

# Target Market Determination



Product	Green Car Loan
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)	25 November 2021

## Target Market

### Description of target market

Current and future Members of Queensland Country Bank who are looking to make an Electric or Plug-In Hybrid car purchase in Australia on credit and want the flexibility to repay the loan sooner with no penalty fees. Members must be at least 18 years of age, be an Australian citizen or have a valid Australian Visa. Member must also meet Queensland Country Bank's loan application and servicing policy and Know Your Customer and anti- money laundering/counter terrorism financing (AML/CTF) requirements.

### Description of product, including key attributes

**Green Car Loan for purchase of new or demo model Electric or Plug-in Hybrid cars that meet the Australian Government Department of Industry, Science, Energy and Resources Green vehicle definition.**

- Flexible loan terms (up to seven years)
- Variable interest rate
- No deposit required
- Increase your bargaining power with pre-approval
- Ability to borrow an additional 10% of the initial loan to fund charging technology to support the vehicle including solar, battery storage or electric charging equipment
- No early repayment fees
- Redraw facility on your loan
- Control your contribution cycle to be weekly, fortnightly or monthly

A 'green' vehicle is defined as one with an emissions intensity that does not exceed 120 grams of CO2 emissions per km (g/km). This category includes all electric and plug-in hybrid vehicles.

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

## Distribution Conditions

### Distribution conditions

Distribution of the Green Car Loan can be provided through all channels which include, in branch, online, by phone or through our Broker Network relationships and will be undertaken by accredited lending staff. Marketing of the Green Car Loan 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 dated

### Periodic reviews

Review to be undertaken each 12month 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
- External events such as adverse media coverage or regulative attention

## 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.