

# Target Market Determination



Product	All Access Account
Issuer	Queensland Country Bank Limited ABN 77 087 651 027 (Queensland Country Bank) AFSL/Australian Credit Licence 244 533
Date of Target Market Determination (TMD)	at 5 October 2021

## Target Market

### Description of target market

Current and future Members of Queensland Country Bank who are looking to have an everyday transaction account with unlimited free transactions. Members must be at least 13 years old, be an Australian Citizen or have a valid Australian Visa. Members must also meet Queensland Country Bank's Know Your Customer and anti-money laundering/counter terrorism financing (AML/CTF) requirements.

### Description of product, including key attributes

#### All Access Account for everyday transactions.

- Unlimited free everyday transactions
- No monthly account service fee if one or more of the following criteria are met each month:
  - ✓ External direct credit of \$1,000 or more to your All Access Account each month or
  - ✓ Total savings, investments or borrowings of \$50,000 or more held in any of the Contributing Accounts as at the (last day) of each month or
  - ✓ An Australian War Veteran, Aged or Disability Pension is directly credited to the All Access Account each month or
  - ✓ A current Queensland Country Ultimate Home Loan Package is held in the same name as one of the account holders or
  - ✓ The account holder is under 18 years of age
- Your choice of Visa Debit Card or CueCard access
- Google Pay & Apple Pay
- 24/7 online, mobile and phone banking access
- Mobile App
- Worldwide access
- Bank@Post



## Target Market

### Description of likely objectives, financial situation and needs of consumers in the target market

#### **This product is designed for Members and future Members of Queensland Country Bank who:**

- are looking for an everyday transaction account
- are seeking unlimited transactions
- are of a minimum age of 13 years who meet Queensland Country Bank's Know Your Customer and AML/CTF requirements.

### Classes of consumers for whom the product is clearly unsuitable

#### **This product is not suitable for Members or future Members who:**

- are under the age of 13
- do not meet the target market determination
- are without capacity (without appropriate representation)

## Distribution Conditions

### Distribution conditions

Distribution of the All Access Account can be provided through all channels which include, in branch, online or by phone. Marketing of the All Access Account may include website and other media channels such as online, radio, TV and paper articles.

#### **Why the distribution conditions and restrictions will make it more likely that the consumers who acquire the product are in the target market.**

Irrespective of the distribution channel, this account cannot be opened by Members without meeting the key eligibility requirements.



## Reviewing this Target Market Determination

We will review this Target Market Determination in accordance with the below:

### Initial review

Within twelve (12) months of the effective date

### Periodic reviews

Review to be undertaken each 12 month period after the initial commencement date

### Review triggers or events

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

- A significant dealing of the product to consumers outside the target market occurs
- Where applicable, feedback from Members
- A systemic issue across the product lifecycle
- Material change to the product features, benefits, fee structure or the terms and conditions

## Reporting and monitoring this Target Market Determination

We will collect and review/report on the following information in relation to this TMD

### Complaints

All complaints in relation to this product on a monthly basis. This will include written details of the complaint

### Significant dealing(s)

Report if we become aware of a significant dealing in relation to the product that is inconsistent with the TMD as soon as practicable and in any case within 10 business days

### Material Change

Review any material detrimental member impact from product changes at the time of effective material change