Qantas Money

Home Loans

Target Market Determination

Offset Account

17 October 2025

QANTAS MONEY

Contents

Product

This target market determination (TMD) applies to the Offset Account

Issuer

Bendigo and Adelaide Bank Limited ABN 11 068 049 178 AFSL / Australian Credit Licence 237879.

Date from which this target market determination is effective

17 October 2025

1. Target market for this product

Target market

The retail clients for whom this product has been designed are individuals who:

- have or have been approved for Offset Home Loan product (refer to the TMDs for our Offset Home Loan product which are available on request by contacting us or, for existing customers, in the Support Centre accessible through e-banking);
- want to link their account as an offset account to their Offset Home Loan and save on interest charges;
- want a transaction account with convenient access to funds; and
- want to access their account either online through the e-banking app or by debit card; and
- do not want the ability to access or share 'CDR data' through the Consumer Data Right (CDR) regime in connection with the account.

Product description

The Offset Account is designed to be linked and used with the Offset Home Loan.

Eligible home loan customers can receive offset benefits by linking an Offset Account to an Offset Home Loan which reduces the amount of interest that would otherwise accrue in relation to the Offset Home Loan.

Product key attributes

The key attributes of this product that make it likely to be consistent with the target market described above, include:

Attribute	Appropriate for
Offset the interest of your Offset Home Loan	Retail clients who have an Offset Home Loan and want to reduce their interest charges and pay their loan off faster.
Transaction account	Retail clients who want a transaction account with convenient access to funds.
Eligibility	Retail clients who want to make everyday transactions.
Your choice of account access	Retail clients who would like to access their account online or by debit card, as they choose.
Unlimited transactions	Retail clients who intend or would like the flexibility to make a lot of transactions without being charged for most transaction types.*

Fees and charges*	Retail clients who accept that other fees may apply, for example if: – Bank@Post services are used – instructed payments cannot be made due to insufficient funds – additional services are requested*

* Refer to our Offset Account Terms and Conditions (including the Schedule of Offset Account Fees, Charges and Interest Rates) which are available on request by contacting us or, for existing customers, in the Support Centre accessible through e-banking.

2. How this product is to be distributed

Bendigo and Adelaide Bank applies certain conditions and restrictions to the distribution of this product so that distribution is likely to be to retail clients within the target market for this product. The conditions and restrictions are:

Channel	This product is to be distributed only through the following channels:
	– In connection with an application for an Offset Home Loan:
	  – Our approved white-label aggregator distributors and their authorised brokers who have been accredited by Bendigo and Adelaide Bank; and
	  – Online through an online application platform accessible through the websites of our approved white-label distributor partners.
	– For customers who already have an Offset Home Loan:
	  – Our contact centre.

Additional conditions or restrictions	The following additional conditions and restrictions also apply to the distribution of this product: – Applications for an Offset Account can only be submitted by retail clients who have an Offset Home Loan or in conjunction with an application for an Offset Home Loan (in which case an Offset Account will only be issued if the Offset Home Loan application is approved); – Only prospective retail clients who meet Bendigo and Adelaide Bank's minimum eligibility criteria for the product should submit an application for this product; – This product can only be issued to retail clients after applying Bendigo and Adelaide Bank's application and assessment processes; – This product can only be issued (or arranged to be issued) by persons who are trained and accredited; and – This product can only be issued to retail clients.

3. Reviewing this target market determination

Bendigo and Adelaide Bank will review this TMD as set out below:

Initial review	**Within the first year of the effective date.**
Periodic reviews	At least every 12 months from the initial review.

Review triggers or events	Any event or circumstance arising that would reasonably suggest the TMD is no longer appropriate. This may include (but is not limited to):
	– a material change to the design or distribution of the product, including related documentation;
	– occurrence of a significant dealing;
	– distribution conditions found to be inadequate in ensuring that the product is issued to retail clients who are likely to be in the target market;
	– relevant changes in the law or its application, a change in an industry code or decision of a court or other body (including through regulatory guidance) that materially affects the product;
	– significant changes in metrics, including, but not limited to:
	    – a material increase in the number of complaints in relation to a product or aspect of a product;
	    – the level of retail clients experiencing hardship such as falling into arrears;
	    – an increase in early termination of the product; and
	– any other event occurs, or information is received that reasonably suggests this TMD is no longer appropriate.

4. Reporting and monitoring this target market determination

Bendigo and Adelaide Bank's third-party distributors who are regulated persons will need to collect, keep and report the following information to Bendigo and Adelaide Bank:

Type	Description of information	Frequency of reporting
Complaints	Customer complaints made in relation to this product. This includes: – written details of the complaint; and	**Reporting period:** Monthly **When does the regulated person have to report:** Within 10 business days of the end of the reporting period.

	– the number of complaints during the reporting period.	
Sales data	Sales and customer data in relation to this product as requested by Bendigo and Adelaide Bank.	**When does the regulated person have to report:** Within 10 business days of the distributor becoming aware of the dealing.
Significant dealings	The following information: – details of the significant dealing; – the date (or range) on which the significant dealing occurred; – why the distributor considers the dealing to be significant (including why it is inconsistent with this TMD); and – how the dealing was identified.	**Reporting period:** Monthly **When does the regulated person have to report:** Within 10 business days of the end of the reporting period.