

Chattel Loan

Target Market Determination

30 November 2023

Prepared by BOQ Specialist, a division of Bank of Queensland Limited (BOQ) ABN 32 009 656 740 Australian Credit Licence and AFSL 244616, the issuer of this product.

What is a Target Market Determination?

A Target Market Determination (TMD)

- the class of customers that comprise the Target Market for the product
- any conditions or restrictions on how the product is distributed to retail customers
- events or circumstances where we will review the TMD for the product.

Why does BOQ Specialist need to make this TMD publicly available?

We are required to produce this TMD by law. The law is intended to help customers obtain appropriate financial products by requiring issuers and distributors to have a customer centric approach to the design and distribution of products.

This document is not a substitute for the product's terms and conditions or other disclosure documents. Customers must refer to these documents when making a decision about this product. These documents can be found on our website or you can obtain a copy upon request.

The TMD will undergo a periodic review as follows:

| |
|----------------------------------------------------------------------------------|
| Effective date |
| 30 November 2023 |
| Next Review Due |
| Before 30 November 2025 |
| Review |
| At least two years from when this TMD was made and then every 2 years thereafter |

Target Market

The Target Market for this product is customers generally from the medical, dental, veterinary or accounting professions and their associates and suppliers who need a loan to acquire a car or other personal-use asset, and have the financial situation to borrow money to do so. These customers are likely to have the following objectives, needs and financial situation and must meet the eligibility criteria for this product.

Objectives

The customers' likely objectives are to acquire a car or other personal-use asset.

Needs

The customers' likely need is a basic product that enables their objective to acquire the car or other personal-use asset. This may include:

- a flexible repayments structure with a variable interest rate or certainty of repayments and interest rates/cost with a fixed interest rate
- short-to-medium repayment term
- ownership of the asset
- the loan being secured by the asset acquired, with no other personal assets directly

For more information see the table in the product description section below.

Financial situation

This product is for customers who satisfy BOQ Specialist's credit assessment criteria.

Eligibility criteria for this product

Customers must satisfy the following criteria to acquire this product:

- be an Australian citizen, permanent resident, or resident with acceptable residency status
- be 18 years or older
- have an acceptable credit history
- demonstrate their capacity to repay the loan.

Product description

A chattel loan with the choice of fixed or variable interest rates. Final payment can be a residual value (balloon) payment, enabling lower payments during the term.

Key attributes of this product

- Fixed or variable interest rate
- Principal and interest repayment schedule
- Loan is secured against the asset being acquired
- Personal guarantees can be taken
- Balloon payment option.

Customisable key features and customer needs

Customers can customise the following listed key features of this product. These features are appropriate for customers within the Target Market with the selected needs described below. Other non-listed key features of the product are appropriate for the whole Target Market.

| KEY FEATURES APPROPRIATE FOR THE NEEDS OF THIS TARGET MARKET | | | | |
|--------------------------------------------------------------|------------------------|---------------------|-------------------------------------------|------------------------|
| TARGET MARKET NEEDS | VARIABLE INTEREST RATE | FIXED INTEREST RATE | PRINCIPAL AND INTEREST REPAYMENT SCHEDULE | BALLOON PAYMENT OPTION |
| CERTAINTY OF REPAYMENTS AND INTEREST RATES/COST | No | Yes | Yes | Yes |
| FLEXIBILITY IN REPAYMENTS STRUCTURE | Yes (limited)* | Yes (limited)* | Yes | Yes |

*It is possible to structure repayments subject to credit

Why the product is likely to be consistent with the likely objectives, needs and financial situation of the Target Market

The product's attributes are designed to support the Target Market's objectives, needs and financial situation. The customer's need to acquire a car or other personal use asset can be met by the multiple repayment options available and loan features such as fixed or variable interest and principal and interest repayments with optional balloon (end payment).

Distribution conditions

This product can be distributed

- BOQ Specialist accredited bankers
- BOQ's branch network (including owner managers) on a spot-and-refer basis to the BOQ Specialist team
- BOQ Specialist accredited third-party aggregators, brokers, referrers as well as partnered associations.

This product can only be distributed to retail customers in accordance with BOQ Specialist's customer acceptance requirements and is subject to BOQ Specialist's credit assessment criteria.

Why the distribution conditions will make it likely that the customers who acquire the product are in the Target Market

BOQ considers that the distribution conditions and restrictions support BOQ Specialist's assessment that the product will likely be distributed to the Target Market because of the following key controls:

- training of BOQ Specialist bankers with
- quality assurance processes over compliance aggregator/broker accreditation requirements
- controls to ensure applying customers meet BOQ Specialist's credit assessment criteria and eligibility requirements
- customer needs-analysis and broker checklists are applied to align customer needs with this product.

Review triggers

We will review this TMD if any of the following trigger events and information being monitored reasonably suggests that the TMD may no longer be appropriate:

- there is an increase in complaints received in relation to the product and its features that exceeds internally set tolerances
- we identify a material adverse customer experience in relation to product appropriateness
- there is a material change to the product attributes, fees, charges, terms and conditions or the manner of distribution
- there is a Significant Dealing in this product which is inconsistent with the Target Market.

Information reporting requirements

All distributors who distribute this product must provide the following information to BOQ

| TYPE OF INFORMATION | DESCRIPTION | REPORTING PERIOD |
|--------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|
| Customer complaints in relation to this product | Customer complaints (including number of complaints, complaints record verbatim, product name and distributor name) about this product that may indicate the TMD may no longer be appropriate for this product | As well as agreed in received writing, quarterly and in any case within 10 business days from the end of the reporting period |
| Significant Dealings | The date or date range of when the Significant Dealing occurred, and description of why it may not be consistent with this TMD | As soon as practicable, and in case within 10 business days after becoming aware |
| Incidents/Issues (including regulatory breaches) | Incidents and breaches that may indicate the product is no longer appropriate for the Target Market or is being distributed outside the Target Market | As soon as practicable, and in case within 10 business days after becoming aware |

Note: Record keeping

BOQ Specialist and its distributors will keep records of the reasonable steps they have taken to ensure that this product is sold in a manner consistent with this TMD.

BOQ Specialist will also keep complete and accurate records of our decisions, and the reasons for those decisions about:

- all Target Market determinations for this product
- identifying and tracking review
- triggers setting review periods, and
- the matters documented in this TMD.

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