

Banking Package Home Loan

Target Market Determination.

30 November 2025

Prepared by BOQ Specialist, a division of Bank of Queensland Limited (BOQ) ABN 32 009 656 740 Australian Credit Licence and AFSL 244616, the issuer of this product.



What is a Target Market Determination?

A Target Market Determination (TMD) describes:

- the class of customers that comprise the Target Market for the product
- any conditions or restrictions on how the product is distributed to retail customers
- events or circumstances where we will review the TMD for the product.

Why does BOQ Specialist need to make this TMD publicly available?

We are required to produce this TMD by law. The law is intended to help customers obtain appropriate financial products by requiring issuers and distributors to have a customer centric approach to the design and distribution of products.

This document is not a substitute for the product's terms and conditions or other disclosure documents. Customers must refer to these documents when making a decision about this product. These documents can be found on our website, or you can obtain a copy upon request.

The TMD will undergo a periodic review as follows:

EFFECTIVE DATE
30 November 2025
NEXT REVIEW DATE
Before 30 November 2027
REVIEW
At least two years from when this TMD was made and then every 2 years thereafter

Target Market

The Target Market for this product includes customers generally from the medical, dental, veterinary or accounting professions and their associates and suppliers who need a loan to

acquire a home or investment property, and have the financial capacity to do so.

The Target Market may have these other objectives this package would suit, including but not limited to:

- managing day-to-day expenses
- everyday payments and receipts, and
- managing cash flow through short term borrowing.

The Target Market is likely to prefer achieving their objectives and meet their needs through this banking package, rather than choosing a separate financial product for each need, because they believe it is more efficient to do so.

These customers must meet the eligibility and credit assessment criteria for this product, and are likely to have the following objectives, needs and financial situation.

Objectives

The customers' primary objective is acquiring a property either by taking out a new loan or refinancing an existing residential mortgage. They also see their other financial objectives being met through this banking package, which may include:

- having a single transactional banking relationship that provides an account to keep their money safe, make everyday transactions while at the same time offsetting interest on their variable term loan.
- being able to manage cashflow through short-term borrowing.

Needs

The customers' likely needs are as below:

Acquire property

A banking package that enables them to acquire a property for owner-occupied, investment or development purposes through a residential mortgage. To meet this need, customers may require:

- certainty of repayments with a fixed interest rate, or flexible repayments with a variable interest rate

- long repayment term
- wide range of Loan-to-Value (LVR) Ratio (Loan Mortgage Insurance (LMI) may be applicable for higher LVRs)
- optional offset account on variable loans
- ability to maintain multiple loan accounts under one relationship, supported by a dedicated financial specialist

Managing cashflow

A banking package that allows customers to manage their cashflows through short-term borrowing. To meet this need, customers may require:

- access to a short- term unsecured line of credit up to a limit through the *Signature Credit Card*
- an optional overdraft facility via the *One Account (with optional overdraft facility)*

Transactional banking

Customers may also need a secure way to manage their money and perform everyday transactions, such as making purchases or paying bills via BPAY. This need is met through a transaction account that provides immediate access to funds, along with BPAY and a debit card.

Financial situation

This product is suited to customers who can satisfy BOQ Specialist's credit assessment criteria and meet the repayment obligations.

Eligibility criteria for this product

Customers must satisfy the following criteria to acquire this product:

- be an Australian citizen, permanent resident, or resident with acceptable residency status
- be 18 years or older
- have an acceptable credit history
- demonstrate their capacity to repay the loan.

Product description

This is a package product that includes a home loan with optional additional products. Key

attributes of the products in this package (with an annual package fee) are provided in this TMD.

The products in the package are:

- Banking Package Home loan¹
- Plus loan (an unsecured credit facility that provides additional borrowing above a defined LVR subject to eligibility criteria and credit assessment)¹
- A linked One Account that can be used as a transaction account, and offset interest charges on variable rate loan¹
- Signature credit card (with applicable annual fees)
- One account (with optional overdraft facility)

The Signature credit cards and One account (with optional overdraft facility) can be obtained on their own and have their own TMD's. When acquired outside this package, there may be different fees, charges and benefits than when acquired as part of this package.

The key attributes of each product within the Banking package are as follows.

Banking Package Home loan

- variable or fixed interest rate
- principal and interest repayment schedule
- interest only repayment option (up to five years)
- loan splitting (between fixed and variable interest rates)
- redraw, offset and top up for variable portions
- wide range of Loan-to-Value Ratio, subject to BOQ credit assessment
- up to five loan accounts
- secured against property.

Plus loan

- principal and interest repayment schedule
- variable interest rate
- medium term (5-8 years)
- early repayments
- unsecured

Offset savings account

- transactional banking functions

- non-cash payment facilities with optional debit card*.

One account (with optional overdraft facility)

- variable interest
- optional overdraft/revolving credit
- unsecured
- digital access to account
- non-cash payment facilities with optional debit card*.

* Customers can receive a VISA debit card when opening this account. They can use this card to make purchases at merchants and cash withdrawals from ATMs that accept VISA domestically and internationally, using the money in the account.

Signature credit card

- unsecured facility allowing domestic and international purchases
- 55 days interest-free
- earn airline reward points on eligible purchases in Australia
- digital access to account
- non-cash payment facilities

complimentary travel insurance subject to eligibility requirements access to Priority Pass airport lounge which gives cardholders access to various airport lounges. The primary cardholder is entitled to four complimentary visits to Priority Pass lounges and may bring one guest per visit free of charge per calendar year ¹ Only available in this package

Why the product is likely to be consistent with the likely objectives, needs and financial situation of the Target Market

The product's attributes are designed to support the Target Market's range of objectives, needs and financial situation. The customer's need to acquire a residential property can be addressed through a range of repayment options and loan features such as fixed interest, principal and interest, interest-only, loan splitting, offset, and redraw available within the package.

Distribution conditions

This product can be distributed through:

- accredited bankers within the BOQ Specialist division of the Bank of Queensland
- BOQ's branch network on a spot and refer basis to the BOQ Specialist team
- BOQ Specialist accredited third party aggregators, brokers, referrers as well as partnered associations.

This product can only be distributed to retail customers in accordance with BOQ Specialist's customer acceptance requirements, and is subject to BOQ Specialist credit assessment processes.

Why the distribution conditions will make it likely that the customers who acquire the product are in the Target Market

BOQ Specialist considers that the distribution conditions and restrictions support BOQ Specialist's assessment that the product will likely be distributed to the Target Market because of the following key controls:

- Appropriate training of staff to ensure adequate understanding of product features and aligning this to the customer's needs training
- aggregator/broker accreditation requirements
- controls to ensure applying customers meet BOQ Specialist eligibility requirements
- quality assurance to monitor compliance with customer on-boarding and account origination processes
- customer needs analysis/fact find and broker checklists are applied to align customer needs with this product.

Review triggers

We will review this TMD if any of the following trigger events and information being monitored reasonably suggest that the TMD may no longer be appropriate:

- There is an increase in complaints received in relation to the product and its features that exceeds internally set tolerances

- There is a breach of internally set tolerances for key product performance criteria
- We identify a material adverse customer experience in relation to the product appropriateness
- There is a material change to the product attributes, fees, charges, terms and conditions or the manner of distribution
- There is a Significant Dealing in this product which is inconsistent with the Target Market
- There is Notification from ASIC which requires BOQ Specialist to cease product distribution conduct if they deem a product inappropriate for any reason.

Information reporting requirements

All distributors who distribute this product must provide the following information to BOQ Specialist:

TYPE OF INFORMATION	DESCRIPTION	REPORTING PERIOD
Customer complaints received about this product	Customer complaints (including number of complaints, complaints record verbatim, product name and distributor name) in relation to this product that may indicate the TMD may no longer be appropriate for this product	As well as agreed in writing, quarterly and in any case within 10 business days from the end of the reporting period
Significant Dealings	The date or date range of when the Significant Dealing occurred and a description of why it may not be consistent with this TMD	As soon as practicable, and in any case within 10 business days after becoming aware
Incidents/Issues (including regulatory breaches)	Incidents and breaches that may indicate product is no longer appropriate for the Target Market or is being distributed outside the Target Market	As soon as practicable, and in any case within 10 business days after becoming aware

Note: Record keeping

BOQ Specialist and its distributors will keep records of the reasonable steps they have taken to ensure that this product is sold in a manner consistent with this TMD.

BOQ Specialist will also keep complete and accurate records of our decisions, and the reasons for those decisions about:

- all Target Market determinations for this product
- identifying and tracking review triggers
- setting review periods, and

the matters documented in this TMD.

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