

BOQ CREDIT CARD FEATURES, FEES AND CHARGES



	Low Rate Visa	Blue Visa or MasterCard ²	Blue No Annual Fee Visa ² or MasterCard ²	Gold Visa ² or MasterCard ²	Platinum Visa
Annual Fee	\$55	\$60	\$ nil	\$120	\$129
Annual Fee for Additional Cards	\$15	\$15	\$ nil	\$15	\$ nil
Interest free days on retail purchases	Up to 55	Up to 44	No	Up to 55	Up to 55
Q Rewards [®] Program	No	Yes	No	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
Free Interstate Flight Inconvenience Insurance	No	No	No	No	Yes
Guaranteed Pricing Scheme	No	Yes	No	Yes	Yes
ATM Fee Charging ¹	Yes	Yes	Yes	Yes	Yes

¹Fee will be advised at time of transaction by acquiring Bank ATM. ²Blue MasterCard, Blue No Annual Fee Visa or MasterCard, and Gold Visa or MasterCard are no longer available for sale.

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. You will be charged an annual fee for each additional card on your account, with the exception of Platinum Visa cards and existing Blue No Annual Fee Visa and Mastercards, where no annual fee will be charged for additional cardholders on your account.

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Cash Advance Fee – Domestic

- \$3.50 per Cash Advance under \$100
- 3.5% of the Cash Advance amount for any Cash Advance equal to or over \$100 debited to your Account on the Transaction Date.

Cash Advance Fee – International

- 2.0% of the Cash Advance amount for any Cash Advance made outside Australia
- Minimum fee amount of \$4.00 – maximum amount of \$30.00 debited to your Account on the Transaction Date.

Daily Cash Limits

You can withdraw up to AUD\$1,000 cash per day from your BOQ 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 to arrange a replacement to be sent to you.

International Transaction Fee (also referred to as Foreign Currency Exchange Fee) – Visa and MasterCard 3.4% of transaction amount

We charge you an International Transaction fee of 3.4%, of which a 1% service and assessment fee is payable by us to Visa or MasterCard (as applicable), for any retail purchase or cash advance transaction in:

- Foreign currency once converted to Australian dollars; and/or
- Australian dollars (or any other currency), when either the merchant or its financial institution/payment processor is located overseas.

Note: It may not always be clear that the merchant or its financial institution/payment processor is located outside Australia.

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

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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 BOQ account linked to your BOQ 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 BOQ Deposit Products Terms and Conditions and Personal Banking Guide.

Fees and Charges for specific fees and charges and for applicable products.

Foreign Cheque Clearance (bill for collection) \$30 each

Your BOQ 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 Payment Fee

Late Payment Fee: You will be charged a \$10 fee if your Payment Due is not paid by the Payment Due Date and \$10 every 7 days thereafter until the Payment Due is made.

Note: this means that if you make your payment within 7 days after the Payment Due Date you will be charged only \$10 in that Statement Period.

This fee can be avoided by ensuring that you pay your BOQ 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 EasiPay, please call us on 1300 55 72 72 or access our homepage at boq.com.au.

ATM Fees

When you use your BOQ credit card at an ATM other than a BOQ 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.

Overlimit Fee (For Accounts approved prior to 1 July 2012) \$40

We will charge you a fee of \$40 per statement period when your credit limit is exceeded, debited to your account on the date your credit limit is exceeded and on each statement date in subsequent statement periods if your account remains overlimit. Overlimit fee applies to accounts activated prior to 1 July 2012.

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 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) \$2.50 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 \$2.50 fee.

You can avoid the transaction fee by paying your card through other methods such as over the counter at BOQ 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.

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.

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 or visit boq.com.au