

# BOQ Credit Guide (Citibank)

2 October 2011

Bank of Queensland Limited (**BOQ, we or us**) provides in this Credit Guide information relevant to any credit assistance it provides in connection with credit cards issued by Citigroup Pty Limited ABN 88 004 325 (**Citi**).

## Credit cards

### (a) Card issuer

If you apply for a credit card through BOQ, that credit card will be issued by Citi. 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.

### (b) Inquiries, verification and assessments

Prior to approving a credit card application (or an application for a credit card limit increase) Citi is required by law to undertake certain inquiries, take steps to verify information and make an assessment as to whether the credit card (or the limit increase) is unsuitable for you. Copies of assessments as to unsuitability made in relation to credit card applications (and applications for credit card limit increases) can be obtained from Citi.

### (c) No fees or charges for BOQ assistance with credit cards

While Citi may charge interest, fees and other amounts in connection with credit cards it issues, BOQ does not impose any fees or charges for providing any assistance or other services in relation to credit cards, such as assisting with credit card applications or applications for credit card limit increases.

### (d) No payments to third parties

BOQ does not pay commission to any third parties for the introduction of credit card business.

## 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 from 7.00 a.m. to 7.00 p.m., 7 days a week.
- Contact our Customer Relations Department via:

E-mail: [customer.relations@boq.com.au](mailto:customer.relations@boq.com.au)  
Telephone: 1800 663 080  
Fax: (07) 3212 3286  
Mail: Customer Relations  
Reply Paid 2258  
Brisbane QLD 4001

**(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 on our progress.

Please note we comply with the EFT Code of Conduct 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:

Financial Ombudsman Service (FOS)  
Telephone: 1300 780 808  
Fax: (03) 9613 6399  
Internet: [www.fos.org.au](http://www.fos.org.au)  
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.

## **Commissions and volume bonus arrangements**

**(a) Payable by Citi to BOQ**

Citi pay us monetary incentives for approved credit cards applied for through us.

These incentives are comprised of a maximum initial commission of \$75.00 on opening of the credit card account (depending on how you opened the account) and additional ongoing commission based on such factors as:

- whether a balance transfer occurs on the credit card account;
- whether a credit limit increase occurs on the credit card account; and
- the size and performance of the BOQ credit card portfolio as a whole.

There is a volume bonus arrangement in place with Citi and BOQ under which BOQ may receive additional commission from Citi depending on the total volume of business that BOQ arranges with Citi.

**(b) Payable by BOQ to staff and credit representatives**

BOQ shares a portion of the commissions received from Citi with its franchisees.

BOQ and/or Citi may offer non-monetary incentives to BOQ staff and credit representatives for achieving performance targets. These targets are aimed at attracting and retaining customers, are not linked to individual transactions or customers, and are discretionary.

Non-monetary incentives can include prizes and awards, or events in recognition of customer service, banking excellence and innovation. These incentives are based on achievement of individual Key Performance Indicators (**KPIs**). KPIs may include:

- customer service orientation;
- coaching;
- teamwork;
- sales ability;
- initiative; and/or
- compliance.

There is also a volume bonus arrangement in place with BOQ and its staff and credit representatives under which they may receive additional commission from BOQ depending on the total volume of business that they arrange.

## **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