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| Product | Pension Plus |
| Issuer | QPCU Limited trading as QBANK ABN 79 087 651 036 AFSL / ACL 241413 (we, us, our and QBANK) |
| Date of Issue | 31 January 2025 |
| About this Document | <p>This Target Market Determination (TMD) is required under section 994B of the <i>Corporations Act 2001</i>(Cth). This document is not intended to be a summary of the product features, eligibility criteria, fees or terms and conditions for the product, and is not intended to provide financial advice. Reference must still be made to any supplementary documents which set out the relevant terms and conditions and fees and charges when making a decision about this product.</p> |
| Target Market | <p>1.1 This TMD sets out the target market for our Pension Plus product.</p> <p>1.2 This product is designed exclusively for individual or joint Members* who are eligible pension card holders (Aged Pension, Disability Pension or Veteran Affairs Pension) or who are aged 55 years or older and retired. The key features include:</p> <ul style="list-style-type: none"> (a) a transaction account earning a variable interest rates on stepped balances; (b) no monthly account keeping fees; (c) a wide range of digital wallets including Apple Pay and Google Pay; (d) instant payments with Osko and PayID; and (e) 24/7 account access via internet, app or SMS banking. <p>1.3 QBANK does not encourage Members to apply for this product if the above key features do not align with their objectives and requirements. This product is not suitable or available for Members who are not eligible pension card holders or who are not aged 55 years or older.</p> |
| Distribution Conditions | <p>2.1 Distribution Conditions</p> <ul style="list-style-type: none"> (a) This product is distributed by QBANK through the below channels: <ul style="list-style-type: none"> (i) QBANK branch locations in Brisbane City and Oxley; (ii) QBANK Member Service Centre by calling 13 77 28. (b) To ensure this product will be distributed to Members within the target market, QBANK will: <ul style="list-style-type: none"> (i) be selective regarding distributors; (ii) implement targeted advertising; (iii) provide specific content about this product on its website; (iv) ensure authorised bankers are adequately trained; and (v) provide guidance for distributors. <p>2.2 Supervision and Monitoring</p> <ul style="list-style-type: none"> (a) QBANK is able to supervise and monitor the distribution of this product through review triggers which highlight any issues with distribution e.g. where the product potentially has been distributed outside of the target market. <p>2.3 Conflict of Interest</p> |

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| Review Triggers | | (a) QBANK has taken steps to ensure that its remuneration and incentive structures for this product do not result in distribution that is inconsistent with the TMD. |
| | 3.1 | <p>There may be events and circumstances (called 'review triggers') that would reasonably suggest that this TMD is no longer appropriate. These review triggers include:</p> <ul style="list-style-type: none"> (a) a significant number of applicants outside the target market; (b) a material change to this product, including a material change to the fees, charges, or terms and conditions of the product; (c) a material, unexpected increase in the number of Members closing the product; (d) a change in law or regulation, a change in relevant industry code, an AFCA determination, a court decision, or ASIC or other regulatory guidance or action that materially affects the product; and (e) a material, unexpected increase in the number of complaints, or a significant change in the nature and trend of complaints, relating to this product. |
| | 3.2 | QBANK will review this TMD within 10 business days if it knows, or reasonably knows, that a review trigger, or an event or circumstance that reasonably suggests that this TMD is no longer appropriate, has occurred. |
| Review Periods | 4.1 | <p>To ensure that this TMD remains appropriate for this product, QBANK will review this TMD:</p> <ul style="list-style-type: none"> (a) biennially, by 31 January 2027; (b) in response to any review triggers; or (c) in response to other events or circumstances that would reasonably suggest that this TMD is no longer appropriate. |

* Please visit <https://www.qbank.com.au/join/> to see our membership eligibility criteria.