

Target Market Determination



Product	Reno 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)	at 5 October 2021

Target Market

Description of target market

Current and future Members of Queensland Country Bank who are looking to make improvements to their home (owned by them) 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. Members 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

Reno Loan for improvements to your home.

- Flexible loan terms (from one to seven years)
- Add value to your home and increase the equity in your property
- Borrow from \$3,000 to \$50,000
- No deposit required
- No security required
- No early repayment fees
- Redraw facility on your loan
- Control your contribution cycle to be weekly, fortnightly or monthly

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 credit to make improvements to their home
- are seeking the certainty of fixed repayments over the term of the loan and want the flexibility to repay the loan sooner with no penalty fee
- Are of a Minimum age of 18 years who meet Queensland Country Bank's loan application and servicing policy and Know Your Customer and AML/CTF requirements.

Target Market Determination



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Target Market

Classes of consumers for whom the product is clearly unsuitable

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

- under the age of 18
- do not meet the target market determination
- are without capacity (without appropriate representation) to be bound by contract

Distribution Conditions

Distribution conditions

Distribution of the Reno 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 Reno 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 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.