

Target Market Determination (TMD)

➤ Personal Loan

Product	Personal Loan
Issuer	Qudos Mutual Limited trading as Qudos Bank ABN 53 087 650 557 AFSL/Australian Credit Licence 238 305
Date of TMD	5 October 2023
Target Market	<p>Description of target market</p> <p>Retail clients who:</p> <ul style="list-style-type: none"> ➤ are seeking a fixed term loan for any worthwhile purpose including to make a purchase or to consolidate an existing debt ➤ need the flexibility to make additional repayments ➤ are aged 18 years or more and meet the credit assessment criteria for the product <p>Description of product, including key attributes</p> <p>This is an unsecured variable rate personal loan. The key attributes are:</p> <ul style="list-style-type: none"> ➤ loan amounts between \$5000 and \$25,000 ➤ loan terms of up to 7 years ➤ variable interest rate ➤ repayment frequency can be weekly/fortnightly/monthly ➤ the ability to make additional repayments ➤ no need to provide security for the loan <p>This product is not suitable for retail clients who:</p> <ul style="list-style-type: none"> ➤ are able and willing to offer security for the loan to secure a lower interest rate ➤ need the certainty of a fixed interest rate and fixed repayments for the term of the loan ➤ are seeking a continuing credit facility to make purchases, pay bills and to manage their cash flow needs
Distribution Conditions	<p>Distribution conditions</p> <p>This product is distributed directly by Qudos Bank through the following channels:</p> <ul style="list-style-type: none"> ➤ branches ➤ call centres ➤ online ➤ mobile lenders

Distribution Conditions (continued)

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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