

Target Market Determination (TMD)

➤ Visa Debit Card

Product	Visa Debit Card
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"> › have an account to which the card can be linked › are seeking a non-cash payment facility to make purchases and pay bills from their linked account › are seeking the ability to withdraw cash › are aged 12 years (low limit card) or 16 (standard limit card) <p>Description of product, including key attributes</p> <p>This is a Visa Debit Card, and the key features of this product are:</p> <ul style="list-style-type: none"> › only able to access funds from the linked account › cash withdrawals over the counter or by ATM › point of sale payments using the card › card not present payments including, online, over the phone or mail › digital wallet payments such as Apple Pay and Google Pay at point of sale or online › daily transaction limit applies, refer to the 'Terms and Conditions for Savings Accounts and Payment Services' to find out more information
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 › call centres › online › mobile lenders <p>This product can also be distributed by mortgage brokers approved by Qudos Bank if offered as part of a loan application (approved distributors).</p>

**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, mobile lenders 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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