



myBOQ Term Deposit.

Target Market Determination

April 2026

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	Next Review Due	Review
28th April 2026	28th April 2028	At least two years from when this TMD was made and then every three years thereafter.

Target Market.

The Target Market for this product is customers who want a low-risk, secure place to grow their deposits without withdrawing it during the term period

- The myBOQ Term Deposit is designed for customers for personal use (not business or trustee purposes) who require a deposit product to earn interest for a specific term at a fixed interest rate.

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

Objectives

The customer's likely objective is to have an account that provides a return on their savings over a specific term at a fixed interest rate.

Needs

The customers' likely need is a secure place to store money and a low-risk product they can rely on to grow their deposits. Depending on their objectives, this account can meet their needs to have:

- a dedicated interest bearing fixed-term deposit account,
- The option to invest in select terms of months,
- Interest paid at the end of the term,
- No setup or account keeping fees

Financial situation

This product is suited to customers who have at least \$5,000 to invest, and 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 with an Australian address when joining myBOQ as a customer for the first time,
- be 14 years or older,
- Fund the account with a minimum deposit of \$5,000
- Open and use the account in a personal capacity only (not business or trustee purposes).

Customers outside the target market:

This product is not designed for customers who:

- want access to their funds prior to the maturity date of the term deposit without an interest rate reduction and without providing 31 days' prior notice.
- require interest to be paid at any time other than at the end of the term.
- are not looking for a savings account with a variable interest rate and the flexibility to immediately access funds.

Product description

The myBOQ Term Deposit is a simple deposit product allowing customers to earn a fixed interest rate over a specified term on their funds. Customers can choose the term they want to invest for between three months and twelve months.

Key attributes of this product

- fixed terms and interest rates of 3,4,6,7,9 or 12 months,
- minimum deposit of \$5,000
- No Setup or account keeping fees,
- If no maturity instructions given, deposits will be re-invested automatically
- A fixed interest rate for the term of the investment
- online banking access to view account balance and provide term deposit instructions
- interest adjustments apply if term deposit is redeemed earlier than the fixed term, unless approved for financial hardship
- 31 days' notice required to redeem term deposit early, unless approved for financial hardship.
- Interest will be paid at the end of term.

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 earn interest by earning the fixed interest rate when fixing their funds for a period of time in the term deposit.

Distribution conditions.

Distribution by BOQ:

This product can only be distributed through:

- Internet banking and the myBOQ website.
- third-party comparison sites.

Information about the myBOQ Term Deposit, including links to the current interest rates, terms and conditions and fees and charges are included on BOQ's website. This ensures that prospective customers receive adequate information when applying for the product online.

Permitted staff-assisted exceptions:

- A BOQ Branch staff member may assist with opening a myBOQ Term Deposit
- The Contact Centre may originate a Term Deposit where:
 - the customer is identified as requiring extra care (consistent with ABA vulnerability guidance); or
 - online channels (such as internet banking, myBOQ app or the myBOQ website) are temporarily unavailable.

Distribution by third party distributors:

The product may be distributed via other third party channels which include comparison sites. Conduct by such sites is usually limited to providing factual information about the product, and in some instances:

- providing a link to BOQ's product page on our website where further information about the product can be accessed; or
- passing on contact details of a prospective customer to BOQ.

Where any conduct by a third party amounts to distribution conduct, they must comply with this target market determination.

Why the distribution conditions will make it likely that the consumers 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 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:

- there is an increase in complaints received in relation to the product and its features that exceeds internally set tolerances
- 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
Consumer 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, in relation to:

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



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