

TERM DEPOSIT financial hardship FACT SHEET

If you are concerned or worried about your financial position and feel that you are struggling to meet your financial commitments and you have a term deposit account with us and would like access to these funds before the account maturity date, then we might be able to help.

If you wish to seek access to these funds, we will complete an application either in branch or via the Customer Contact Centre which will require you to provide us with documents which show your financial hardship, and these will enable us to make and finalise the assessment.

Some examples of the types of situations where financial hardship may be required can include but are not limited to:

Business Failure/Decline	Self-employed borrowers experiencing a business or cash flow decline, temporarily or long term, including business's/companies no longer trading
Marital Dispute	Separation, custody disputes, court cases or division of assets resulting from separation or divorce
Flood Direct	Customers home or business has been directly impacted by flooding
Flood Indirect	Customers place of employment, community or family members/dependants have been impacted by flooding, causing indirect financial difficulty
Cyclone Direct	Customers home or business has been directly impacted by a cyclone
Cyclone Indirect	Customers place of employment, community or family members/dependants have been impacted by a cyclone, causing indirect financial difficulty
Change/Loss of employment	Recently ended employment with no immediate job prospects, change of employment that has resulted in reduced hours and or income, including change to employers, or employment industry
Maternity	Financial difficulty impacted by maternity leave allocation including paternity leave and any unforeseen, unplanned costs resulting from the birth of a child
Overcommitted	Too many loans or financial commitments exceeding customer's current financial serviceability
Unexpected Events	A financial event that has caused unexpected difficulty that was unplanned and not covered in any other definition
Other	<p>A financial event that has caused difficulty and has not been covered in any other financial difficulty</p> <ul style="list-style-type: none"> • "Other" situations for Term Deposit hardship can include, but are not limited to: <ul style="list-style-type: none"> – Illness/Injury or Death: Financial difficulty caused by personal illness or injury to the account holder or illness, injury or death of a family member or dependant of the account holder – Natural disaster: Customers home or business has been directly impacted by a weather event (including cyclone, storm, flood, fire etc) or place of employment, community or family members/dependants have been impacted by a weather event, causing indirect financial difficulty – Outstanding bills: Financial commitments that the person would not be able to meet from their at call funds. Bills can include mortgage repayments or credit card payments with Other Financial Institutions, Body Corporate Fees, Rates Notice, Water Rates etc. – Funeral Expenses (Deceased Estates): The payment of funeral expenses where the estate has no further at call funds. – Court Order: Where a court has ordered funds to be paid, disbursed for whatever reason.

Supporting Documentation:

To enable us to be able to finalise the assessment, supporting documentation evidencing your financial hardship will be required. Some examples of these documents include, but are not limited to:

- Notice of employment termination
- Medical Certificate or any other relevant medical documents
- Outstanding Bills i.e. rates notice, phone bill, electricity bill, outstanding loan payments with another institution, outstanding credit card payment with another financial institution etc
- Statement of accounts
- Court order

How long will my application take?

Assessment of your application will commence as soon as all relevant supporting documentation is received by the Customer Assistance Team.

How will my funds be dispersed if my application is successful?

Once a Term Deposit Financial Hardship application has been approved, funds can be deposited to any BOQ account. Should a BOQ account not be available, a bank cheque will be issued which may take up to 5 business days to clear.

What can I do if the Bank is unable to assist me?

Should your Term Deposit application for assistance not be approved, the 31 days' Notice of Withdrawal can be applied to your account. The notice period for the Notice of Withdrawal would commence from the date you requested hardship assistance, should you wish to proceed.

For further information:

Please contact your local BOQ Branch, Business Banking Centre, Relationship Manager or the Customer Contact Centre on 1300 55 77 22.

