

Bonus Interest Savings Account And Kids Savings Account

**Target Market Determination
30 November 2021**

Prepared by Bank of Queensland (BOQ) Limited ABN 32 009 656 740
Australian Credit Licence and AFSL 244616, the issuer of this product.



What is a Target Market Determination?

A Target Market Determination (TMD) describes:

- the class of customers that comprise the Target Market for the product
- any conditions or restrictions on how the product is distributed to retail customers
- events or circumstances where we will review the TMD for the product.

Why does BOQ need to make this TMD publicly available?

We are required to produce this TMD by law. The law is intended to help customers obtain appropriate financial products by requiring issuers and distributors to have a customer centric approach to the design and distribution of products.

This document is not a substitute for the product's terms and conditions or other disclosure documents. Customers must refer to these documents when making a decision about this product. These documents can be found on our website or you can obtain a copy upon request.

The TMD will undergo a periodic review as follows:

Effective date	30 November 2021
Next Review Due	Before 30 November 2023
Review	At least every two years from the effective date of this TMD

Target Market

The Target Market for these products is customers who want a savings account that can pay Bonus Interest. The customers are generally able to meet the Monthly Eligibility Criteria described below to qualify for monthly Bonus Interest.

These customers are likely to have the following objectives, needs and financial situation and meet the eligibility criteria for this product.

Objectives

The customers' likely objective is to grow their savings with an interest-bearing savings account without being locked into a fixed term. They want an account separate from their everyday banking account.

Needs

The customers' likely need is a simple product that rewards their savings behaviour. These may include:

- a dedicated interest-bearing savings account
- a secure place to store money with access to the account at any time
- earn Bonus Interest on the account*

* Customers can earn Bonus Interest on the account when they meet the Monthly Eligibility Criteria.

Financial situation

This product is suited to customers with a wide range of financial situations and are able to limit their withdrawals to no more than once a month in order to meet the Monthly Eligibility Criteria.

This behaviour will earn the customer the Base Interest rate plus the Bonus Interest rate. If they do not meet the requirement each month, they receive the Base Interest rate only for that month.

Eligibility criteria for these products

Customers must be an Australian citizen, permanent resident, or resident with acceptable residency status and satisfy the following criteria:

Kids Savings Account

- be under 14 years with the account linked to parent/s or guardian/s

Bonus Interest Savings Account

- be 14 years or older.

Product description

A savings account that enables customers to earn a variable Base Interest rate and Bonus Interest rate on their funds. Customers can earn the Bonus Interest rate by meeting the Monthly Eligibility Criteria.

Monthly Eligibility Criteria

Customers need to make no more than one withdrawal a month to earn the Base Interest rate plus the Bonus Interest rate.

If they do not do this each month, the account earns the variable Base Interest rate only for that month.

Key attributes of this product

- physical access, including branches and ATMs
- online banking access to view account balance and make transfers
- variable Base Interest rate
- variable Bonus Interest rate when customers meet the Monthly Eligibility Criteria (as above)
- VISA debit card** (not available to customers under 14 years of age)
- no monthly account fees (see the 'Personal Banking Guide to Fees and Charges' for fees).

** Customers can receive a VISA debit card when opening this account. They can use this card to make purchases at merchants and cash withdrawals from ATMs that accept VISA domestically and internationally, using the money in the account.

Why the product is likely to be consistent with the likely objectives, needs and financial situation of the Target Market

The product's attributes are designed to support the Target Market's objectives, needs and financial situation:

- The customer's need to save money can be met by qualifying for the higher Base Interest rate plus the Bonus Interest rate, which encourages them to contribute regularly to their savings and limit their withdrawals to meet the Monthly Eligibility Criteria.

Distribution conditions

This product can only be distributed through:

- staff-assisted channels through BOQ branches, business bankers or the Customer Contact Centre
- online channels through the BOQ website or internet banking
- third-party comparison sites.

This product can only be distributed to retail customers in accordance with BOQ's customer acceptance requirements.

Why the distribution conditions will make it likely that the customers who acquire the product are in the Target Market

BOQ considers that the distribution conditions and restrictions support BOQ's assessment that the product will likely be distributed to the Target Market because of the following key controls:

- appropriate training of staff to ensure adequate understanding of product features and aligning this to the customer's need
- customers satisfying BOQ's eligibility requirements
- quality assurance to monitor compliance with customer on-boarding and account origination processes
- customer needs analysis is applied to align customer needs with this product when going through staff-assisted channels.

Review triggers

We will review this TMD if any of the following trigger events and information being monitored reasonably suggest that the TMD may no longer be appropriate:

- we receive a significant number of complaints in relation to the product
- we identify a material adverse customer experience in relation to product appropriateness
- there is a material change to the product attributes, fees charges, terms & conditions or the manner of distribution
- there is a Significant Dealing in this product which is inconsistent with the Target Market.

Information reporting requirements

All distributors who distribute this product must provide the following information to BOQ:

TYPE OF INFORMATION	DESCRIPTION	REPORTING PERIOD
Customer complaints received in relation to this product	Customer complaints (including number of complaints, complaints record verbatim, product name and distributor name) in relation to this product that may indicate the TMD may no longer be appropriate for this product	As well as agreed in writing, quarterly and in any case within 10 business days from the end of the reporting period
Significant Dealings	The date or date range of when the Significant Dealing occurred and a description of why it may not be consistent with this TMD	As soon as practicable, and in any case within 10 business days after becoming aware
Incidents/Issues (including regulatory breaches)	Incidents and breaches that may indicate product is no longer appropriate for the Target Market or is being distributed outside the Target Market	As soon as practicable, and in any case within 10 business days after becoming aware

Note: Record keeping

BOQ and its distributors will keep records of the reasonable steps they have taken to ensure that this product is sold in a manner consistent with this TMD.

BOQ will also keep complete and accurate records of our decisions, and the reasons for those decisions about:

- all Target Market determinations for this product
- identifying and tracking review triggers
- setting review periods, and
- the matters documented in this TMD.