

Product	On Call
Issuer	QPCU Limited trading as QBANK ABN 79 087 651 036 AFSL / ACL 241413 (we, us, our and QBANK)
Date of Issue	25 May 2022
Target Market	<p>1.1 This Target Market Determination (TMD) sets out the target market for our On Call product.</p> <p>1.2 This product was designed with key features to assist Members* manage their everyday finances. The key features include:</p> <ul style="list-style-type: none"> (a) no monthly account keeping fees; (b) no minimum deposit; (c) a wide range of digital wallets including Apple Pay and Samsung Pay; (d) instant payments with Osko and PayID; and (e) 24/7 account access via internet, app or SMS banking. <p>1.3 This product is not suitable for Members who are seeking a product with no fees as this product has capped transactions limits. Please see our Schedule of Fees and Charges. QBANK does not encourage Members to apply for this product if the above key features do not align with their objectives and requirements.</p> <p>1.4 QBANK has committed itself to the Customer Owned Banking Code of Practice (Code), and will only provide the product where it can satisfy itself that it will meet its obligations under the Code to do so.</p>
Distribution Conditions	<p>2.1 Distribution Conditions</p> <ul style="list-style-type: none"> (a) 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) use line scripts specific to this product at its call centre; (v) ensure authorised bankers are adequately trained; and (vi) 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> <ul style="list-style-type: none"> (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. <p>2.4 If QBANK becomes aware that the distribution conditions for this product are inadequate, where for example, significant distribution is occurring outside the target market, it will:</p>

Review Triggers

- (a) amend this TMD to set out additional distribution conditions to ensure that such distribution does not occur; or
 - (b) cease distribution.
- 3.1 There may be events and circumstances (called 'review triggers') that would reasonably suggest that this TMD is no longer appropriate. These review triggers include:
- (a) the number of applicants outside the target market;
 - (b) a material change to this product;
 - (c) promotional features that materially changes this product;
 - (d) complaints to Australian Financial Complaints Authority; and
 - (e) the nature and number of all complaints and complaint trends.
- 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.
- 3.3 QBANK will notify the Australian Securities and Investments Commission within 10 business days of it becoming aware of a significant dealing in this product that is not consistent with this TMD.
- 3.4 Distributors must notify QBANK when they identify a significant dealing that is not consistent with this TMD. QBANK acknowledges whether a dealing is significant may be dependent on the circumstances of a distributor's business however, this information will assist QBANK to determine whether the dealing is significant and reportable.

Review Periods

- 4.1 The next review of this TMD will occur by 5 October 2022.
- 4.2 To ensure that this TMD remains appropriate for this product, QBANK will review this TMD:
- (a) periodically, and at least each six months;
 - (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.
- 4.3 QBANK will integrate the review process into the product governance arrangements, and controls will be put in place to ensure that meaningful reviews take place. Possible outcomes from the review process include:
- (a) no change to the way the product is distributed;
 - (b) changing the product design, target market or distribution; or
 - (c) ceasing to distribute this product.
- 4.4 If QBANK becomes aware of information that would reasonably suggest that this TMD is no longer appropriate (e.g. a review trigger has occurred), QBANK will stop issuing this product and direct its distributors to stop distributing until QBANK has reviewed this TMD and product.

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