

BUSINESS PERFORMANCE SAVER ACCOUNT

Target Market Determination

30 November 2021

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



BUSINESS

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 this product is business customers who want to have a savings account that can pay Bonus Interest and is linked to the Everyday Business Account* (business transaction account) to manage their everyday payments and receipts. The customers are generally able to meet the Monthly Eligibility Criteria described below to qualify for monthly Bonus Interest.

*See 'Everyday Business Account (with optional overdraft)' TMD for details of the transaction account.

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 this account linked to the Everyday Business Account so they can qualify for the Bonus Interest.

Needs

The customers' likely need is a simple, low-cost savings product that allows them to earn Bonus Interest when they meet the Monthly Eligibility Criteria. These may include:

- a dedicated interest-bearing savings account
- a secure place to store money with access to the account at any time
- through the linked Everyday Business Account, the ability to manage everyday payments and receipts in various ways such as through the linked VISA Business debit card, BPAY or internet banking
- earn Bonus Interest on the account**.

This product may not be suitable for customers who are likely to require branch access to make deposits or withdrawals.

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

Financial situation

This product is suited to business customers who can make regular deposits and transactions to meet the Monthly Eligibility Criteria.

This behaviour will earn the customer a Base Interest rate plus Bonus Interest rate. If they do not meet the Monthly Eligibility Criteria in a given month, the account will earn the Base Interest rate only for the following month.

Eligibility criteria for this product

Customers must satisfy the following criteria to acquire this product:

- be an Australian citizen, permanent resident, or resident with acceptable residency status
- be an Australian registered corporation or association, or
- be a trustee of an Australian family, statutory, superannuation, unit, or hybrid trust (the beneficiary and the trustee must meet the eligibility criteria of an individual or a corporation).

Product Description

A business savings account that is linked to the Everyday Business Account. This account enables customers to earn a variable Base Interest rate and Bonus Interest rate when they meet the Monthly Eligibility Criteria on their Everyday Business Account.

Monthly Eligibility Criteria

Customers must deposit at least \$5,000 from external sources, and make at least five eligible transactions[^] each month on their linked Everyday Business Account.

If they do not meet the Monthly Eligibility Criteria in a given month, the account will earn the Base Interest rate only for the following month. See 'Business Deposits Interest Rates – Transaction and Investment Accounts' for details on the operation of the Bonus Interest rate.

[^]Monthly eligible transactions on the Everyday Business Account include:

- VISA Business debit card purchases that settle in that month (not pending)
- ATM withdrawals
- direct debits that settle in that month (not pending).

Key attributes of this product

- online banking access only, transfers can be made to and from the linked Everyday Business Account only
- variable Base Interest rate
- variable Bonus Interest rate for balances up to \$500,000 when customers meet the Monthly Eligibility Criteria (as above)
- no monthly account fees*** (see the 'Business Banking Guide to Fees and Charges' for fees)
- linked to the Everyday Business Account

*** Monthly account fees may apply for the Everyday Business 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:

- customers' need to save money can be met by qualifying for the higher Base Interest rate plus Bonus Interest rate which encourages them to contribute regularly to their savings and make transactions on the linked Everyday Business Account to meet the Monthly Eligibility Criteria
- customers can use the linked Everyday Business Account for everyday banking purposes.

Distribution conditions

This product can only be distributed through the BOQ branch network or BOQ Business bankers.

When this product is distributed to retail customers, it must be distributed 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 to align with 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.

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 and 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 give 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.

