

Target Market Determination (TMD)

➤ Retirement Savings Account

Product	Retirement Savings Account
Issuer	Qudos Mutual Limited trading as Qudos Bank ABN 53 087 650 557 AFSL/Australian Credit Licence 238 305
Date of TMD	5 October 2023
Target Market	<p>Description of target market</p> <p>Retail clients who:</p> <ul style="list-style-type: none"> ➤ need an account to accumulate superannuation contributions and accept roll-overs which complies with superannuation law and provides tax concessions ➤ need the options of an account based pension facility and lump sum benefit payments ➤ have a low risk appetite and are seeking a capital guarantee <p>Description of product, including key attributes</p> <p>This is a Retirement Savings Account and the key features of this product are:</p> <ul style="list-style-type: none"> ➤ complies with superannuation law and provides tax concessions ➤ subject to government limits and rules about superannuation ➤ capital guarantee from the bank ➤ variable rate of interest based on balances ➤ minimum balance of \$1,000 for the accumulation account ➤ no ongoing minimum deposit requirement ➤ option to commence a pension if the balance of the accumulation account reaches \$100,000 (subject to government rules) ➤ four free withdrawals per annum and a fee for each additional withdrawal <p>This product is not suitable for retail clients who:</p> <ul style="list-style-type: none"> ➤ have a higher risk appetite to invest in superannuation or financial arrangements that may provide a greater return over the long term ➤ need the certainty of a fixed interest rate for a fixed deposit term
Distribution Conditions	<p>Distribution conditions</p> <p>This product is distributed directly by Qudos Bank through the following channels:</p> <ul style="list-style-type: none"> ➤ branches (referred to head office specialised team) ➤ call centres (referred to head office specialised team)

**Distribution Conditions
(continued)****Distribution conditions for this product include:**

- > ensuring that retail clients meet the eligibility requirements for the product
- > ensuring that distribution through branches, and call centres is by appropriately trained staff

There are no other approved distributors for this product.

Review Triggers**The review triggers that would reasonably suggest that the TMD is no longer appropriate include:**

- > a significant dealing of the product to consumers outside the target market occurs
- > a significant number of complaints is received from customers in relation to their purchase or use of the product that reasonably suggests that the TMD is no longer appropriate
- > a material change to the product or the terms and conditions of the product occurs which would cause the TMD to no longer be appropriate

Qudos Bank's Product Governance Framework includes regular consideration of whether there has been a review trigger following each distribution information report.

Period Reviews

At least every 12 months from the date of this TMD.

**Distribution Reporting
Requirements**

The following information must be provided to Qudos Bank by distributors who engage in retail product distribution conduct in relation to this product, by email to DDOreporting@qudosbank.com.au:

Type of information	Description	Reporting period
Significant dealing(s)	Date or date range of the significant dealing(s) and description of the significant dealing (e.g, why it is not consistent with the TMD).	As soon as practicable, and in any case within 10 business days after becoming aware.
Complaints	Number of complaints in relation to this TMD. This will include written details of the complaints.	Every 3 months, within 10 business days of the end of each calendar quarter.
Sales outside the target market	Number of sales \$ value of sales.	Every 3 months, within 10 business days of the end of each calendar quarter.

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