

Target Market Determination (TMD)

- Car Loan
- Qantas Points Car Loan

Products	<p>Car Loan</p> <p>Qantas Points Car Loan</p>
Issuer	<p>Qudos Mutual Limited trading as Qudos Bank ABN 53 087 650 557 AFSL/Australian Credit Licence 238 305</p>
Date of TMD	<p>5 October 2023</p>
Target Market	<p>Description of target market</p> <p>Retail clients who:</p> <ul style="list-style-type: none"> ➤ are seeking a loan to purchase a new or near new car, caravan, boat or motorcycle ➤ are aged 18 years or more and meet the credit assessment criteria for the product ➤ able and willing to offer acceptable security for the loan to secure a lower interest rate <p>Car loan only</p> <ul style="list-style-type: none"> ➤ need the flexibility to make additional repayments <p>Qantas points car loan only</p> <ul style="list-style-type: none"> ➤ need the certainty of a fixed interest rate and fixed repayments for the term of the loan ➤ are seeking to earn reward points that they can then redeem <p>Description of product, including key attributes</p> <p>Car loan</p> <p>This is a secured variable rate loan. The key attributes are:</p> <ul style="list-style-type: none"> ➤ loan amounts between \$10,000 and \$150,000 ➤ loan terms of up to 7 years ➤ variable interest rate ➤ repayment frequency can be weekly/fortnightly/monthly ➤ the ability to make additional repayments ➤ no redraw facility ➤ acceptable security for the loan must be provided <p>This product is not suitable for retail clients who:</p> <ul style="list-style-type: none"> ➤ need the certainty of a fixed interest rate and fixed repayments for the term of the loan

Target Market (continued)

Qantas Points Car Loan

This is a secured fixed rate loan. The key attributes are:

- > loan amounts between \$15,000 and \$150,000
- > loan terms of up to 7 years
- > fixed interest rate
- > repayment frequency can be weekly/fortnightly/monthly
- > unable to make redraws of advance payments in accordance with the contract schedule
- > acceptable security for the loan must be provided
- > complimentary Qantas Frequent Flyer membership
- > earn 1000 Qantas Points per annum for every \$1000 of the loan balance, credited monthly

This product is not suitable for retail clients who:

- > are not seeking to earn reward points

Distribution Conditions

Distribution conditions

This product is distributed directly by Qudos Bank through the following channels:

- > branches
- > call centres
- > online
- > mobile lenders

Distribution conditions for this product include:

- > ensuring that retail clients meet the eligibility requirements for the product
- > ensuring that distribution through branches, mobile lenders and call centres is by appropriately trained staff

There are no other approved distributors for this product.

Review Triggers

The review triggers that would reasonably suggest that the TMD is no longer appropriate include:

- > a significant dealing of the product to consumers outside the target market occurs
- > a significant number of complaints is received from customers in relation to their purchase or use of the product that reasonably suggests that the TMD is no longer appropriate
- > a material change to the product or the terms and conditions of the product occurs which would cause the TMD to no longer be appropriate

Qudos Bank's Product Governance Framework includes regular consideration of whether there has been a review trigger following each distribution information report.

Period Reviews

At least every 12 months from the date of this TMD.

Distribution Reporting Requirements

The following information must be provided to Qudos Bank by distributors who engage in retail product distribution conduct in relation to this product, by email to DDOreporting@qudosbank.com.au:

Type of information	Description	Reporting period
Significant dealing(s)	Date or date range of the significant dealing(s) and description of the significant dealing (e.g, why it is not consistent with the TMD).	As soon as practicable, and in any case within 10 business days after becoming aware.
Complaints	Number of complaints in relation to this TMD. This will include written details of the complaints.	Every 3 months, within 10 business days of the end of each calendar quarter.
Sales outside the target market	Number of sales \$ value of sales.	Every 3 months, within 10 business days of the end of each calendar quarter.

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