

# FINANCIAL SERVICES GUIDE FINANCIAL MARKETS AND TREASURY DEPARTMENT

01 August 2024

BANK OF QUEENSLAND LIMITED ABN 32 009 656 740  
AFS LICENCE NO. 244616



**BUSINESS**

**This Financial Services Guide (FSG) is an important document.**

**It is issued by Bank of Queensland Limited and relates to products and services provided by our Financial Markets and Treasury Department. In this document we use the words “we”, “us”, and “our” referring to Bank of Queensland ABN 32009656740 AFSL 244616.**

- It is designed to assist you in deciding whether to use any of the services we offer.
- It contains information about how we and our staff and other representatives are paid for the services we offer.
- It contains information on how complaints against us are dealt with.

You should read it carefully and make sure you understand it. If there is anything in this FSG that you do not understand, please contact our Financial Markets or Treasury Department.

You may also receive a Product Disclosure Statement (PDS), Statement of Advice (SOA), or Terms and Conditions from us. Generally, we will give you a PDS if we are offering, or recommending that you acquire, a financial product. The PDS contains information that helps you make an informed decision about that product, such as details of the features, costs, risks and benefits of the product.

If we give you personal advice in relation to a financial product (unless the advice is provided in relation to basic deposit products or a non-cash payment facility related to a basic deposit product) we will also give you a SOA. The SOA is a record of that advice that contains other information to help you make an informed decision about whether to act on our advice.

## What financial services are we authorised to provide?

Our Australian financial services licence authorises us to deal in, and provide advice in relation to, the following types of products:

- Treasury Deposit Facilities;
- Securities;
- Foreign Exchange Services;
- Foreign Currency Facilities;
- Derivatives;
- Funds transfers and electronic payment methods.

Our financial services licence also authorises us to make a market for the following financial products for wholesale and retail clients:

- Foreign exchange contracts;
- Derivatives.

We provide the financial services described in this FSG on our own behalf.

Bank of Queensland Limited is also a participant in the licensed market operated by Bloomberg Tradebook Australia Pty Limited.

## Lack of independence in a Financial Services Guide

Bank of Queensland is not independent, impartial, or unbiased because we:

- (a) receive commissions and other benefits from the issuers of third-party products and may receive remuneration calculated on the basis of the volume of business we place with the issuer of those products;
- (b) we are the issuer of the financial products that our staff and representatives advise on, and our staff and representatives can only provide advice on the products we issue; and
- (c) our staff may receive monetary or non-monetary incentives for achieving performance targets, and our owner-managers receive commissions for initiating or transacting certain foreign exchange transactions.

## How do we get paid?

We may charge fees for the products and services that we provide to you. Details of the fees that relate to a product are set out in the PDS for that product.

We may also receive a benefit in connection with the method we use to source or fund a particular product or service that we provide. For example, we may earn a better rate of return on your funds than the rate that we pay you. Similarly, we may buy a foreign currency at a more favourable rate than we sell that currency to you.

## How do our staff and other representatives get paid?

We pay our staff a salary. We may also offer short term incentives in monetary or non-monetary form to our staff and other representatives for achieving performance targets. These performance targets relate to business initiatives aimed at attracting and retaining customers, providing banking products and services and/or completing various administrative tasks.

These benefits are not linked to individual customers or transactions.

These incentives are discretionary and are based on achievement of individual key performance indicators (KPIs) and behaviours. KPIs may include:

- Customer service orientation;
- Coaching;
- Teamwork;
- Sales ability;
- Initiative;
- Financial performance objectives.

Staff may also be eligible to:

- receive a free grant of Bank of Queensland shares under our Employee Share Plan; and
- participate in our long term incentive program, which offers shares and options that vest in the future, provided that Bank of Queensland attains certain performance hurdles. Eligibility for participation in the long term incentive program is entirely discretionary.

Staff are required to recommend to our customers the most suitable Bank products and services to meet their stated needs.

We may have arrangements with other companies in the Bank of Queensland Group for services to be provided in relation to the financial services to which this FSG relates. We may pay these companies contracted payments under the terms of our arrangement. These payments are not linked to individual transactions or customers.

If you receive personal advice, there are no commissions payable to the person who gives the advice. Where general and/or personal advice is given, it is provided at no additional cost to you.

## Bank of Queensland Owner Managers

To the extent permitted by law, we pay commissions to our owner managers who manage our owner managed branches in respect of certain Foreign Exchange Transactions and Deposits.

### Foreign Exchange Transactions include:

- Outward Telegraphic Transfers initiated in the Owner Managed Branch or via the BOQ Internet Banking service where the customer is domiciled at an Owner Managed branch.
- Foreign Exchange Conversions\* transacted directly with the Bank's Financial Markets Department by Direct Dealing Customers\*\* domiciled at an Owner Managed Branch..

### Foreign Exchange Transactions that are excluded include:

- Travel money, i.e., foreign cash, and cash passport cards.
- Negotiation of foreign cheques
- Inward Telegraphic Transfers for non-Direct Dealing Customers\*\*
- Drafts initiated in the branch by the Owner Manager

\* (Conversions include inward and outward Telegraphic Transactions, conversions in and out of foreign currency accounts)

\*\* (Direct Dealing Customer means a customer who has set up direct dealing arrangements with the Bank's Financial Markets Department including a Master Agreement. The Bank's Financial Markets Department will maintain sole discretion as to whether a customer fits this definition).

The Commissions that we pay our owner managers in respect of these Foreign Exchange Transactions is 20% of Bank Retail Foreign Exchange Margin Income\*\*\*

\*\*\* (Bank Retail Foreign Exchange Margin means the difference between the exchange rate the customer transacts at, and the transfer price provided by the Bank's Financial Markets pricing desk)

### Deposits include:

- Treasury fixed term deposit products;
- Negotiable certificates of deposit;
- Money market deposit account, fixed term and "At Call" (Managed by DDH Graham Limited ABN 28010639219 under an agreement with the Bank); and
- Any other product that the Bank determines to be an eligible deposit product from time to time.

The Commissions that we pay our owner managers in respect of this Deposit referral is a 0.05% upfront revenue share payment, based on either the amount and term, or the daily closing balance held.

## How you can provide us with instructions

You can contact us by using the contact details set out in this document. In most cases instructions can be provided to us by telephone, email or by post. However, most of our Treasury products and services have their own rules around how you are to provide us with instructions. You should refer to the Product Disclosure Statement for the relevant product for these details.

## How to contact us

- Contact our Financial Markets Department via:  
**E-mail:** [financial.markets@boq.com.au](mailto:financial.markets@boq.com.au)  
**Call:** 1800 343 939, Monday to Friday between 8:00 a.m. to 5.30 p.m. AEST.
- Contact our Treasury Department on  
**E-mail:** [treasury@boq.com.au](mailto:treasury@boq.com.au)  
**Call:** 1800 658 935, Monday to Friday between 8:00 a.m. to 5.30 p.m. AEST.

## If you have a problem, complaint 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 to 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 if you have a complaint

If you have a complaint, there are a number of ways to contact us:

- Call our Customer Contact Centre on 1300 55 72 72, 8am – 8pm Monday to Friday or 9am – 5pm Saturday AEST
- Complete the online complaints form at [www.boq.com.au/feedback-and-complaints](http://www.boq.com.au/feedback-and-complaints)
- Contact our Customer Relations Department via:  
**E-mail:** [customer.relations@boq.com.au](mailto:customer.relations@boq.com.au)  
**Call:** 1800 663 080  
**Write to:** Customer Relations,  
Reply Paid 2258 Brisbane QLD 4001
- Contact Financial Markets or Treasury Department using the details found in “How to contact us”

### (c) How will your complaint be handled?

If we cannot solve your problem on the spot, we will let you know who is handling your complaint and how long it is likely to take for it to be resolved.

For further information about how we handle complaints, ask our friendly staff for a copy of our Complaint Guide, or alternatively download a copy available on our website.

Please note we comply with the ePayments Code complaint investigation and resolution procedures in connection with Electronic Transactions to which the ePayments Code applies.

### (d) What to do if you feel your complaint has not been resolved

If you're unhappy with our response you can approach the Australian Financial Complaints Authority (AFCA). AFCA provides a free and independent complaint resolution service for financial services.

To contact them you can:

- Call:** 1800 931 678
- Email:** [info@afca.org.au](mailto:info@afca.org.au)
- Online:** [www.afca.org.au](http://www.afca.org.au)
- Write to:** 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) Professional indemnity insurance

The Bank is regulated by the Australian Prudential Regulation Authority and is exempt from the compensation requirements in the Corporation Regulations. Notwithstanding the exemption, we hold professional indemnity insurance cover. The insurance covers work done for us by our representatives (including our employees) after they cease to work for us.

