



Credit Card Terms and Conditions

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Bank of
Queensland

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Your loan contract is made up of:

- your pre-contractual statement (the document you receive upon opening of your Account which contains the table of applicable fees and charges);
- these Terms and Conditions; and
- if your Account allows you to participate in Q Rewards® the Q Rewards® Terms and Conditions.

You can get a copy of any of Bank of Queensland Credit Card Terms and Conditions by calling us or on boq.com.au.

Citigroup Pty Ltd ABN 88 004 325 080 AFSL 238098 (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.

Thank you for choosing a Bank of Queensland Credit Card Account.

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It is important that you and anyone who will operate your Account read and understand these Terms and Conditions.

This document is important. It sets out the rights and obligations of you and us with respect to your Account. Please keep it to refer to when you need it.

This is what you need to do to before you start using your Account.

- First, read your loan contract;
- Then sign the signature panel on the back of your Card with a ballpoint pen; and
- Finally, activate your Account. To do this call us at the number on the back page of this booklet and follow the voice prompts. You must activate the Account before anyone uses it.

After that, you're ready to start using your Account.

How to Accept Our Offer

When you use your Account for the first time, you agree to be bound by the terms of your loan contract. No one else can use the Account before you do.

If you do not accept our offer:

- do not sign your Card or use the Account (or let an Additional Cardholder do so);
- destroy your PIN – do not return your PIN advice to us; and
- tell us straight away by calling us on the number on the back of this booklet.

Securing your Card

Keeping the Card secure is very important so we send your PIN to you separately. Only the Cardholder may use the Card and Security Code.

What if my Card or, Security Code or Cheques are Lost or Stolen?

If you think a Card or Cheque might be lost or stolen or that a transaction on your Account is Unauthorised, please contact us right away. You are liable for Unauthorised Transactions that happen because a Card or Security Code was not kept secure or where we were not notified immediately if a Card or Security Code was lost or stolen.

Identification Requirements

We need to identify each Cardholder before any of you can use the Account. If we don't have this information, we must restrict access to your Account, even if we haven't told you first.

We will tell you what information you need to give us.

Terms and Conditions

This booklet is one of several documents which make up your loan contract with us.

In these Terms and Conditions the singular includes the plural and vice versa.

1. Meaning of Words

When you see these words used in these Terms and Conditions, this is what they mean:

Account your Bank of Queensland credit card facility.

Additional Cardholder a person you allow to use your Account.

Annual Percentage Rate (APR) the percentage rate or rates per annum used to calculate interest charges as notified to you.

Available Credit the difference between the Credit Limit and the sum of the outstanding balance and any Transactions and other amounts not yet charged to your Account.

Bank of Queensland Bank of Queensland Limited ABN 32 009 656 740.

Balance Transfer moving an outstanding balance from a credit card or other credit account with another lender to your Account.

Card a card which we authorise you to use on your Account to get cash, goods or services up to your Credit Limit. Examples include a VISA or MasterCard.

Cardholder you and any Additional Cardholder.

Card Balance the Closing Balance.

Cash Advance a Transaction where cash or its equivalent is obtained. For example, transactions such as telegraphic transfers or other credit transfers, certain bill payments and the purchase of traveller's cheques or gaming tokens are all treated as Cash Advances.

Chargeback a Transaction that is returned to a Merchant for resolution after it is disputed by a Cardholder.

Cheque any cheque a Cardholder writes or that we issue.

Citigroup Citigroup Pty Ltd ABN 88 004 325 080.

Closing Balance the total amount outstanding on your Account at the end of the Statement Period.

Concierge Services means certain travel and entertainment assistance services provided through a third party supplier.

Credit Limit the maximum amount of credit we tell you in writing you can have on your Account.

EFTPOS Electronic Funds Transfer Point of Sale.

Electronic Equipment includes any electronic terminal (such as ATM and EFTPOS terminal), computer, television, and telephone, approved by us through which Transactions may be effected.

Identifier information including an Account number, Card number and Card expiry date:

- which is known to a Cardholder; and
- which the Cardholder need not keep secret.

Merchant any entity displaying the Visa or MasterCard symbol; providing an ATM or EFTPOS terminal; or with whom a Transaction may be effected.

Minimum Payment Due the payment that you must make to keep your Account in order. The Minimum Payment Due is shown on your statement, and must be paid after the statement issue date and by the Payment Due Date.

Network the organisations, institutions and schemes through which you may perform Transactions on your Account.

Password a word, code or set of characters used to identify a Cardholder and allow access to your Account.

Payment Due Date the date specified in your statement as the date by which payment must be made.

Platinum Cardholder means a holder of a Bank of Queensland Platinum Visa Card.

PIN the personal identification number we allocated to a Card or selected by a Cardholder.

Recurring Instruction an instruction from a Cardholder to a Merchant to debit your Account on more than one occasion and on a periodic basis.

Retail Purchase a Transaction other than a Cash Advance or a Special Promotion, as determined by us at our discretion.

Security Code a group of characters that is used to access your Account which the Cardholder must keep secret. Some examples include an ATM PIN, a telephone PIN, online PIN and Password.

Statement Period the period to which a statement applies.

Special Promotion any Transaction or promotional offer we identify as a Special Promotion.

Terms and Conditions these terms and conditions and any other document we give you which forms part of the Terms and Conditions of your Account including the Q Rewards® Terms and Conditions.

Total Payment Due the amount, advised to you on your statement which must be paid by the Payment Due Date. In addition to the Minimum Payment Due it includes any overdue amounts which are payable immediately. Overlimit amounts are shown separately on your statement and are payable immediately.

Transaction any action by a Cardholder using your Account.

Transaction Date the date on which a Transaction takes place.

Unauthorised Transaction a Transaction a Cardholder did not ask to be made.

you/your the person in whose name the Account is opened.

"We", "us" or "our" will be generally read as a reference to Citigroup Pty Ltd ABN 88 004 325 080 AFSL 238098 (Citigroup) 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.

If the context requires these words to refer to Bank of Queensland, they will refer to Bank of Queensland undertaking relevant actions or

making relevant decisions for or on behalf of Citigroup.

2. Opening of Account and Issue of Card and Security Code

When you accept our offer you agree to:

- (i) only use your Account for personal, domestic or household purposes;
- (ii) allow us and our service providers to use your information to administer your Account; and
- (iii) repay all amounts charged to your Account.

3. Credit Limit and Available Credit

- (a) You must not exceed your Credit Limit.
- (b) If a Transaction takes you over your Credit Limit, you must repay that amount straight away even if we do not ask you to.
- (c) If we process a Transaction which takes you over your Credit Limit, we are not increasing your Credit Limit.
- (d) If a Transaction amount is more than the amount of Available Credit on the date of the Transaction, we may, without telling you:
 - (i) not process the Transaction; or
 - (ii) stop payment of that Transaction and reverse all entries in respect of it.
- (e) We may change your Credit Limit at a future date.

4. Additional and Replacement Cards

- (a) You may ask us to issue additional Cards.
- (b) We may give an Additional Cardholder:
 - (i) an additional Card; and
 - (ii) a separate Security Code;

so that the Additional Cardholder can use your Account.

- (c) All Cardholders must comply with these Terms and Conditions. Anything an Additional Cardholder does (including any breach of any Term or Condition), is your responsibility.

5. Using the Account, Card or Identifier

- (a) You can use your Account at Merchants anywhere but we cannot guarantee that a Merchant will always let you use your Account. We are not liable if any Merchant doesn't let you use your Account.
- (b) We may decide not to process any Transaction or credit to your Account by a Merchant, if a card scheme rule allows that.
- (c) A Card must not be used:
 - (i) by anyone except the Cardholder whose name and signature is on the Card;
 - (ii) after it expires, is suspended, or cancelled;
 - (iii) to transact with a Merchant (other than a publicly listed company) in which the Cardholder has an ownership interest (which we decide at our discretion); or
 - (iv) for business Transactions or unlawful activities (which we decide at our discretion).

6. Property of Card

All Cards are our property.

7. Securing the Card and Security Code

- (a) A Security Code allows access to your Account.
- (b) You can choose a Security Code within limits we set.

- (c) Keeping the Card and Security Code secure is very important. If you don't observe these security requirements you may be liable for unauthorised use.

8. Statement of Account

- (a) We will send you a statement each month unless the law does not require us to. We will send you a statement at least every 6 months, and you may request them more frequently.
- (b) Statements will be expressed in Australian currency.
- (c) You should check all entries on the statement when you receive it. If you think there was an error or possible unauthorised use of your Account you must contact us immediately or you may be liable for the error or any Unauthorised Transactions.

9. Electronic Statements

- (a) We may send Account statements, notices and other information ("Information"):
 - (i) by email; or
 - (ii) by making them available at our website, provided we:
 - tell you by email that this Information is available; and
 - allow you to readily access and store this Information.
- (b) If you get Information by email or in some other electronic form, you won't receive paper copies unless you specifically ask for them.
- (c) You may change your mind and ask to get Information by mail at any time by contacting us.
- (d) We will send all Information to the most recent email address that you

gave us. You must tell us if your email address changes as soon as possible. You may do this by email, on our secure website, or by contacting us.

- (e) You may ask for a paper copy of any Information that we gave you in electronic form within 6 months from the date of the communication. We may charge you a fee for the paper copy.

10. Paying the Account

- (a) You must pay at least the Total Payment Due each month.
- (b) Unless we tell you otherwise:
 - (i) you must pay us in one of the ways set out on the back of your statement. All payments must be in Australian currency and paid to us in Australia in cleared funds;
 - (ii) a payment is not received until it is credited to your Account which will be as soon as practicable after receipt. Payments we receive after 3.00 p.m. (EST) Monday to Friday or on weekends or public holidays may be deemed to be received on the next business day. The proceeds of cheques will not be available until the cheque clears; and
 - (iii) if it is not clear that a payment relates to your Account, we will only credit it to your Account from the date you give us clear instructions about where to credit it. If you have more than one Account with us and we cannot identify the Account to which a payment relates, we may apply the payment to any Account we choose.

- (c) If we receive a payment which is less than the full amount you owe us and which is expressed to be in "full and final settlement" (or similar words), that will only be the effect if a senior officer of ours has previously agreed to this in writing. Just because we process the payment does not mean we cannot ask for the rest of the amount you owe;

- (d) We are not liable for any delays processing payments; and

- (e) If you have any difficulty making the required payments, please contact us and speak to our collections department to discuss payments on your Account.

11. Account in Credit

If your Account has a credit balance, we may choose to:

- (a) suspend or close your Account by giving you reasonable notice that we will do so and, subject to clause 16(f); or
- (b) send you a Cheque for the amount of the credit balance (excluding unclear funds) less any accrued interest, fees and charges and Transaction amounts up to the closing date (Net Credit Amount).

12. Application of Payments

We apply payments and refunds to your Account in any order we decide, considering the Transactions and credit plans outstanding on your Account. You may contact us for more information.

13. Fees, Charges and Expenses

Subject to applicable laws, we will charge your Account with:

- (a) all government taxes (including any goods and services tax), duties and charges that relate to your Account or its operation (including those imposed on the use of the Card or on Transactions) whether or not you are principally liable;
- (b) the amount or the Australian dollar equivalent (determined by us), of any fee any Network or other person charges us for services on your Account;
- (c) any expenses we reasonably incur enforcing these Terms and Conditions against you if you breach the Terms and Conditions; and
- (d) any fees and charges we advise you of from time to time.

14. Interest Charges

- (a) Unless paragraph (e) applies, you must pay interest on everything charged to your Account. We charge interest at the end of each Statement Period. It is the sum of the daily interest charges for each day of that Statement Period.
- (b) Different Annual Percentage Rates may apply to different charges on your Account. To calculate the daily interest charge we multiply the applicable Daily Percentage Rate for each type of daily unpaid balance on your Account by that balance. The daily interest charge for your Account is the sum of all of these amounts.

The **Daily Percentage Rate** is the applicable Annual Percentage Rate divided by 365.

- (c) Interest charges, fees, charges and expenses charged to your Account become part of your daily unpaid balance, on the day they are charged to your Account.
- (d) Transactions become part of the daily unpaid balance of your Account from their Transaction Dates.
- (e) Interest free days

Subject to paragraph (f):

- (i) If your Account has an "interest free period", you do not pay interest on Retail Purchases, interest charges, fees, charges and expenses if you pay the Closing Balance on or before every statement's Payment Due Date.

The number of interest free days each Transaction or other amount gets depends on the Transaction Date or the date other amounts are charged to your Account, and the date on which the Statement Period ends;

- (ii) **If you did not pay the Closing Balance by the Payment Due Date, you will not enjoy an interest free period and interest will be charged on both the previous month's and the current month's Transactions and accrued but unpaid interest charges, fees, charges and expenses, from their Transaction Dates (for Transactions) or the day they are charged to your Account;**
- (iii) **Future Transactions, interest charges, fees, charges and expenses on your Account will be charged interest from their Transaction Dates (for Transactions) or the day they**

are charged to your Account, until you pay the Closing Balance of two consecutive statements by the Payment Due Date.

- (f) Cash Advances, Balance Transfers and Special Promotions
- Paragraph (e) does not apply to Cash Advances, Balance Transfers and Special Promotions (or any other Transaction we determine) and interest charges, fees, charges and expenses applicable to these Transactions. These amounts are charged interest from their Transaction Date (for Transactions) or the day they are charged to your Account, until repaid in full.

15. Balance Transfers and Special Promotions

- (a) We may offer a Balance Transfer or a Special Promotion on any terms and conditions that we determine, including:
- (i) what Transactions are eligible; and
 - (ii) the period of time for which each offer will run.
- Each Balance Transfer and Special Promotion has its own terms and conditions as well as these Terms and Conditions.
- (b) We will only treat a Transaction as part of a Special Promotion if, at the time of the Transaction, you advise us, and we agree, that the Transaction is eligible.
- (c) We may change any Special Promotion or the Q Rewards® program independently of these Terms and Conditions.

16. Default and Cancellation of Credit Facility

- (a) We may suspend or cancel your Account or any Card at any time and ask for a Card to be returned. We may also keep a Card presented to us or restrict access to your Account at any time without notice.
- (b) Your Account will be in default:
- (i) if you or any Additional Cardholder:
 - breach any of these Terms and Conditions; or
 - do not give us the information we need to identify you or any Additional Cardholder before any of you can use the Account.
 - (ii) if we reasonably believe that:
 - we extended credit or issued a Card or Cheque because of fraud or misrepresentation;
 - there has been fraud or misrepresentation in any operation on your Account; or
 - letting you keep using a Card or your Account may cause us, you, or an Additional Cardholder loss, or may cause us to breach any law; or
 - (iii) you breached the Terms and Conditions of another Bank of Queensland or Citigroup facility.
- (c) If your Account is in default we may, without telling you:
- (i) close, cancel or suspend it, (including the right to use any Card or Identifier or Cheque);
 - (ii) refuse to reissue, renew, or replace any Card;
 - (iii) refuse to authorise any Transaction;

- (iv) give notice of cancellation, suspension or refusal to any Merchant, credit bureau or to any other person; and/or
 - (v) require you to pay all or part of the outstanding balance of your Account immediately.
- (d) If your Account is closed or cancelled for any reason, you must pay us the outstanding balance of your Account either:
- (i) immediately; or
 - (ii) as set out in clause 10. Interest (and any other fees, charges and expenses payable) will accrue until you pay the full outstanding balance or such other time as we determine.
- (e) Suspension, cancellation or closure of your Account or a Card does not affect any obligations that arose before or after the cancellation suspension or closure. Interest charges continue to accrue until all amounts due are paid.
- (f) If your Account is closed, we do not have to pay you any Net Credit Amount (defined in clause 11) less than or equal to \$10 (as our estimate of the costs of closing your Account).
- (g) In addition to any other rights we may have, we may refuse to repay any indebtedness we owe you if you have any outstanding liabilities of any kind to us. If we do so, then we may alter, to the extent necessary, the terms of our indebtedness to you.
- (h) We may, at any time and without notice, combine any of your Account balances (except a mortgage facility) with us or any of our companies, and/or set these off against any

amounts you owe us. We may exercise this right after your death or legal incapacity.

17. Closing your Account

- (a) You may close your Account or cancel any Card at any time by writing to us or by calling us.
- (b) If you close or cancel your Account, your credit contract will end when the last of the following happens:
 - (i) you pay the outstanding balance of your Account under clause 16(d) (after the last Transaction you or any Additional Cardholder authorised is charged to your Account including all interest charges, fees, charges and expenses);
 - (ii) you cancel all direct debits and recurring instructions with Merchants operating on your Account;
 - (iii) you destroy your Card and all Additional Cards issued on your Account and return them to us; or
 - (iv) 6 months after the date you ask us to close your Account (to allow for any delays by Merchants processing Transactions to your Account). At any time during those 6 months, you may ask us to reactivate your Account. If you ask, and we agree, your credit contract will continue as if you had never asked us to close your Account.

18. Variation

- (a) We may:
 - (i) add or change any Term or Condition; and/or
 - (ii) change the Annual Percentage Rate, or the amount or how often you pay a fee, charge or the Total Payment Due; and/or
 - (iii) introduce a new fee or charge.
- (b) A variation binds you and any Additional Cardholder (as applicable).
- (c) Subject to paragraph (d), we will tell you about a variation by writing to you at your last known address. We may also use any other methods allowed by applicable laws and the Code of Banking Practice. The notice will set out required particulars of the change, including the date on which it takes effect.
- (d) We need not tell you about a variation if a code or law does not require us to.
- (e) A variation we must notify you about may take effect:
 - (i) on the day on which we give notice, if it:
 - increases the Annual Percentage Rate; or
 - reduces your obligations or extends the time for payment under your Account; or
 - (ii) at least 20 days from the day on which notice is given, for any other variation made without your prior consent.
- (f) If, for any reason, we don't charge any interest charge, fee, charge or expense, this does not mean we have varied your Terms and Conditions.

- (g) Just because we delay or do not do something these Terms and Conditions allow us to, it does not mean we waive that right.

19. Error/Dispute Resolution

- (a) A Cardholder must tell us immediately if he or she has a complaint or believes that an error has occurred on the Account. You can lodge a complaint by:
 - (i) calling us;
 - (ii) writing to us;
 - (iii) by visiting our Bank of Queensland Online secure website; or
 - (iv) by visiting a Bank of Queensland branch.
- (b) If you are not satisfied with the result of your enquiry, we will tell you in writing what other options you have. The procedures will comply with the Electronic Funds Transfer Code of Conduct if it applies.
- (c) You should refer any disputes about a Transaction Amount to the Merchant or institution concerned first.
- (d) If a Transaction was processed through a Network we may:
 - (i) resolve a complaint under the Network's rules. If we try to resolve a dispute in this way we and you are bound by the operating rules of the Network and the result will be governed by the limits imposed by those rules. If you don't tell us about your dispute within the time frames set by the Network it may affect our ability to resolve your claim;
 - (ii) claim a Chargeback right where

one exists and you have notified a disputed Transaction to us before the due date of the statement on which the disputed charge appears. If a Cardholder uses your Account to make a BPAY payment, you cannot claim a Chargeback. BPAY only allows refunds of mistaken, unauthorised or fraudulent payments;

- (iii) claim a Chargeback for the most appropriate reason; and
 - (iv) reject any refusal of a Chargeback by a Merchant's financial institution that is inconsistent with the relevant operating rules.
- (e) You must comply with any request we make for further information in any form (including a statutory declaration).

20. Responsibility for Recurring Instructions and Goods and Services Supplied

- (a) Unless the law requires, we are not responsible for any goods or services Merchants supply to Cardholders or a Recurring Instruction by a Cardholder to a Merchant.
- (b) If a Recurring Instruction is in place and:
 - (i) your Account is suspended, cancelled or closed; or
 - (ii) your Card is re-issued with a different number, you must change the Recurring Instruction with the Merchant immediately. If you don't we may:
 1. refuse or approve authorisation of any Recurring Instruction Transaction;
 2. tell the Merchant your Account status; and

- 3. cancel the Recurring Instruction for you without telling you.

- (c) Even if you make a complaint or dispute a transaction you must still pay us all amounts and charges charged to your Account. You are also bound by the operating rules of any Network you transact on.

21. Limits on Cash

Daily and weekly Cash Advance minimum and maximum limits may apply to Electronic Equipment. Cardholders may be informed of these limits from time to time either in writing by us or by notices on or near ATMs. Merchants or we may set minimum and maximum Cash Advance amounts.

22. Limits on Use of Electronic Equipment

- (a) Transactions made using a Card or Electronic Equipment may be limited to minimum and maximum amounts in any specified period and to multiples of any amounts. Limits may vary between Electronic Equipment.
- (b) Merchants decide what types of Transactions are available with their Electronic Equipment. They may not be the same as the transactions available through our Electronic Equipment. We are not responsible if a Cardholder suffers any loss or inconvenience because of a lack of uniformity between Transactions available with Electronic Equipment.

23. International Transactions

Transactions made in a currency other than Australian dollars will be converted to Australian dollars at a rate of exchange we determine. We then charge the Australian dollar amount to your Account. This amount may include any fees and charges any third party (including any Network) charges us.

24. Refunds

We will give you a refund:

- when a dispute is resolved in your favour; or
- if we receive a refund (or some other refund verification acceptable to us) from a Merchant.

Refunds will reduce your Closing Balance but do not satisfy your monthly payment obligations.

25. Refusal to Allow Use of Card or Account

We are not responsible if a Merchant does not accept a Card or otherwise give credit to a Cardholder for any reason. Promotional material displayed on any premises is not a representation by us that you will be able to purchase goods and services from that Merchant using your Account.

26. Transaction Record

A Merchant should give a Cardholder a record of a completed Transaction. Transaction records are evidence of the Transaction amount and should be checked carefully. You should report any dispute to us as soon as possible.

27. Certificate

A signed certificate from us:

- (a) stating your liability to us will be evidence of the amount you owe us at the date of the certificate. You are also liable for Transactions which we don't know about at that date; or
- (b) giving copies of any documents or records we have about your Account or any application for your Account, will be evidence at the date of the certificate of what is contained in those records.

28. Notices

- (a) We will serve any notice or document we need to serve on you in any way allowed by law.
- (b) A certificate signed by us that notification was posted on a particular date will be evidence that the notification was posted on that date. The notice will be deemed to have been given to you on the later of the date it bears or the date when it would have been delivered in the ordinary course of post.

29. Change of Personal Details

- (a) A Cardholder must notify us as soon as there is any change:
 - (i) to a name or any contact details; or
 - (ii) to the personal information contained on your credit file or report held by us.
- (b) We rely on this information being kept up-to-date and complete. You cannot make any claim against us if our records are out-of-date, incomplete or inaccurate because we were not advised of the change.

You can notify us by:

- (i) calling us;
 - (ii) writing to the address noted on your statement;
 - (iii) visiting our Bank of Queensland Online secure website; or
 - (iv) by visiting a Bank of Queensland branch.
- (c) We have given you this Account based on the personal and financial information that you disclosed to us. You must tell us immediately of any change to your financial situation which will affect your ability to meet

your payment obligations under this Account.

30. Applicable Law

- (a) Your Account is subject to the laws of Australia and any jurisdiction relevant to any Transaction.
- (b) The law of NSW applies to these Terms and Conditions. All claims and disputes will be heard in NSW Courts.
- (c) If these Terms and Conditions are not consistent with any applicable law, they will be read so they are not inconsistent with that law.

31. No Liability

We are not liable for any loss or damage suffered by a Cardholder using or attempting to use, or operate this credit facility, except where expressly set out in these Terms and Conditions.

We cannot advise you about the tax treatment of our credit products. You should get your own taxation advice about how the product might affect your tax situation.

32. Codes of Conduct

We will observe the relevant provisions of:

- (a) the Electronic Funds Transfer Code of Conduct; and
- (b) the Code of Banking Practice that apply to your Account.

33. Financial Difficulty

If you are in a situation where you are experiencing financial difficulty, please contact us as soon as possible.

34. Assignment

Subject to applicable laws, we may assign any of our rights, title and interest under these Terms and Conditions (including your Account) to any institution, corporation or person without your consent. Neither you nor any Additional Cardholder may assign your or

their rights and obligations under these Terms and Conditions (including your Account).

35. Severability

If any of the Terms and Conditions are, for any reason, held to be invalid, illegal or unenforceable, the remaining provisions will remain valid and enforceable.

36. No Mortgage

Your Account is not secured by any security interest.

37. Commission

We may pay commission to a third party in relation to your Account. If it is ascertainable, we state the commission amount payable on your pre-contractual statement.

38. Information on Request

- (a) You can call us for information about:
 - (i) the Annual Percentage Rate or rates;
 - (ii) the nature and amount of any fees and charges;
 - (iii) minimum and maximum Transaction requirements and limits for your Account;
 - (iv) general information about your Account;
 - (v) commission amounts;
 - (vi) rights and obligations of an Additional Cardholder;
 - (vii) our obligations about your information;
 - (viii) our complaint handling procedures; and
 - (ix) using cheques and bank cheques.

39. Credit Review

We have the right to conduct reviews of your Account 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.

40. Platinum Concierge Services

- a) We provide Concierge Services to Platinum Cardholders via third parties.
Concierge Services will act on your behalf and as an intermediary in assisting you with the following requests:
 - i) Travel - for example, pre-trip information, flight and hotel availability and bookings;
 - ii) Entertainment - for example, ticket bookings for events, and restaurant reservations;
 - iii) Lifestyle - for example, information on golf clubs, health clubs, and pet services;
 - iv) Shopping - for example, sourcing hard to find items or arranging gift purchase and delivery;
 - v) Business - for example, computer rentals, conference services and urgent interpretation.
- b) You will be informed of the cost and options, if available, before any booking or purchase is made for you. Concierge Services will not incur costs on your behalf unless your prior consent has been received. Any ticket purchase once authorised and confirmed by you will be deemed as non-refundable on non-exchangeable items.

- c) Concierge Services will endeavour to provide you with a clear and detailed breakdown of any costs associated with the provision of a service, prior to arranging the service. You will not be charged for research or co-ordination services performed by Concierge Services. You will be responsible for all other costs and expenses related to your request.

To the extent possible, goods and services acquired on your behalf will be charged directly by the provider to your Account. If Concierge Services advances funds for goods or services, Concierge Services shall bill that amount to your Account.

- d) Concierge Services will not locate goods and services if they are:
 - i) requested for re-sale, professional or commercial purposes;
 - ii) abroad when customs regulations prohibit the shipping of the items to you;
 - iii) prohibited under applicable law or which contravene popular moral or ethical standards; or
 - iv) do not clearly provide some recreational benefit to you.
- e) When goods or services are purchased on your behalf:
 - i) items will be purchased and/ or delivered in accordance with national and international regulations;
 - ii) you are at all times responsible for customs and excise fees and formalities;
 - iii) Concierge Services recommends that they be insured for mailing or shipping. Concierge Services accepts no responsibility for any

delay, loss or damage or resulting consequences.

- f) Concierge Services accepts no liability arising from any provider that does not fulfill their obligations to you.

PRIVACY

Keeping customer information secure is a top priority for us. We hope this notice helps you understand how we handle the personal information about you that we collect and how you can control our disclosure of personal information about you. The provisions of this notice will apply to former customers as well as our current customers unless we state otherwise.

Sharing personal information can help you receive timely notice about products, services or other special offers that may be of interest and benefit to you from us or from selected third parties.

We are subject to the National Privacy Principles under the Privacy Act, and this document outlines how we intend to deliver all the rights and protections customers are entitled to.

Our policies and practices to protect your personal information

We protect the personal information we collect about you by maintaining physical, electronic, and procedural safeguards that meet or exceed applicable law. We require third parties that process personal information on our behalf to follow stringent standards of security and confidentiality. We train people who work for us how to properly handle personal information and we restrict access to what is necessary for specific job functions.

Categories of personal information we collect and hold

The nature of the personal information we collect, and where it comes from, will vary according to the specific product, and may include:

- information we collect from you on applications or other forms, such as name, address, telephone number, occupation, assets and income;
- information about your transactions with us, our affiliates, or third parties, such as account balances, payment history, and account activity;
- information we receive from credit bureau reports;

Purposes of collecting your information

We will only collect personal information necessary for the product/service. These purposes may include:

- processing a product application;
- evaluating and monitoring credit worthiness;
- processing receipts and payments, and servicing customer's accounts;
- responding to customer inquiries about applications, accounts or services;
- understanding the customer's needs and offering products and services to meet those needs;
- allowing our affiliates and selected companies, including Bank of Queensland, to promote their products and services to customers;
- assessing, processing and investigating insurance risks or claims;
- meeting legal and regulatory requirements.

We will not disclose any of the above information that we collect to affiliates or third parties without your consent.

Disclosures of your information

In common with many organisations, we keep our costs down by obtaining some routine services from external service providers, and your information may be provided to them on a confidential basis for this purpose. These disclosures and others to third parties may be for:

- statement printing and other administrative services;
- legal, settlement and valuation services;
- data processing and market research services;
- regulatory and compliance purposes;
- financial and professional advisory services;
- updating of credit information to credit bureaus;
- participating in payment systems, for example bank clearing and credit card associations;
- underwriting and assessing insurance risk and claims.

We can provide a list of third parties to whom we may disclose information on request.

Categories of affiliates with whom we may share your information

Our affiliates are the family of companies that form Citi Australia. In accordance with the National Privacy Principles enshrined in the Privacy Act, we will disclose to you at or around the time of collecting personal information from you that we may share your information with affiliates.

In addition, we may disclose information to Bank of Queensland (and its authorized third parties), regarding your application and the conduct of your account, for servicing, marketing and administrative purpose.

Contact us

If you wish to find out more information, or raise any specific or general concerns about Citi and its Privacy Policy, the contact details are as follows:

Privacy Officer,
PO Box 204,
Sydney NSW 2001

Telephone: 1300 52 72 72

Gold and Platinum Cardholders should call:
1300 72 31 34

Complaints and Disputes

If you have reason to believe that we have breached the Privacy Policies outlined in this document, we urge you to raise this with the Citi Privacy Officer. To make this easier, you can obtain a form on request from the Privacy Officer, for you to describe and send in your concern.

We will investigate all complaints and respond to you within 14 days. If we find a complaint justified, we will resolve it. If necessary, we will change policies and procedures to maintain our high standards of performance, service and customer care.

This is your right under the Privacy Act.

Access

You are entitled under the Privacy Act to access the information an organisation holds about you. We want to make this as simple as possible for you. You can obtain a form from the Privacy Officer for this purpose, though you can make the request in a letter or by telephone if you prefer. Given the range and diversity of our operations in Australia, to help us locate and provide the information you request, we would ask that you be reasonably specific about the information you require, and take a few minutes to complete the form.

We will need to validate the identity of anyone making an access request, to ensure that we do not provide your information to anyone who does not have the right to that information. Where a customer establishes that the personal information we hold on them is not accurate, complete or up-to-date we will correct our records as necessary. We may charge you an administration fee for providing access in accordance with your request. Your request will usually receive a response within 30 days.

Access to information about you is your right under the Privacy Act.

Your Privacy Preferences

Please remember that we will protect your personal information regardless of your privacy preferences. If you do not wish us or other companies to communicate marketing offers to you, you may use the following methods to inform us:

Privacy Officer,
PO Box 204,
Sydney NSW 2001

Telephone: 1300 52 72 72

Gold and Platinum Cardholders should call:
1300 72 31 34

Email: privacy.officer@citi.com.au

Please do not include account numbers or other sensitive data in emails, since it may not be secure.

Alternatively, you may use the consumer preference facilities offered by:

- Registering your details with Australian Direct Marketing Association (ADMA). Note this should stop you from receiving unsolicited direct marketing from participating ADMA members.

Mail: Reply Paid 38, P.O. Box 464,
Kings Cross NSW 1340.

Do Not Mail/Call: www.adma.com.au

Do Not E-mail:

www.dmaconsumers.org/emp.html

- Registering your personal telephone numbers with Australian Communications and Media Authority (ACMA) on their Do Not Call Register.*

Mail: Do Not Call Register, Australian Communications and Media Authority, PO Box 42, North Melbourne VIC 3051

Telephone: 1300 785 749

Email: www.acma.gov.au or to
www.donotcalltaskforce@acma.gov.au

- * Important note: If you have indicated to us that you would like to receive communications by phone, you may be contacted even if you have registered your phone number on any governmental do not call register.

THINGS YOU SHOULD KNOW ABOUT YOUR PROPOSED CREDIT CONTRACT

This statement tells you about some of the rights and obligations of yourself and your credit provider. It does not state the terms and conditions of your contract.

If you have any concerns about your contract, contact your credit provider and, if you still have concerns, your Government Consumer Agency, or get legal advice.

The Contract

1. How can I get details of my proposed credit contract?

Your credit provider must give you a pre-contractual statement containing certain information about your contract. The pre-contractual statement, and this document, must be given to you before:

- your contract is entered into; or
- you make an offer to enter into the contract; whichever happens first.

2. How can I get a copy of the final contract?

If the contract document is to be signed by you and returned to your credit provider, you must be given a copy to keep. Also, the credit provider must give you a copy of the final contract within 14 days after it is made. This rule does not, however, apply, if the credit provider has previously given you a copy of the contract document to keep:

- if you want another copy of your contract write to your credit provider and ask for one. Your credit provider may charge you a fee. Your credit provider has to give you a copy within 14 days of your written request if the original contract came into existence 1 year or less before your request; or
- otherwise within 30 days of your written request.

3. Can I terminate the contract?

Yes. You can terminate the contract by writing to the credit provider so long as:

- you have not obtained any credit under the contract; or
- a card or other means of obtaining credit given to you by your credit provider has not been used to acquire goods or services for which credit is to be provided under the contract.

However, you will still have to pay any fees or charges incurred before you terminated the contract.

4. How can I find out the pay out figure?

You can write to your credit provider at any time and ask for a statement of the pay out figure as at any date you specify. You can also ask for details of how the amount is made up.

Your credit provider must give you the statement within 7 days after you give

your request to the credit provider. You may be charged a fee for the statement.

5. Can my contract be changed by my credit provider?

Yes, but only if your contract says so.

6. Will I be told in advance if my credit provider is going to make a change in the contract?

That depends on the type of change. For example:

- you get at least same day notice for a change to an annual percentage rate. That notice may be a written notice to you or a notice published in a newspaper;
- you get 20 days advance written notice for
 - a change in the way in which interest is calculated; or
 - a change in credit fees and charges; or
 - any other changes by your credit provider;except where the change reduces what you have to pay or the change happens automatically under the contract.

7. Is there anything I can do if I think that my contract is unjust?

Yes. You should first talk to your credit provider. Discuss the matter and see if you can come to some arrangement. If that is not successful you could apply to the court. Contact the Government Consumer Agency or get legal advice on how to go about this.

Insurance

8. Do I have to take out insurance?

You can decide if you want to take out insurance or not.

9. Will I get details of my insurance cover?

Yes, if you have taken out consumer credit insurance and the premium is financed by your credit provider. In that case the insurer must give you a copy of the policy within 14 days after the insurer has accepted the insurance proposal.

Also, if you acquire an interest in any such insurance policy which is taken out by your credit provider then, within 14 days of that happening, your credit provider must ensure you have a written notice of the particulars of that insurance.

You can always ask the insurer for details of your insurance contract. If you ask in writing your insurer must give you a statement containing all the provisions of the contract.

10. If the insurer does not accept my proposal, will I be told?

Yes, if the insurance was to be financed by the credit contract. The insurer will inform you if the proposal is rejected.

11. In that case, what happens to the premiums?

Your credit provider must give you a refund or credit unless the insurance is to be arranged with another insurer.

General

12. What do I do if I cannot make a repayment?

Get in touch with your credit provider immediately. Discuss the matter and see if you can come to some arrangement. You can ask your credit provider to change

your contract by deferring payments for a specified period.

13. What if my credit provider and I cannot agree on a suitable arrangement?

If you have been unemployed, sick or there is another good reason why you are having problems with your contract, then your contract may be able to be changed to meet your situation.

You may be able to apply to the court. Contact your Government Consumer Agency or get legal advice on how to go about this.

There are other people, such as financial counselors, who may be able to help.

14. Can my credit provider take action against me?

Yes, if you are in default under your contract. But the law says that you cannot be unduly harassed or threatened for repayments. If you think you are being unduly harassed or threatened, contact your Government Consumer Agency or the Trade Practices Commission, or get legal advice.

15. Do I have any other rights and obligations?

Yes. The law will give you other rights and obligations.

YOU SHOULD ALSO READ YOUR CONTRACT CAREFULLY. IF YOU HAVE ANY DOUBTS, OR WANT MORE INFORMATION, CONTACT YOUR GOVERNMENT CONSUMER AGENCY OR GET LEGAL ADVICE. PLEASE KEEP THIS INFORMATION STATEMENT. YOU MAY WANT SOME INFORMATION FROM IT AT A LATER DATE.

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For more information on Bank of Queensland Credit Cards visit us at boq.com.au or call 1300 55 72 72

Gold and Platinum Cardholders should call
1300 72 31 34

If you are calling from overseas please call
+61 7 3336 2222

For general correspondence please write to
GPO Box 40
Sydney NSW 2001

For privacy related enquiries you may contact our Privacy Officer at privacy.officer@citi.com.au
or write to:

GPO Box 204
Sydney NSW 2001

Alternatively you may call us on the number above.