

Target Market Determination (TMD)

- Lifestyle Credit Card
- Lifestyle Plus Credit Card

Products	Lifestyle Credit Card Lifestyle Plus Credit 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"> ➤ are seeking a non-cash payment facility, to make purchases and pay bills on credit and to manage their cashflow needs ➤ are aged 18 years or more and meet the credit assessment criteria for the product ➤ are not seeking to earn reward points which they can then redeem ➤ are not seeking insurance and concierge services provided by a rewards card ➤ are seeking to have available a credit card facility to meet contingencies but want to minimise the costs of such a facility unless and until it is actually used <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%; background-color: #e0f2f1;">Lifestyle Credit Card</th> <th style="width: 50%; background-color: #e0f2f1;">Lifestyle Plus Credit Card</th> </tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> ➤ are seeking a lower rate of interest so that they have the option to spread repayments over more than one statement cycle </td> <td> <ul style="list-style-type: none"> ➤ are seeking to manage their cashflow using the interest free period even if that means higher interest and fees ➤ are unlikely to carry a substantial balance for a prolonged period because of their financial circumstances </td> </tr> </tbody> </table> <p>Description of product, including key attributes</p> <p>This is Lifestyle Credit Card. The key attributes are:</p> <ul style="list-style-type: none"> ➤ credit limits of between \$1000 and \$20,000 ➤ variable interest rate for purchases ➤ \$0 annual fee ➤ Intro rate applies to all transactions on balance transfers for the first five months from the first date the account is activated and then reverts to the standard variable rate ➤ no rewards program ➤ no interest free period ➤ no security required ➤ monthly statements ➤ minimum monthly repayments in accordance with the contract schedule 		Lifestyle Credit Card	Lifestyle Plus Credit Card	<ul style="list-style-type: none"> ➤ are seeking a lower rate of interest so that they have the option to spread repayments over more than one statement cycle 	<ul style="list-style-type: none"> ➤ are seeking to manage their cashflow using the interest free period even if that means higher interest and fees ➤ are unlikely to carry a substantial balance for a prolonged period because of their financial circumstances
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Target Market (continued)

This product is not suitable for retail clients who:

- > are seeking a rewards program
- > are willing and able to regularly repay the outstanding balance in full by the due date each month to take advantage of an interest free period

This is a Lifestyle Plus Credit Card. The key attributes are:

- > credit limits of between \$1000 and \$20,000
- > variable interest rate for purchases
- > \$0 annual fee
- > Intro rate applies for all transactions on balance transfers for the first five months from the first date the account is activated and then reverts to the standard variable rate
- > no rewards program
- > up to 46 days interest free on Purchase only applies if account is paid in full by due date each month – excludes cash advances and Bpay transactions
- > no security required
- > monthly statements
- > minimum monthly repayments in accordance with the contract schedule

This product is not suitable for retail clients who:

- > are seeking a rewards program
- > are not willing and able to regularly repay the outstanding balance in full by the due date each month to take advantage of the interest free period

Distribution Conditions

Distribution conditions

This product is distributed directly by Qudos Bank through the following channels:

- > branches
- > call centres
- > online
- > mobile lenders

This product can also be distributed by mortgage brokers approved by Qudos Bank if offered as part of a loan application (approved distributors).

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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