

# Personal Loan

## Target Market Determination

30 November 2021

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:

<b>Effective date</b>
30 November 2021
<b>Next Review Due</b>
Before 30 November 2023
<b>Review</b>
At least every two years from the effective date of this TMD

## Target Market

The Target Market for this product is customers generally from the medical, dental, veterinary or accounting professions and their associates and suppliers, who need a loan they can use for a wide range of personal purposes and have the financial situation to do so. These customers are likely to have the following objectives, needs and financial situation, and must meet the eligibility criteria for this product.

## Objectives

The customers' likely objective is making a purchase for almost any personal purpose. This might include home improvements and renovations, covering household or car expenses, going on a holiday, paying educational or tuition costs, paying medical expenses or consolidating existing debts.

## Needs

The customers' likely need is a basic product that enables their objective. This may include:

- certainty of repayments and interest rates/cost with a fixed rate
- flexible repayment terms (e.g. one to five years).

## Financial situation

This product is suited to customers who can satisfy BOQ Specialist's credit assessment criteria.

## 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

An unsecured fixed rate personal loan that gives you certainty of knowing exactly what your repayments will be for the loan term. A BOQ Specialist linked transactional account is required to draw down the personal loan, which we provide at no cost. See the "One account (with optional overdraft facility)" TMD for details of the transaction account.

## Key attributes of this product

- fixed interest rate for the term
- principal and interest repayment schedule
- unsecured
- digital access to account
- transactional bank account with optional Visa debit card
- flexible terms (one to five years)
- no ongoing fees (break costs apply if paid out before the fixed term).

## 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 objectives, needs and financial situation. The customer's need can be met by the repayment options and loan features such as fixed interest, principal and interest and flexible repayment terms.

## Distribution conditions

This product can be distributed through:

- BOQ's direct channels, including BOQ Specialist accredited bankers and online
- BOQ's branch network (including owner managers) 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 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:

- training of BOQ Specialist bankers with quality assurance processes over compliance
- aggregator/broker accreditation requirements
- controls to ensure applying customers meet BOQ Specialist credit assessment processes and eligibility requirements
- customer needs analysis 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:

- we receive a significant number of complaints in relation to the product
- we identify a material adverse customer experience in relation to 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.

## 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.