

Fast Track Starter Account and Fast Track Saver 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, which can pay Bonus Interest and is linked to the Day2Day Plus Account* (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 the monthly Bonus Interest rate.

* See 'Day2Day Plus Account' 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 Day2Day Plus Account so they can qualify for the Bonus Interest rate.

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 product
- a secure place to store money with access to the account at any time
- through the linked Day2Day Plus Account, manage everyday payments and receipts such as receiving wages or salary into their account, or making payments through their linked VISA debit card, BPAY or internet banking
- earn Bonus Interest on the account**.

These products 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

These products are suited to customers who can make regular deposits and transactions 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 Monthly Eligibility Criteria in a given month, the account will earn the Base Interest rate only for the following 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 to acquire this product:

Fast Track Starter Account

- be 14 years to 24 years

Fast Track Saver Account

- be 25 years or older.

Product description

A savings account that is linked to the Day2Day Plus 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 Day2Day Plus Account.

Monthly Eligibility Criteria

Fast Track Starter Account – customers must deposit at least \$200 from external sources and make five or more eligible transactions[^] on their linked Day2Day Plus Account.

Fast Track Saver Account – customers must deposit at least \$1,000 from external sources and make five or more eligible transactions[^] on their linked Day2Day Plus 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 'Personal Deposit Interest Rate – Transaction and Savings Account' for details on the operation of the Bonus Interest rate.

[^]Monthly eligible transactions on the Day2Day Plus Account include:

- VISA 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 Day2Day Plus Account only
- variable Base Interest rate
- variable Bonus Interest rate for balances up to \$250,000 when customers meet the Monthly Eligibility Criteria (as above)^{***}
- no monthly account fees (see the 'Personal Banking Guide to Fees and Charges' for fees)
- linked to the Day2Day Plus Account.

^{***}Customers between 14 and 24 years can earn a higher variable Bonus Interest rate for balances up to \$10,000.

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 Day2Day Plus Account to meet the Monthly Eligibility Criteria
- customers can use the linked Day2Day Plus Account for everyday banking purposes.

Distribution conditions

This product can be distributed through:

- staff-assisted channels through BOQ branches, business bankers or 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 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 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.