

# Target Market Determination (TMD)

## ➤ Cash Management Account

<b>Product</b>	Cash Management Account
<b>Issuer</b>	Qudos Mutual Limited trading as Qudos Bank ABN 53 087 650 557 AFSL/Australian Credit Licence 238 305
<b>Date of TMD</b>	5 October 2023
<b>Target Market</b>	<p><b>Description of target market</b></p> <p>Retail and business clients who:</p> <ul style="list-style-type: none"> <li>› need an interest-bearing saving account to conveniently manage their funds</li> <li>› need the ability to withdraw funds at call if needed</li> <li>› need a saving account that offers Cheque book access</li> </ul> <p><b>Description of product, including key attributes</b></p> <p>This is a high interest-bearing saving account, and the key features of this product are:</p> <ul style="list-style-type: none"> <li>› variable interest rate</li> <li>› no minimum deposit</li> <li>› no account keeping fees</li> <li>› internet Banking &amp; banking app access <ul style="list-style-type: none"> <li>- under 12yrs: No access</li> <li>- 12 – 16yrs: View Only</li> <li>- 16+yrs: Full access</li> </ul> </li> <li>› telephone banking access available for people 18yrs or older</li> <li>› personal cheque access available for people 18yrs or older</li> </ul> <p><b>This product is not suitable for retail clients who:</b></p> <ul style="list-style-type: none"> <li>› need card access</li> <li>› need the certainty of a fixed interest rate for a fixed deposit term</li> </ul>
<b>Distribution Conditions</b>	<p><b>Distribution conditions</b></p> <p>This product is distributed directly by Qudos Bank through the following channels:</p> <ul style="list-style-type: none"> <li>› branches</li> <li>› call centres</li> <li>› online</li> <li>› mobile lenders</li> </ul>

### 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](mailto: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 <b>outside</b> 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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