

# VARIATION NOTICE

This variation notice applies to:

- the Q Rewards Terms and Conditions; and
- the BOQ Credit Card Terms and Conditions and Other Importance Information

These changes form part of, and must be read in conjunction with, your existing terms and conditions. You can find the current terms and conditions relating to your account at <https://www.boq.com.au/important-information/terms-and-conditions>.

It is important that you read this notice carefully and keep a copy of it for your records.

## How to read this notice

1. Section numbers as listed in this notice relate directly to the section numbers in your terms and conditions.
2. If a section or sub-section is not specifically mentioned in this notice it remains unchanged.
3. If a section or sub-section is specifically mentioned in this notice:
  - a. a change is shown alongside the current wording as “replacement”;
  - b. a new section or sub-section is shown as “new”;
  - c. a deleted section or sub-section is shown as “deleted”.



# Change to the Q Rewards Terms and Conditions effective 1 July 2021

## Section 4. Adjustments and Deductions to your Rewards Balance

We've clarified the way we apply deductions to your Rewards Balance when you have any refunds or reimbursements for Eligible Transactions that you earned Points on.

Current	Replacement
3.2. Adjustments will be made to your Reward points balance if there are any credits (not including payments) posted to your Account including those arising from returned goods or services or from billing disputes.	3.2 When you obtain a refund or reimbursement for an Eligible Transaction that you earned Points on (e.g. from returning goods or services or a disputed transaction) <b>(Reversed Transaction)</b> the total number of Points you earned for the Reversed Transaction will be deducted from the total number of Points you actually received and would have received (e.g. points not earned due to the maximum spend limits being reached) for Eligible Transactions during the Statement Period in which the Reversed Transaction was posted.

# Changes to the BOQ Credit Card Terms and Conditions and Other Important Information effective 1 July 2021

## Part A: Terms and Conditions

### Section 2. Use of cards and the account

#### Limits on use

We have included reference to crypto currency related transactions as transactions you cannot make on your credit card. Accordingly, we've updated the final bullet of the clause as follows:

Current	Replacement
<p>Cardholders must not, or won't be able to, transact:</p> <ul style="list-style-type: none"> <li>to invest in shares or other financial products.</li> </ul>	<p>Cardholders must not, or won't be able to, transact:</p> <ul style="list-style-type: none"> <li>to invest in shares or other financial products or for crypto currency related transactions</li> </ul>

## Changes to the BOQ Credit Card Terms and Conditions and Other Important Information effective 5 October 2021

### Part C: Credit Guide

#### What should you do if you have a complaint?

We have reduced the timeframe in which we will aim to resolve new complaints from 45 days to 30 days. To reflect this, we have amended the last paragraph in this clause.

Current	Replacement
<p>Once you have contacted the Credit Provider, we will begin the process of investigating and resolving your complaint. We will try to resolve your complaint quickly and fairly. We will endeavour to resolve your complaint within 3 business days, however some complaints do take more time than others. If we anticipate that your complaint will take longer than 21 days to resolve, we will contact you within this time to provide you with an update on our progress. Should it take longer than 45 days, we will contact you in writing to provide an explanation of the reason for the delay.</p>	<p>Once you have contacted the Credit Provider, we will begin the process of investigating and resolving your complaint. We will try to resolve your complaint quickly and fairly, however some complaints do take more time than others. If we anticipate that your complaint will take longer than 21 days to resolve, we will contact you within this time to provide you with an update on our progress. If we are unable to resolve your complaint within 30 days (or within 21 days if it involves a hardship notice, default notice or request to postpone enforcement), we will:</p> <ol style="list-style-type: none"> <li>tell you the reasons for the delay;</li> </ol>

	Replacement
	<ul style="list-style-type: none"><li>b) tell you the date by which you can reasonably expect to hear the outcome of our investigation; and</li><li>c) give you monthly updates on the progress;</li><li>d) tell you about your right to complain to the Australian Financial Complaints Authority (AFCA) if you are dissatisfied; and</li><li>e) provide you with contact details for AFCA (also set out below).</li></ul> <p>For complaints involving hardship notice, default notice or request to postpone enforcement, exceptions apply to the 21 day timeframe if we do not have sufficient information to make a decision or we reach an agreement with you. If we require further information from you, then we will request it within 21 days of receiving the complaint.</p>

