

Term Deposit Account

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:

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

Target Market

The Target Market for this product is customers who want a low-risk, secure place to grow their deposits without withdrawing money during the term period.

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

Objectives

The customers' likely objective is to grow their funds by fixing their deposits for a period of time in a term deposit account.

Needs

The customers' likely need is a simple, low-risk product they can rely on to grow their deposits. These needs may include:

- a secure place to store money
- a dedicated interest-bearing fixed-term deposit account
- the ability to view their account through online banking.

This product may not be suitable for customers who are likely to require branch access to make withdrawals.

Financial situation

This product is suited to customers who have access to money elsewhere so they won't need to redeem their term deposit early.

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, or
- be an Australian registered corporation or association, or
- be a trustee of an Australian family, statutory, superannuation, unit or hybrid trust (the beneficiary and the trustee must meet the eligibility criteria of an individual or a corporation).

Product description

A deposit account that allows customers to earn a fixed interest rate over a specified term. Customers can choose a term from one month to five years. A BOQ Specialist Private Access or One Account will automatically be provided under the customer's name which will act as the clearing account for the term deposit funds.

Key attributes of this product

- physical access to BOQ and ANZ branches to deposit money
- fixed terms and interest rates ranging from one month to five years
- no minimum deposit requirement
- flexible interest payment methods – re-invest or transfer to another bank account, select to have interest payments periodically throughout the term or at the end of the term*
- flexibility to re-invest - funds are automatically reinvested at maturity for the same term as the previous investment, unless otherwise nominated**
- online banking access to view account balance and provide term deposit instructions
- interest adjustment and break fees apply if term deposit is redeemed earlier than the fixed term, unless approved for financial hardship
- 31 days' notice required to redeem term deposit early, unless approved for financial hardship.

*Interest will be paid annually for term deposits greater than 12 months. Interest rates for periodical payments will be different from published term deposit rates.

** Additional deposits and withdrawals to the term deposit can be made during the renewal grace period. See BOQ Specialist Transaction and Savings Accounts Overdraft Facility Terms and Conditions for further details.

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 to grow their investment can be met by earning a fixed interest rate when fixing their funds for a period of time in the term deposit.

Distribution conditions

This product can be distributed through:

- staff-assisted channels via BOQ Specialist bankers
- online channels via BOQ Specialist website
- accredited third party financial advisers and platforms.

When this product is distributed to retail customers, it must be distributed in accordance with BOQ Specialist's customer acceptance requirements.

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 need
- customers satisfying BOQ Specialist's eligibility requirements
- quality assurance to monitor compliance with customer on-boarding and account origination processes
- third party advisers involved in the distribution of the product must take reasonable steps to ensure requirements are met and adhere to agreements in place with BOQ Specialist.

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 in relation to 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.