

MONEY MARKET DEPOSIT 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 customers 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 customers who want:

- an interest-bearing, at-call deposit account
- may also want to facilitate their financial investments' cash flow and share trading activities with the option to fix a portion of their funds in a term deposit.

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 have an at-call deposit account with the option to fix a portion of their funds in a term deposit to keep their money safe, earn interest and be able to manage their investment cashflows.

Needs

The customers' likely need is a simple, low-cost product they can rely on to manage their investment cashflows. This may include:

- a secure place to deposit a cash investment that is interest-earning
- access to account and daily management of transactions through DDH Graham Limited's Online Services
- an account linked to clearing houses to facilitate settlement of share trading activities
- an option to fix a portion of their investment into a term deposit facility.

Financial situation

This product is suited to customers with a wide range of financial situations with cash used for investment purposes. The term deposit is suited to customers who have access to funds elsewhere so they will not need to withdraw their term deposit early.

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 18 years or older, or
- 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 money market deposit account that enables customers to manage their investments' cash flow. This account enables customers to switch funds between at-call and a term deposit account, and is linked to clearing houses to facilitate settlement of share trading activities.

Key attributes of this product

Customers can access this account through DDH Graham Limited's online platform, which facilitates customer's transfer and payment requests. The key attributes are:

KEY ATTRIBUTES OF THIS PRODUCT	AT CALL	TERM DEPOSIT
Safety of the Financial Claims Scheme	Yes	Yes
Funds available at call	Yes	No*
Interest-bearing account	Yes	Yes^^
Account management fees	No**	No**
Regular deposits and withdrawals	Yes	No^
Access to Online Banking via DDH Graham Online Services	Yes	Yes, view only
Direct Debits	Yes	No
Electronic Funds Transfers	Yes	No
Real Time Gross Settlement	Yes	No
BPay®	Yes	No
Periodical Payments	Yes	No
Link to clearing houses to facilitate settlement of ASX-listed transactions	Yes	No
Physical access at branch to withdraw funds	Yes, via bank cheque	No
Physical access at branch to deposit funds	Yes, via bank cheque	Yes, via bank cheque***

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* 31 days notice required to redeem term deposit early. Interest adjustment and break fees apply if term deposit is redeemed earlier than the fixed term, unless approved for financial hardship.

** See BOQ Money Market Deposit Accounts Terms and Conditions for fees.

*** deposits can be made via the at call account.

^ funds are automatically reinvested at maturity for the same term as the previous investment, unless otherwise nominated. Additional deposits and withdrawals to the term deposit can be made during the renewal grace period. See BOQ Money Market Deposit Accounts Terms and Conditions for further details.

^^ customers can choose to have interest payments paid periodically throughout the term or at the end of term. Interest will be paid annually for term deposits greater than 12 months. Interest rate for periodical payments will be different from published term deposit rate.

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:

- Customer can use this account to manage their investment cash flows from various sources such as share trading or investment properties, and have the option to take out a term deposit for a higher rate of return on their deposits.

Distribution conditions

This product can be distributed through:

- DDH Graham Limited (AFSL 226319)
- BOQ's direct channels via BOQ branches and BOQ website.

When distributed through DDH Graham Limited, this product is distributed through third-party brokers and financial advisers, investment platforms, comparison marketplaces or self-managed superannuation fund administrators.

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:

- monitoring and supervision activities over DDH Graham Limited's controls and processes to ensure adherence with agreement in place with BOQ
- customers satisfying BOQ's eligibility requirements
- broker and adviser accreditation requirements.

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.

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.

