

# Changes to your Bank of Queensland Credit Card



<b>Contents</b>	<b>Page</b>
Change of name	3
Interest Repayments	3
Fees and charges	4
Rewards	5
Additional benefits and protections	7
Account features and access	7
Additional Cardholders	10
Statements and payments	10
Privacy	11

This booklet has been created to introduce and explain some of the changes to your credit card account that are effective 23rd February 2009. Please note these do not constitute the terms and conditions of your account and cannot be relied upon by either party to the credit contract. Please refer to the enclosed Terms and Conditions documents for a full explanation of changes.

You should ensure you read and understand the information in the Terms and Conditions booklets and how these changes affect you.

## Change of name

We are changing the name of our Interest Free Days and No Interest Free Days credit cards. The updated credit card names for these products are:

- the Interest Free Days credit card will change name to the **Bank of Queensland Blue credit card**.
- the No Interest Free Days credit card will change name to the **Bank of Queensland Blue No Annual Fee credit card**.

## Interest and Repayments

### Interest free period

The number of Interest Free days on Purchases will increase to up to 55 days.

### Interest charged prior month

If you have unpaid balances from previous statement periods, you will not be eligible for interest-free days until you have paid your closing balance in full for two consecutive statement periods.

### Balance Transfer rate

From time to time we may offer you the opportunity to transfer outstanding balances from other bank or store credit cards at special promotional rates\*. You will be able to take up these offers at any Bank of Queensland branch, via the call centre, through Internet Banking or by mail.

\*Special promotional rates may include rates that are lower than the current annual interest rate.

### Cash Advance rate

We may apply different annual interest rates on your Cash Advances and Retail Purchases. We will notify you of any such changes no later than the day on which such change takes effect.

We have previously communicated to you that the Cash Advance annual interest rate on the Low Rate Visa card will increase by 4% above the standard variable Retail Purchase annual interest rate applicable as at 23rd February 2009. For example, if the standard variable Retail Purchase interest rate is 12.49%p.a, the Cash Advance interest rate would increase to 16.49% p.a.

Please refer to [boq.com.au/todaysrates\\_creditcards.htm](http://boq.com.au/todaysrates_creditcards.htm) on the 23 February 2009 for effective interest rates.

## Minimum payment due

Each month on or before the payment due date and after the statement issue date, you must pay the minimum payment due. The minimum payment due is (rounded up to the nearest dollar):

- (i) the card balance if it is less than \$30; or
- (ii) the greater of:
  - (a) \$30; or
  - (b) 2% of card balance; or
  - (c) the sum of 0.25% of the card balance, late payment fee (if any) and interest charged for that month.

## Payments to your Account

Payments are generally first applied to the amounts which attract the lowest annual percentage rate and then in ascending order up to the amounts which attract the highest percentage rate, however we reserve the right to apply payments and refunds to your account in any order we decide.

Effective 20 February 2009, you will no longer be able to make payments to your credit card via an ATM deposit. Payments can continue to be made through a number of channels including over the counter at Bank of Queensland branches, via Internet and EasyPhone Banking, by mail, BPAY and at Australia Post (fee applies). Full payment options appear on the reverse of your statement.

## Fees and charges

### Annual fees

The following Annual Fees apply;

- \$0 on Blue No Annual Fee credit card
- \$55 on Low Rate credit card, and after the first year on Everyday Low Rate credit card
- \$55 on Blue credit card
- \$120 on Gold credit card
- \$199 on Platinum credit card

Annual fees on all products will be charged yearly on 1st March.

### When Overlimit fees apply

An overlimit fee will be applied to your account if your account balance is higher than your credit limit as at your statement cycle date.

## When Late fees apply

A late payment fee will be applied to your account if you do not make the minimum payment after the Statement Issue Date and on or before the Payment Due Date.

## Credit voucher copy

A cost of \$8 per sales receipt will be incurred when requested from a third party. If the dispute is resolved in your favour this fee will be refunded to your account.

## Australia Post Payments

We are introducing a \$2 fee for any payments made to your credit card account at Australia Post.

## Rewards

*The Q Rewards® program is applicable to Blue and Blue No Annual Fee credit cards, Gold credit cards and Platinum credit cards only.*

The following changes will occur on your Q Rewards® program;

## Points that never expire

Your Q Rewards® Points will no longer expire after 3 years, meaning that you can continue to save your points for as long as your credit card remains open and in order.

## Q Rewards® points

Depending on your card type, each year you will be able to earn up to the following maximum Q Rewards® points amounts:

- 240,000 Points per year for Platinum credit card
- 115,000 Points per year for Gold credit card
- 65,000 Points per year for Blue and Blue No Annual Fee credit cards

Points will be refreshed on your annual fee payment date, which will be 1st March each year, commencing 1 March 2009. There is no impact to your current point balance which will be carried over on 1 March 2009.

Depending on your card type, your Q Rewards® points are earned at the following rates:

- Platinum credit card 2 Points per \$1 spent
- Gold credit card 1.75 Points per \$1 spent
- Blue credit card 1.5 Points per \$1 spent

## Points balances and availability

New points will be available for redemption the following business day after the transaction has been processed, which allows you to claim rewards as soon as they have been processed and added to your points record.

You can also access up to date points balances online using your Internet Banking log in and balances will also be included on your credit card statement and are available by calling Bank of Queensland.

## Bonus Partners

Bonus Partners will no longer be offered in the Q Rewards® program, however you will still continue to earn points on all eligible transactions.

## Points transfer

With your written authority you can request a transfer of your Q Rewards® points to Bank of Queensland Q Rewards® credit card accounts in other names.

## Additional cardholders redeeming Q Rewards® points

Additional cardholders to your account will automatically be able to redeem points on your account. As the primary cardholder you can choose to remove your cardholder access to this feature.

## Take Flight®

The name of the Flight Points feature will change to Take Flight®. To redeem via Take Flight®, simply book your travel through your preferred travel agency and then register to receive cash back for an amount paid for travel in exchange for Q Rewards® points.

## Fast Track

The Points Plus Pay feature name will change to Fast Track. Use Fast Track in the same way as you do today and combine points and cash to redeem your chosen rewards.

## Q Rewards® points on account closure

If you decide to close your account, all your Q Rewards® points will be forfeited.

## Q Rewards® contact details

If you currently use the Q Rewards® web address, [www.qrewards.com.au](http://www.qrewards.com.au), you will be redirected to the new Q Rewards® pages at [boq.com.au](http://boq.com.au). Here you will find everything you need to continue shopping online for your rewards.

For all other Q Rewards® queries, contact Bank of Queensland on 1300 55 72 72 (Gold and Platinum customers contact 1300 72 31 34)

## Additional benefits and protections

The following benefits and protections will be available:

	Low Rate	Blue	Gold	Platinum
Purchase Cover	No	\$50,000	\$125,000	\$200,000
24/7 Customer Service	No	No	Yes	Yes
International Travel Insurance	No	No	Yes	Yes
Extended Warranty	No	No	No	Yes
Transport Accident Insurance	No	No	No	Yes
Free Personalised Rewards	No	No	No	Yes
Personal Concierge	No	No	No	Yes

This is only a brief summary of the benefits, limits of cover and exclusions that may apply. Purchase Cover, International Travel Insurance, Extended Warranty Insurance and Transport Accident Insurance are issued by Zurich Australian Insurance Limited ABN 13 000 296 640, AFSL 232507, of 5 Blue Street, North Sydney, NSW 2060.

The terms, conditions and exclusions of these policies are specified in the following documents and may be amended from time to time:

1. For Blue cardholders and Blue No Annual Fee cardholders refer to the *Purchase Cover Insurance Terms and Conditions Cardholder's Policy* booklet.
2. For Gold cardholders refer to the *International Travel Insurance Purchase Cover Insurance Terms and Conditions Gold Cardholder's Policy* booklet.
3. For Platinum cardholders refer to the *International Travel Insurance Extended Warranty Insurance Transit Accident Insurance Purchase Cover Insurance Terms and Conditions Platinum Cardholder's Policy* booklet.

## Account features and access

We're making the following changes and enhancements to the access features of your credit card account;

### Access via Bank of Queensland EFTPOS / ATM cards

If you have linked your credit card account to your EFTPOS / ATM card, you will no longer be able to use the EFTPOS / ATM card to access the credit card account from 20 February 2009. You will only be able to access the credit card account with your credit card plastic.

## Special offers

The following special promotions may be available to customers from time to time;

- Balance Transfers from other bank or store credit cards at special promotional rates\*
- Upgrades to Gold and Platinum credit cards
- Pre Approved Credit Limit Increases

You will be able to take up these offers at any Bank of Queensland branch, via EasyPhone and Internet Banking or by mail.

\*Special promotional rates may include rates that are lower than the current annual interest rate.

## Internet Banking

Extra Internet Banking online features will be available. You will be able to;

- view images of up to 9 previously issued statements
- access a full transaction history of up to 90 days including stated transactions
- take up special offers that may be available to you including Upgrades, Balance Transfers, Additional Cards and Credit Limit Increases
- access up to date Q Rewards® balances, browse Q Rewards® catalogue items and view your redemption history and status.

## Telephone Banking

You will now be able to obtain a transaction history of your last 8 transactions, irrespective of whether or not a statement has recently been issued.

## Real time transactions

When you make a cash deposit or payment, your available balance will in most cases be updated immediately and available through other channels. For example, when you make a cash deposit over the counter at a Bank of Queensland branch your available balance will be updated immediately via Internet Banking, EasyPhone Banking, at Australia Post offices and at ATMs. In instances where payments are made via Internet, the available balance will be accessible the following business day.

## Platinum Visa Card

Bank of Queensland now offers the new Platinum Visa Card. Enjoy the once-in-a lifetime experiences and privileges that Platinum brings.

As a Bank of Queensland Platinum Visa cardholder you can enjoy benefits and privileges such as a 24/7 concierge service and Platinum Personalised Rewards.

For more information on the features of the Bank of Queensland Platinum Visa card see the enclosed guide.

## Third Party Authorities

If you have existing letters of authority and / or Powers of Attorney that previously have been recorded on your credit card account providing another person with the authority to undertake enquiries or perform transactions, these may need to be re-established. You will need to complete a new letter of authority form to re-establish these arrangements.

## Pen or PIN

You can now choose whether you wish to sign or enter your four-digit PIN at selected merchants when making over the counter transactions, providing increased convenience and security. PIN is designed to make things quicker and easier at point of sale and will generally result in a faster transaction process.

## Overseas ATM access to linked accounts

Now when travelling overseas, you will be able to access any linked Bank of Queensland savings and cheque accounts with your credit card through ATMs worldwide. Fees and charges may apply.

## Lost and stolen cards and emergency card reissue

Once your new additional cards have been reissued, if a card on your account is lost or stolen, only the lost or stolen card will be cancelled. Other cardholders to your credit card account will not need to have their card replaced, and will continue to have access to funds.

We also offer 24 hour emergency replacement within Australia.

## Fraudshield®

FraudCheck provides advanced around the clock monitoring for suspicious transactions. So you can feel secure about purchases with your credit card online, overseas or over the phone.

## Scheduled payments

From April, if you switch your card account to another card type, or your card is lost or stolen, the payment and access arrangements that you have previously established will switch to your new card number including;

- Easi-Pay (previously called Credit Card Saver) arrangements
- Internet Banking access
- EasyPhone Banking Access
- links to savings and cheque accounts

Please note you will be responsible for redirecting any existing BPAY arrangements that were set up on your account.

## Daily withdrawal limit

You can withdraw a maximum of \$1,000 per day at Australia Post and ATMs.

## Additional Cardholders

### Additional card reissue

If you have an additional cardholder attached to your account the additional card will be reissued with a new card number. This number will be different to the primary card number. The reissue of the additional card means that no longer will you be required to replace all cards and reset all account authorities if one of the cards to your account is lost or stolen. Additional cards will be sent during March and April 2009. The old card will remain active for a short period of time after reissue.

During the period when additional cards are reissued, please contact us directly on 1800 143 036 in relation to changes to your additional cardholder, or for information relating to switching card products.

### Adding additional cardholders

We are introducing the option for you to add up to four additional cardholders to your credit card account.

There is no fee for additional cardholders.

## Statements and payments

You will receive a new look statement that includes a number of enhancements such as:

- a separate listing of the transactions made by your additional cardholders
- your Q Rewards® points balance
- personalised pre-approved offers that can be instantly accepted online, over the phone or at any Bank of Queensland branch

### Credit Card Saver

The name of the Credit Card Saver feature will change to Easi-Pay. All existing Credit Card Saver arrangements remain in place, therefore you do not need to re-establish your arrangements.

## Payment clearance

When you make cash payments to your account it is recognised as cleared funds and available for use immediately. Cheque deposits to your account are subject to normal clearance times and may take up to 3 business days to clear. Payments at Australia Post may take up to 5 business days to clear.

## Privacy

We have the right to conduct reviews of your facility from time to time and at our sole discretion. You acknowledge that we will provide personal information to a credit reporting agency as permitted by the Privacy Act 1988 (Cth) for each review and that a credit report may be obtained from a credit reporting agency for the purpose of any such review.

As the issuer of Bank of Queensland credit cards, Citigroup is committed to upholding our privacy obligations to you. Please refer to the Credit Card Terms and Conditions booklet for our Privacy Policy and how it affects you.

Citigroup Pty Ltd ABN 88 004 325 080 (Citigroup) is the credit provider and issuer of Bank of Queensland Credit Cards (Credit Cards). Bank of Queensland Limited ABN 32 009 656 740 (BOQ) distributes the Credit Cards under an agreement with Citigroup. BOQ does not and will not guarantee or otherwise support Citigroup's obligations under the contracts or agreements connected with the Credit Cards.

