

QANTAS UATP CARDS TARGET MARKET DETERMINATION

Purposes

This Target Market Determination (**TMD**) has been prepared for the Qantas Pass, Qantas TravelPass and Qantas Credit (together, **Qantas UATP Cards**) as required under section 994B of the Corporations Act 2001 (Cth) (**Corporations Act**).

The TMD describes the class of eligible customers that the Qantas UATP Cards have been designed for, taking into account the objectives, financial situation and needs of the target market. It also sets out distribution conditions for the Qantas UATP Cards, and how this document will be reviewed so that it remains appropriate for the associated target market.

Issuer	Qantas Airways Limited (Qantas)
Product	Qantas UATP Cards
TMD effective date	5 September 2023
Product description	<p>Qantas UATP Cards are virtual accounts that store the value of existing flight credits issued by Qantas (Qantas Flight Credits) to a customer by reason of the cancellation of a flight on which the customer had booked a seat or seats due to circumstances relating to the COVID-19 pandemic (COVID-19 affected booking).</p> <p>The expiry date for use of all Qantas UATP Cards to purchase eligible products is 31 December 2023.</p>

This document is not a full summary of the features or terms of the product. Further details regarding the current terms and conditions of the Qantas UATP Cards are publicly available on Qantas' website, on the [Qantas Pass](#), [Qantas TravelPass](#) and [Qantas Credit](#) pages.

Target Market

The target market for Qantas UATP Cards are Qantas individual customers who hold existing Qantas Flight Credits by reason of the cancellation of a COVID-19 affected booking.

Qantas UATP Cards (including their key attributes) are likely to be consistent with the likely objectives, financial situation and needs of eligible customers in the target market as follows:

Likely objectives, financial situation and needs of eligible customers in the target market:	Why Qantas UATP Cards are likely to be consistent with those likely objectives, financial situation and needs:
<ul style="list-style-type: none"> • Would like to take advantage of Qantas UATP Cards increased flexibility for using Qantas Flight Credits 	<p>Increased flexibility for using Qantas Flight Credits</p> <p>Qantas UATP Cards are designed for customers who seek to utilise the value of their Qantas Flight Credits issued by reason of the cancellation of a COVID-19 affected booking on additional booking features and products, compared to the currently available redemption options relating to their Qantas Flight Credits.</p> <p>Qantas UATP Cards provide customers with enhanced flexibility to use the value of their Qantas Flight Credits to purchase eligible products, which are outlined further below.</p> <p>For flight bookings, Qantas UATP Cards can be used:</p> <ul style="list-style-type: none"> – up to 353 days in advance of travel; – for any number of passengers (even those not on the original booking); and – for multiple bookings.
<ul style="list-style-type: none"> • Would like to use their Qantas Flight Credits for additional Qantas travel products. 	<p>Flight booking add-ons:</p> <p>Qantas UATP Cards can be used to acquire certain Qantas travel products, such as additional baggage and seat selection.</p> <p>Note that Qantas UATP Cards cannot be used as a payment option if carbon offset or travel insurance is included in the flight booking.</p>

<ul style="list-style-type: none"> • Would like to use their Qantas Flight Credits for Qantas Hotels. 	<ul style="list-style-type: none"> • Access to Qantas Hotels: In addition to flight bookings, Qantas UATP Cards can also be used for hotel bookings, offered through Qantas Hotels.
<ul style="list-style-type: none"> • Would like to access payments, flight credit balance and transaction activity online. 	<ul style="list-style-type: none"> • Easy online access to information and booking online: Qantas UATP Cards can be used online at qantas.com with no card payment fees. Customers can also view their Qantas UATP Card balance and transaction activity online. Qantas UATP Cards can also be used through a Qantas office (booking fees may apply).
<p>A note on refunds:</p>	<p>If you would prefer to receive a refund, contact your local Qantas office. You can get a refund of your unused or remaining Qantas UATP Card value at any time, including after 31 December 2023.</p>

Distribution

Qantas UATP Cards will be distributed as follows:

<p>Distribution conditions and restrictions</p>	<ul style="list-style-type: none"> • Qantas UATP Cards will be distributed to eligible customers by Qantas only. No third-party distributors (e.g. aggregators and partners) will be used. • Qantas UATP Cards will be issued by Qantas at its sole discretion to the named person who paid for the COVID-19 affected booking, and will be issued via email to the primary booking contact details provided at the time of booking. Qantas UATP Cards will only be issued to those customers who hold Qantas Flight Credits relating to a COVID-19 affected booking. • Qantas UATP Cards are non-transferable and may not be sold, traded or bartered. • Qantas will only authorise Qantas staff who have been trained in relation to the product, and who understand the distribution conditions that apply to the product, to assist with the distribution of Qantas UATP Cards.
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As Qantas UATP Cards will only be issued to eligible customers who hold Qantas Flight Credits, these customers will all fall within the target market for the product.

Review

We will review this TMD in accordance with the below:

Initial review	Within two months of the effective date
Periodic reviews	At least every three months from the initial review
Review triggers or events	<p>A review will take place as soon as practicable and no later than 10 business days after any events or circumstances arise that would reasonably suggest that the TMD is no longer appropriate. This may include (but is not limited to):</p> <ul style="list-style-type: none">• A material change to the design or distribution of the product, including related documentation (for example, if Qantas was to commence using any third party distributor for the product).• Occurrence of a significant dealing in the product that is not consistent with the TMD.• Distribution conditions are found to be inadequate.• External events such as adverse media coverage, or changes in law, regulation, regulatory guidance or the economy that materially affects the design or distribution of this product and reasonably indicates that the TMD is no longer appropriate.• A significant number of customer complaints or negative feedback being received in respect of the product or outcome of complaints.• Any other event occurs or information is received that reasonably suggests this TMD is no longer appropriate.

Qantas will publish a notice of the review on its website.

Monitoring and Reporting

Qantas will periodically assess information it has compiled or been provided with to ensure that the TMD for Qantas UATP Card products continues to be appropriate. Qantas will keep records of this information for up to 7 years.

No third party providers will engage in retail product distribution conduct in relation to Qantas UATP Cards. Qantas will be the sole distributor of Qantas UATP Cards.