



Bank of Queensland Credit Card – Features, Fees and Charges

	Low Rate Visa Card	Blue Visa or MasterCard	Blue No Annual Fee Visa or MasterCard	Gold Visa or MasterCard	Platinum Visa Card
Annual Fee	\$55	\$55	\$ nil	\$120	\$199
Annual Fee for Additional Cards	\$ nil	\$ nil	\$ nil	\$ nil	\$ nil
Up to 55 days interest free on retail purchases	Yes	Yes	No	Yes	Yes
Q Rewards® Program	No	Yes	Yes	Yes	Yes
Personalised Rewards Program	No	No	No	No	Yes
Concierge Service	No	No	No	No	Yes
Purchase Cover	No	Yes	Yes	Yes	Yes
Extended Warranty	No	No	No	No	Yes
Free International Travel Insurance	No	No	No	Yes	Yes
Free Transport accident Insurance	No	No	No	No	Yes
ATM Fee Charging*	Yes	Yes	Yes	Yes	Yes

* Fee will be advised at time of transaction by acquiring Bank ATM

How the annual fees are charged

We will charge the annual fee to your account on first use of your account, including when you activate your card, and then on each anniversary of the date your account was approved. No annual fee will be charged for additional cardholders on your account.

Bank of Queensland Credit Card – Fees and Charges

Cash Advance Fee – Domestic

- 1.5% of transaction amount within Australia
- Minimum amount of \$1.50, maximum amount of \$30.00

Cash Advance Fee – International

- 1.5% of transaction amount outside of Australia
- Minimum amount of \$4.00 – maximum amount of \$30.00

Daily Cash Limits

You can withdraw up to AUD\$1,000 cash per day from your Bank of Queensland credit card. International cash withdrawals will be subject to the International Transaction Fee outlined below. Cash Advance Fees are charged at the time you make a cash advance from your account, through an International or Domestic ATM.

All you need is your ATM PIN to access your account. If you do not know your PIN, please call us on 1300 55 72 72 (or 1300 72 31 34 for Gold and Platinum card customers) to arrange a replacement to be sent to you.

International Transaction Fee (also referred to as Foreign Currency Exchange Fee) – Visa and MasterCard 3% of transaction amount

An International Transaction Fee of 3% on the Australian dollar conversion of any credit card transaction made in foreign currency, of which a 1% service and assessment fee is payable by us to Visa or MasterCard. This will be charged to your account when you transact via your credit card overseas.

Bank of Queensland credit cards are accepted worldwide at over 22 million locations and are an invaluable tool for travellers. When you use your card overseas, a International Transaction Fee is charged on all retail and cash transactions that are converted into Australian dollars.

On your statement, each overseas transaction will be shown as one transaction broken down as follows:

1. Foreign currency amount,
2. Australian dollar value and
3. International Transaction Fee.

If you have a Bank of Queensland account linked to your Bank of Queensland credit card, you may be charged additional fees and charges, including fees that may apply on international transactions, on your linked transaction account. Please refer to your Bank of Queensland Deposit Products Terms and Conditions and Personal Banking Guide to Fees and Charges for specific fees and charges and for applicable products.



Foreign Cheque Clearance (bill for collection)

\$30 each

Your Bank of Queensland credit card can be paid in a number of ways including foreign cheque. We will charge you a fee of \$30 per cheque to clear foreign cheques.

The process to clear a foreign cheque can take up to 4 weeks, during which time the funds will remain uncleared. Also note that the exchange rate will be calculated when the funds are received, not when the original cheque is received.

Dishonour Fee

\$10

We will charge you \$10 each time a cheque payment to your account is dishonoured. The fee will be debited to your account at the time of dishonour. Interest will also be charged on any outstanding amounts.

Please monitor your accounts and ensure that there are sufficient funds prior to a scheduled automatic payment or the drawing of a cheque.

Late Fee

\$30

We will charge you a Late Fee of \$30 per statement period, debited when your Minimum Payment Due is not received after the Statement Issue Date and on or before the Payment Due Date. This fee can be avoided by ensuring that you pay your Bank of Queensland credit card minimum due on or before the due date. This information can be found on your monthly statement.

To assist you with timely payments, we have a facility called Easi-Pay that will automatically pay your monthly credit card bill from your nominated bank account. For more information and to apply for Easi-Pay, please call us on 1300 55 72 72 (or 1300 72 31 34 for Gold and Platinum card customers) or access our homepage at boq.com.au.

Overlimit Fee

\$30

We will charge you an Overlimit Fee of \$30 per statement period debited when your account balance exceeds your credit limit on the statement cycle date.

You can avoid Overlimit Fees by monitoring your account balance and keeping track of your spending. If you would like to know your current balance, please call us on 1300 55 72 72 (or 1300 72 31 34 for Gold and Platinum card customers) or access our homepage at boq.com.au. Please remember that it is up to you to keep your balance below its limit each month.

Over-the-Counter Transaction Fee (Australia Post)

\$2 per transaction

Payments to your Bank of Queensland credit card can be made at any one of the over 3,300 Australia Post outlets nationwide and will incur a \$2 fee.

You can avoid the transaction fee by paying your card through other methods such as over the counter at Bank of Queensland branches, BPAY®, EasyPhone or Internet Banking, mail or by setting up Easi-Pay payments. For more information, please read the Payment Options on your monthly statement or call us on 1300 55 72 72 (or 1300 72 31 34 for Gold and Platinum card customers).

Information Request and Statement Copies

\$7 each

We will send you a monthly statement if you have used your card or maintained a balance during the previous month. If you do require an additional copy of your statement or request other information, we will charge \$7 per statement or request.

You can also access your statements for free anytime online. Simply log on to your account using Internet Banking at boq.com.au, select Account Details, choose your credit card, click on Other Card Services and then select View Statement.

Voucher Request Fee

\$8 each

We will investigate any item on your statement that you dispute. However, if you dispute an item, which is subsequently found to be yours, we will charge an \$8 voucher request fee (refunded if the dispute is resolved in your favour).

Make sure that you monitor your spending and keep your shopping receipts. We are happy to investigate any disputed payments, but please be aware that it is your responsibility to track your own spending.

ATM Fees

When you use your Bank of Queensland credit card at an ATM other than a Bank of Queensland ATM, you may be charged a fee by the operator of the relevant ATM network. Any such fee will be disclosed to you before you proceed with the transaction, and you will have the opportunity to cancel the transaction without incurring a fee if you do not wish to proceed.

For further information on fees or banking services, or more information about any of the services mentioned in this brochure, please contact us on:

1300 55 72 72

Monday to Saturday, 7am - 7pm, Local time (Gold and Platinum customers contact 1300 72 31 34, 7 days a week, 24 hours a day), or visit boq.com.au