

# Target Market Determination



Product	Green Reno Loan
Issuer	Queensland Country Bank Limited ABN 77 087 651 027 (Queensland Country Bank) AFSL/Australian Credit Licence 244 533
Date of Target Market Determination (TMD)	7 February 2023

## Target Market

### Description of target market

Current and future Members of Queensland Country Bank who are looking to make energy efficient improvements to their home (owned by them) on credit and want the flexibility to repay the loan sooner with no early repayment fees. Members must be at least 18 years of age, be an Australian citizen or have a valid Australian Visa. Members must also meet Queensland Country Bank's loan application and servicing policy and Know Your Customer and anti-money laundering/counter terrorism financing (AML/CTF) requirements.

### Description of product, including key attributes

#### Green Reno Loan for energy efficient improvements to your home.

- Flexible loan terms (from one to ten years)
- Variable interest rate
- Borrow from \$3,000 to \$50,000
- No deposit required
- No security required
- No early repayment fees
- Redraw facility on your loan
- Control your contribution cycle to be weekly, fortnightly or monthly
- No establishment or monthly loan maintenance fees

Members can use the Green Reno Loan for any of the following energy efficient purchases:

- Solar panels for your residential property
- Solar or heat pump hot water system
- Insulation
- Battery packs
- At home electric vehicle charging station
- Double glazed windows

Installation costs for the above purchases can also be included in the Green Reno Loan.

Other energy efficient purchases may also be considered at the discretion of Queensland Country Bank.

## Target Market

### **Description of likely objectives, financial situation and needs of consumers in the target market.**

This product is designed for Members and future Members of Queensland Country Bank who:

- are looking for credit to make energy efficient improvements to their home
- are seeking repayments to be made weekly, fortnightly or monthly
- are looking for the flexibility to repay the loan sooner with no early repayment fees
- are of a Minimum age of 18 years who meet Queensland Country Bank's loan application and servicing policy and Know Your Customer and AML/CTF requirements.

### **Classes of consumers for whom the product is clearly unsuitable**

This product is not suitable for Members or future Members who:

- are under the age of 18
- do not meet the target market determination
- are without capacity (without appropriate representation) to be bound by contract

## Distribution Conditions

### **Distribution conditions**

Distribution of the Green Reno Loan can be provided through all channels which include, in branch, online, by phone or through our Broker Network relationships and will be undertaken by accredited lending staff. Marketing of the Green Reno Loan may include website and other media channels such as online, radio, TV, OOH, print and paper articles.

### **Why the distribution conditions and restrictions will make it more likely that the consumers who acquire the product are in the target market**

Irrespective of the distribution channel, this account cannot be opened by Members without meeting the key eligibility requirements.



## Reviewing this Target Market Determination

We will review this Target Market Determination in accordance with the below:

### Initial review

Within twelve (12) months of the effective dated

### Periodic reviews

Review to be undertaken each 12 month period after the initial commencement date

### Review triggers or events

The review triggers that would reasonably suggest that the TMD is no longer appropriate are:

- A significant dealing of the product to consumers outside the target market occurs;
- Where applicable, feedback from Members
- A systemic issue across the product lifecycle
- Material change to the product features, benefits, fee structure or the terms and conditions

## Reporting and monitoring this Target Market Determination

We will collect and review/report on the following information in relation to this TMD

### Complaints

All complaints in relation to this product on a monthly basis. This will include written details of the complaint.

### Significant dealing(s)

Report if we become aware of a significant dealing in relation to the product that is inconsistent with the TMD as soon as practicable and in any case within 10 business days.

### Material Change

Review any material detrimental member impact from product changes at the time of the effective material change.