

<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>	23 March 2022
<b>Target Market</b>	<p>1.1 This Target Market Determination (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 for the purpose of consolidating two or more debt.</p> <p>1.3 A discounted interest rate is offered for the All Purpose Loan if the client deposits \$1,500 per month into a QBANK transaction account and has a minimum loan amount of more than \$5,000. The Debt Consolidation Loan does not offer this feature.</p> <p>1.4 This Personal Loan product offers key features which provide Members* a competitive variable interest rate, with a loan term of up to 7 years, low monthly fees, free online redraw, flexible repayment options, and no early repayment fees.</p> <p>1.5 Fees</p> <ul style="list-style-type: none"> <li>(a) A loan funding fee and a monthly account keeping fee applies. This product is not suitable for Members who cannot make these payments and are seeking a product with no monthly account fees. Please see our Schedule of Fees and Charges for current fees.</li> <li>(b) A key feature of the All Purpose Loan is a reduced interest rate if the minimum loan amount is \$5,000 and the Member deposits at least \$1,500 into a QBANK transaction account each month. Additional monthly account fees apply where the Member does not deposit at least \$1,500.</li> </ul> <p>1.6 Applicants must satisfy the following criteria to be eligible to apply for this product:</p> <ul style="list-style-type: none"> <li>(a) Members who are 18 years and over;</li> <li>(b) Pay As You Go (PAYG) income earners, guarantors and self-employed (sole traders or partnership); and</li> <li>(c) Permanent Australian residents or Australian citizens (residing in Australia or overseas) where the security provided is in Australia.</li> </ul> <p>1.7 QBANK will make reasonable enquiries about the Member's requirements and objectives. When applying for this product, QBANK will consider the following:</p> <ul style="list-style-type: none"> <li>(a) Objectives</li> </ul>

- (i) This product offers a competitive interest rate and is suitable for those who are seeking low monthly fees and flexible repayments.
  - (b) Loan Purpose
    - (i) This product is suitable for those who are seeking a general personal loan or a debt consolidation loan of more than \$1,000 and are seeking to repay the loan within 7 years.
    - (ii) This product is not suitable for those seeking a loan of less than \$1,000 or 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, not seeking additional features (i.e. redraw facility) and do not anticipate making extra 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 Position
    - (i) QBANK will make reasonable enquiries about the Member's financial situation. To assess whether this product is affordable to the Member, QBANK will consider the Member's income or benefits, living expenses, other debts, credit history, specific life events, temporary difficulties and any information that will assist QBANK to understand the Member's full financial position.
- 1.8 QBANK will need to consider if this product is suitable to the Member's objectives, loan purpose and financial position.
- 1.9 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.
- 1.10 QBANK has the following conditions and restrictions on this product:
- (a) Borrowers of Convenience
    - (i) Borrowers of convenience arise where Members wish to borrow, however their income is insufficient to satisfy servicing requirements. In such cases a borrower of convenience may be introduced. They obtain little or no benefit from the transaction however are jointly responsible for the commitment. This scenario is not acceptable to QBANK.
  - (b) Exit Strategy Condition
    - (i) QBANK has no formal restriction on age; however, Members must clearly demonstrate their ability to repay the loan within all agreed contractual arrangements. A satisfactory exit strategy must be provided acknowledging their ongoing ability to repay the loan within an acceptable time frame, normally by anticipated retirement age.

	<p>(c) Disadvantaged Applicants</p> <p>(i) If a Member may be at a disadvantage due to language, age or medical capabilities, the Member will be offered the services of an interpreter or the ability to be accompanied by a person of the Member's choice to the initial and subsequent interviews. The Member will need to obtain independent legal and financial advice and provide supporting evidence.</p> <p>1.11 QBANK has committed itself to the Customer-owned Banking Code of Practice (<b>Code</b>), and will only provide the product where it can satisfy itself that it will meet its obligations under the Code to do so, e.g. <i>'We will be responsible lenders'</i>.</p>
<p><b>Distribution Conditions</b></p>	<p>2.1 Distribution Conditions</p> <p>(a) To ensure this product will be distributed to Members within the target market, QBANK will:</p> <p>(i) be selective regarding distributors;</p> <p>(ii) implement targeted advertising;</p> <p>(iii) provide specific content about the product on its website;</p> <p>(iv) use line scripts specific to the product at its call centre and offices;</p> <p>(v) ensure authorised bankers are adequately trained; and</p> <p>(vi) provide guidance for distributors.</p> <p>2.2 Supervision and Monitoring</p> <p>(a) QBANK is able to supervise and monitor the distribution of this product through review triggers which highlights any issues with distribution e.g. where the product potentially has been distributed outside of the target market.</p> <p>2.3 Conflict of Interest</p> <p>(a) QBANK will take steps to ensure that its remuneration and incentive structures for this product do not result in distribution that is inconsistent with this TMD.</p> <p>2.4 If QBANK becomes aware that the distribution conditions for this product are inadequate, where for example, significant distribution is occurring outside the target market, it will:</p> <p>(a) amend this TMD to set out additional distribution conditions to ensure that such distribution does not occur; or</p> <p>(b) cease distribution.</p>
<p><b>Review Triggers</b></p>	<p>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:</p> <p>(a) the number of defaults;</p> <p>(b) the number of applicants outside the target market;</p>

	<ul style="list-style-type: none"> <li>(c) the number of successful applicants verse unsuccessful applicants;</li> <li>(d) the number of Members refinancing from QBANK to another financial institution;</li> <li>(e) the average loan duration;</li> <li>(f) a material change to this product;</li> <li>(g) promotional features that materially change this product;</li> <li>(h) complaints to Australian Financial Complaints Authority; and</li> <li>(i) the nature and number of all complaints and complaint trends.</li> </ul> <p>3.2 QBANK will review this TMD within 10 business days if it knows, or reasonably knows, that a review trigger, or an event or circumstance that reasonably suggests that this TMD is no longer appropriate, has occurred.</p> <p>3.3 QBANK will notify the Australian Securities and Investments Commission within 10 business days of it becoming aware of a significant dealing in this product that is not consistent with this TMD.</p> <p>3.4 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 QBANK to determine whether the dealing is significant and reportable.</p>
<p><b>Review Periods</b></p>	<p>4.1 The next review of this TMD will occur by 11 July 2022.</p> <p>4.2 To ensure that this TMD remains appropriate for this product, QBANK will review:</p> <ul style="list-style-type: none"> <li>(a) periodically, and at least every six months;</li> <li>(b) in response to any review triggers; or</li> <li>(c) in response to other events or circumstances that would reasonably suggest that this TMD is no longer appropriate.</li> </ul> <p>4.3 QBANK has integrated the review process into the product governance arrangements, and controls are in place to ensure that meaningful reviews take place. Possible outcomes from the review process include:</p> <ul style="list-style-type: none"> <li>(a) no change to the way this product is distributed;</li> <li>(b) changing the product design, target market or distribution; or</li> <li>(c) ceasing to distribute this product.</li> </ul> <p>4.4 If QBANK becomes aware of information that would reasonably suggest that this TMD is no longer appropriate (e.g. a review trigger has occurred), QBANK will stop issuing this product and direct its distributors to stop distributing until QBANK has reviewed this TMD and product.</p>

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