

# BOQ Credit Guide

9 March 2016

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Bank of Queensland Limited (**BOQ, we or us**) provides in this Credit Guide information relevant to the following types of credit provided by BOQ to one or more individuals or strata title corporations:

- loans, lines of credit and overdrafts provided for personal, domestic or household purposes;
- loans and lines of credit provided so that the customer can purchase, renovate or improve residential property for investment purposes (or to refinance such a loan or line of credit), except where the loan or line of credit is provided for the purpose of investment in multiple residences and the amount of credit provided exceeds \$5 million.

These types of credit are referred to below as **Relevant BOQ Products**.

If you apply for a credit card through BOQ, that credit card will be issued by Citigroup Pty Limited ABN 88 004 325 080, Australian Credit Licence Number 238098. BOQ is not the issuer of the credit card even though BOQ's name and logo may appear on the card, any related correspondence and statements, and even though information regarding the card account can be accessed through BOQ internet banking. For further information, please ask us for a copy of the BOQ Credit Guide (Citibank).

## Inquiries, verification and assessments

Prior to providing to you any Relevant BOQ Product (or a credit limit increase for a Relevant BOQ Product) BOQ will:

- make inquiries about your requirements and objectives in relation to the Relevant BOQ Product (or the credit limit increase) and your financial situation;
- take steps to verify the information you provide regarding your financial situation; and
- make an assessment on whether the Relevant BOQ Product (or credit limit increase) is not unsuitable for you.

The Relevant BOQ Product (or credit limit increase) will be assessed as unsuitable for you if:

- it will not meet your requirements or objectives;
- it is likely you will not be able to comply with the resulting financial obligations; or
- it is likely you would only be able to comply with the resulting financial obligations with substantial hardship.

BOQ is prohibited by law from providing a Relevant BOQ Product (or credit limit increase) if it is assessed to be unsuitable for you.

It is therefore important that all the information you provide is complete and accurate.

If you request a copy of the assessment made in relation a Relevant BOQ Product (or credit limit increase) which you have applied for or which has been provided to you, BOQ is required by law to provide that copy without charge:

- prior to entering into the contract with you for the Relevant BOQ Product (or increasing the credit limit), if the copy is requested prior to the contract being entered into (or the credit limit increased);
- within 7 business days, if the copy is requested within 2 years of the day on which the contract for the Relevant BOQ Product is made (or the credit limit increased); or
- within 21 business days, if the copy is requested more than 2 years, but within 7 years, of the day on which the contract for the Relevant BOQ Product is made (or the credit limit increased).

We are not required to provide you with a copy of the assessment if the application for credit or an increase in credit has been declined, or if the credit contract your request relates to was entered into before 1<sup>st</sup> January 2011.

## If you have a problem or dispute

### (a) Our service commitment

At BOQ we are committed to providing our customers with innovative banking solutions and the best customer service experience. Resolution of problems is a priority for us. If at any time our service does not meet your expectations we would like you to let us know.

### (b) How to contact us about a problem or dispute

There are a number of ways to contact us:

- Contact your local branch manager. Our managers are always willing to listen to your suggestions about our products and services and they will do their best to address any concerns immediately.
- Our Customer Contact Centre can be contacted on 1300 55 72 72, 24 hours a day, 7 days a week.
- Contact our Customer Relations Department via:

E-mail: [customer.relations@boq.com.au](mailto:customer.relations@boq.com.au)

Mail: Customer Relations

Telephone: 1800 663 080

Reply Paid 2258

Brisbane QLD 4001

Fax: (07) 3067 9315

### (c) How will your complaint be handled?

If we cannot solve your problem on the spot, we will let you know within 48 hours who is handling your complaint and how long it is likely to take for it to be resolved. We aim to resolve all complaints within 5 business days. If this is not possible we will keep you informed of our progress.

Please note we comply with the ePayments Code complaint investigation and resolution procedures in connection with electronic transactions to which that Code applies.

If your complaint cannot be resolved promptly, our Customer Relations Department will take responsibility and work with you to resolve the matter.

### (d) What to do if you feel your complaint has not been resolved

If you remain dissatisfied with the outcome and you would like an independent review of the complaint and the result, you can refer your complaint to the Financial Ombudsman Service Australia (FOS)

Telephone: 1800 367 287

Internet: [www.fos.org.au](http://www.fos.org.au)

Fax: (03) 9613 6399

Mail: GPO Box 3

Melbourne VIC 3001

The Australian Securities and Investments Commission (ASIC) also has an information line: 1300 300 630. You can use this number to make a complaint and obtain further information about your rights.

### (e) Further information

For further information on solving problems and disputes please ask at any branch for our "We would like to know" brochure.

## Credit representatives

A number of BOQ's branches are operated by franchisees appointed under agency agreements with BOQ. Those franchisees and the staff of those franchisees engaged in credit activities have been appointed as credit representatives of BOQ. As required by law, BOQ takes responsibility for all credit activities related to BOQ's business in which those credit representatives engage.

## How can you contact us?

You can contact us by:

- calling our Customer Contact Centre on 1300 55 72 72
- e-mailing us via the "contact us" page on our website – [www.boq.com.au](http://www.boq.com.au)
- writing to us at GPO Box 898, Brisbane QLD 4001
- visiting your local branch