is offered for the All Purpose Loan if the Member* deposits salary credits of at least \$1,500 per month into a QBANK transaction account and has a minimum loan amount of \$5,000 or more. The Debt Consolidation Loan does not offer this feature.</p> <p>1.4 Our Personal Loan products offer key features including:</p> <ul style="list-style-type: none"><li>(a) a variable interest rate;</li><li>(b) loan term up to 7 years;</li><li>(c) low monthly fees;</li><li>(d) free online redraw;</li><li>(e) flexible repayment options: and</li><li>(f) no early repayment fees.</li></ul> <p>1.5 A loan funding fee and a monthly account fee applies to both Personal Loan products. These products are not suitable for Members who cannot make these payments or are seeking a product with no monthly account fees. Please see our Schedule of Fees and Charges for current fees.</p>

- 1.6 Applicants must satisfy the following criteria to be eligible to apply for this product:
  - (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.
- 1.7 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 a general personal loan or a debt consolidation loan for more than \$1,000 and are seeking to repay the loan within 7 years.
  - (b) Needs
    - (i) This product offers a variable interest rate and is suitable for those who are seeking low monthly fees and flexible repayments.
    - (ii) This product is not suitable for those seeking a secured loan of less than \$1,000 or more than \$150,000 (\$100,000 unsecured) and for those who are not seeking to repay the loan within 7 years.
    - (iii) This product is not suitable for Members who are seeking the certainty of a fixed rate and fixed repayments.
    - (iv) This product, with the discounted interest rate, is not suitable for Members who will not be depositing at least \$1,500 each month and are seeking a product with no monthly account fees. Please see our Schedule of Fees and Charges.
  - (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.
- 1.8 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 through the below channels:
  - (i) QBANK branch locations in Brisbane City, Oxley and Kedron;
  - (ii) QBANK Member Service Centre by calling 13 77 28; and
  - (iii) QBANK Mobile Lenders.
- (b) To ensure this product will be distributed to Members within the target market, QBANK will:
  - (i) ensure that Members will be provided with sufficient information about the product;
  - (ii) require Members to provide specific information and evidence to confirm they meet eligibility and credit criteria requirements; and
  - (iii) ensure our staff are adequately trained and understand the key product features and the target market for the products they discuss.

#### 2.2 Supervision and Monitoring

- (a) 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.

### Review Triggers

#### 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 verse 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;

<b>Review Periods</b>	<p>(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</p> <p>(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.</p> <p>3.2 QBANK will review this TMD within 10 business days if we know, or reasonably know, that a review trigger, or an event or circumstance that reasonably suggests that this TMD is no longer appropriate, has occurred.</p>
	<p>4.1 To ensure that this TMD remains appropriate for this product, QBANK will review this TMD:</p> <p>(a) periodically, and at least every 12 months;</p> <p>(b) in response to any review triggers; and</p> <p>(c) in response to other events or circumstances that would reasonably suggest that this TMD is no longer appropriate.</p>

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