

BOQ Platinum Visa Credit Cards Complimentary Mobile Phone Insurance



Terms and Conditions

AIG Australia Limited of Level 19, 2 Park Street, Sydney, NSW 2000 (the “**Insurer**”) has issued a group policy (the “**Group Policy**”) to the Policyholder which is subject to the terms and conditions contained herein.

I. Preamble and Disclosures

This document contains important information about the Group Policy, which are available to Eligible Cardholders (“**You/Your**”). Cover applies to claims made on or after 1 October 2026. Eligible Cardholders are not covered for claims made for losses occurring after termination of or the expiry of the period of the Group Policy. The Policyholder will provide Eligible Cardholders with details of any replacement cover.

There is no obligation to accept any of these benefits.

However, if You wish to claim any of these benefits, You will be bound by the Group Policy and the terms, conditions and exclusions relevant to the cover provided.

The benefits of the Group Policy is provided to Eligible Cardholders who hold an Eligible Card.

National Australia Bank Limited (ABN 12 004 044 937, AFSL and Australian Credit Licence 230686) is the Policyholder. NAB is the credit provider and issuer of the Eligible Cards. Bank of Queensland Limited ABN 32 009 656 740 (“**Bank of Queensland**” or “**BOQ**”) promotes and distributes the Eligible Cards under an agreement with NAB. Neither NAB nor BOQ is the issuer (insurer) of the Insurance Coverage and neither they nor any of their related corporations guarantee any of the benefits under the Group Policy. The covers described in this document are provided for Your benefit under a Group Policy entered into between the Insurer and the Policyholder. The Policyholder is the policy owner. When eligible, You have the benefit of cover as a third party beneficiary solely by reason of the statutory operation of Section 48 of the **Insurance Contracts Act 1984** (Cth).

The cover is provided at no additional cost to You and neither NAB nor BOQ receive any commission or remuneration from the Insurer in relation to this cover.

The Policyholder does not hold anything on trust for, or for the benefit of, or on behalf of, You in relation to this Insurance Coverage.

The terms and conditions of cover found in this document only provides factual information in relation to the Insurance Coverage. The information the Insurer provides is not intended to and does not provide or imply any recommendation or opinion about such insurance. So as to make sure that the cover meets Your needs and is suitable for You and Your personal circumstances, these terms and conditions must be reviewed by You and, if necessary, You should also seek independent financial advice in relation to same.

None of NAB, BOQ or their related corporations are Authorised Representatives (under the Corporations Act 2001) of the Insurer. The Policyholder does not act on behalf of the Insurer or on Your behalf in relation to the Group Policy.

If the Group Policy is terminated, any claim made for losses arising prior to such date of termination will be covered by and subject to the terms of the Group Policy.

The Policyholder will give You prior written notice if the Group Policy ends.

You are able to verify the current status of Your coverage and whether the Group Policy is still current by contacting the Insurer at:

AIG Australia Limited

Level 19, 2 Park Street
Sydney, NSW 2000
Australia

Apac.partners@AIG.com

Code of Practice

The Insurer is a signatory to the General Insurance Code of Practice (“Code”). The Code sets out the minimum standards of service that can be expected from the insurance industry and requires insurers to be open, fair and honest in their dealings with customers.

The Insurer is committed to adhering to the objectives of the Code and to uphold these minimum standards when providing services covered by this Code. The Code objectives will be followed having regards to the law and acknowledging that a contract of insurance is a contract based on the utmost good faith.

For more information on the Code please visit codeofpractice.com.au.

Complaints and Feedback

Learning about Your experiences with Us and Our service partners helps to improve the way We do business with You. If You have feedback, or an issue You would like resolved We encourage You to make contact. Below is information on how to contact Us and how We will work together to resolve any concerns You have.

How to provide feedback

1. Speak to Our Complaints team

Our Complaints team can be contacted on **1800 339 669**. To get the best out of Your call with Us, please have Your policy and/or claim number available and any specific information about the issue.

2. Provide Your feedback in writing

If You would prefer to provide Your feedback or complaint in writing You can do so by lodging Your complaint on Our website, or by writing to:

The Complaints Team AIG Australia Limited
Level 13, 717 Bourke Street
Docklands VIC 3008
Email: aucomplaints@aig.com

What happens if You make a complaint?

If You make a complaint, We will record Your complaint and make sure that Your concerns are addressed as quickly as possible and seek to achieve a fair outcome for both parties.

We will assess Your complaint upon receipt. During the complaints process as set out in this notice, We will meet the following requirements in respect of Your complaint.

1. Acknowledge Your complaint within one (1) business day or as soon as practicable;
2. We will tell You who will handle Your complaint and their contact details;
3. We will, where applicable, keep You informed via Your preferred method of communication of the progress of Your complaint every ten (10) business days, more frequently or necessary or as agreed by both of Us;
4. We will treat Your complaint respectfully and handle all personal information in accordance with Our **Privacy Policy**; and
5. Within 30 calendar days from the date We receive Your complaint, We will provide a response to Your complaint.

If We cannot meet any of the stated time frames, We will communicate to You the reasons why this has not been possible. We will also advise You when You should expect to receive a response or decision.

What You can do if You are not happy with Our response or handling of Your complaint

If You are not satisfied with Our response or the handling of Your complaint, You may wish to have the matter reviewed by Our Internal Dispute Resolution Committee (“Committee”). The Committee is comprised of Senior Management of the company who has the experience and authority to decide on matters brought to the Committee.

If You wish to have Your complaint reviewed by the Committee, please telephone or write to the Complaints team as per the details above. As part of Your request, please include detailed reasons for requesting the review and the outcome You are seeking. This information will assist the Committee in carrying out its assessment and review of Your complaint.

A written response setting out the final decision of the Committee and the reasons for this decision will be provided to You.

If We are unable to provide a response within 30 calendar days of receipt of the initial complaint, We will inform You of (i) the time frame for when Your complaint will be heard by the Committee; (ii) when You should expect to receive a response from the Committee; (iii) the reasons for such delay; (iv) Your right to complain to AFCA if You are dissatisfied with such reasons; and (v) the contact details for AFCA.

Your right to complain to the Australian Financial Complaints Authority (AFCA)

You can take Your complaint to AFCA at any time, including:

1. if We have been unable to resolve Your complaint within 30 calendar days;
2. You are dissatisfied with the outcome of Your complaint; or
3. You are dissatisfied with the findings of the Committee.

AFCA provides a fair and independent financial services complaint resolution service that is free to consumers. AFCA can make decisions with which AIG is obliged to comply.

Under AFCA Rules, Your complaint may be referred back to Us if it has not gone through Our complaints process.

AFCA’s contact details are:

Australian Financial Complaints Authority (AFCA)
GPO Box 3
Melbourne VIC 3001
Website: afca.org.au
Email: info@afca.org.au
Phone: **1800 931 678** (free call)

The use of AFCA does not preclude You from subsequently exercising any legal rights which You may have if You are still unhappy with the outcome. Before doing so however, We strongly recommend that You obtain independent legal advice.

If Your complaint does not fall within AFCA’s Rules, We will advise You to seek independent legal advice or give You information about any other external dispute resolution options where available to You.

PRIVACY NOTICE

This notice sets out how the Insurer (“AIG”) collects, uses and discloses personal information about:

1. You, if an individual; and
2. other individuals You provide information about. Further information about Our Privacy Policy is available at aig.com.au or by contacting Us on **1300 030 886** or at australia.privacy.manager@aig.com.

How We Collect Your Personal Information

AIG usually collects personal information from You or Your agents. Under the Group Policy, AIG will only collect Your personal information during a claim submission.

AIG may also collect personal information from:

1. its agents and service providers;

2. other insurers;
3. the Policyholder to assist to administer the BOQ Credit Card;
4. people who are involved in a claim or assist AIG in investigating or processing claims, including third parties claiming under the Group Policy, witnesses and medical practitioners;
5. third parties who may be arranging insurance cover for a group that You are a part of;
6. providers of marketing lists and industry databases; and
7. publicly available sources.

Why We Collect Your Personal Information

AIG collects information necessary to:

1. underwrite and administer Your insurance cover;
2. improve customer service and products and carry out research and analysis, including data analytics; and
3. advise You of its and other products and services that may interest You.

Failure to disclose information required may result in AIG declining cover, cancelling Your insurance cover or reducing the level of cover, or declining claims.

To Whom We Disclose Your Personal Information

In the course of underwriting and administering the Group Policy, AIG may disclose Your information to:

1. Your or its agents, entities to which AIG is related, reinsurers, contractors or third-party providers providing services related to the administration of the Group Policy;
2. banks and financial institutions for policy payments;
3. the Policyholder to assist to administer the BOQ Credit Card;
4. Your or its agents, assessors, third-party administrators, emergency providers, retailers, medical providers, travel carriers, in the event of a claim;
5. entities to which AIG is related and third-party providers for data analytics functions;
6. other entities to enable them to offer their products or services to You; and
7. government, law enforcement, dispute resolution, statutory or regulatory bodies, or as required by law.

AIG is likely to disclose information to some of these entities located overseas, including in the following countries: United States of America, Canada, Bermuda, United Kingdom, Ireland, Belgium, The Netherlands, Germany, France, Singapore, Malaysia, the Philippines, India, Hong Kong, New Zealand as well as any country in which You have a claim and such other countries as may be notified in Our Privacy Policy from time to time. You may request not to receive direct marketing communications from AIG.

Access to Your Personal Information

Our Privacy Policy contains information about how You may access and seek correction of personal information AIG hold about You. In summary, You may gain access to Your personal information by submitting a written request to AIG.

In some circumstances permitted under the Privacy Act 1988, AIG may not permit access to Your personal information. Circumstances where access may be denied include where it would have an unreasonable impact on the privacy of other individuals, or where it would be unlawful.

Complaints

Our Privacy Policy also contains information about how You may complain about a breach of the applicable privacy principles and how AIG will deal with such a complaint.

Consent

If applicable, Your application includes a consent that You and any other individuals You provide information about consent to the collection, use and disclosure of personal information as set out in this notice.

II. Summary of Cover

Subject to the terms contained in this document and the Group Policy, the Insurer agrees to provide the following coverage to the Eligible Cardholders:

Insurance Coverage	Benefit Amount(AUD)
Mobile Phone Protection	Per Occurrence Limit: Up to \$1,000 Annual Aggregate Limit: Up to \$1,650 Excess: \$50

Each insurance benefit limit described in this document is in Australian Dollars (AUD). Payment of claims will be made in Australian Dollars (AUD).

Claim Amount and Excess

We will pay (if applicable) up to the Per Occurrence Limit per Eligible Cardholder for each claim as stated in the Summary of Cover table above. For any consecutive twelve-month period within the Group Policy Period, the maximum amount We will pay per Eligible Cardholder for all claims during such consecutive twelve-month period is the Annual Aggregate Limit set out in the table above.

The applicable Excess is also set out in the table above.

Under the Group Policy, the Insurer agrees to provide coverage to Eligible Cardholders of the Policyholder as set out in the Group Policy and this document and based on information offered by the Policyholder.

III. Definitions

Terms with a specific meaning are defined below and shall have the same meaning wherever they appear with an initial capital letter:

Accidental Damage means the Mobile Phone no longer performing the function it was intended for due to broken parts or material or structural failures resulting from an unexpected and unintentional external event.

AFSL means an Australian Financial Services Licence.

Annual Aggregate Limit means the maximum amount of benefit per Eligible Cardholder under the Mobile Phone Protection Insurance for which the Insurer is liable within a period of twelve (12) consecutive months prior to the date of loss.

Cardholder(s) means all individuals who have been issued an Eligible Card, including secondary or additional Cardholders on the same account, in Australia where such Eligible Card is issued by a participating Issuer.

Eligible Card means a participating Issuer's BOQ Platinum Visa Credit Card which has been issued to Eligible Cardholders.

Eligible Cardholders/You/Your means those Cardholders with Eligible Cards who shall be entitled to receive payment or such other benefit as is provided for in the Summary of Cover and the Group Policy.

Excess means a monetary contribution You are required to pay towards a claim You make.

Group Policy means the contract of insurance between the Insurer and the Policyholder.

Group Policy Period means the period beginning from 1 October 2026 and until the Group Policy is terminated.

Insurer/We/Us/Our/AIG means AIG Australia Limited.

Issuer means National Australia Bank Limited (ABN 12 004 044 937, AFSL and Australian Credit Licence 230686) an entity that is authorised by Visa to operate a card program in the Territory and is participating in the insurance offering to Eligible Cardholders under the Group Policy.

Lost means You have accidentally misplaced Your Mobile Phone and it is unrecoverable.

Mobile Phone means a telephone device associated with the Eligible Cardholder's Postpaid plan, that use radio waves over a networked area (cells) and is served through cell sites or base stations at a fixed location, enabling calls to transmit wirelessly over a given range. For the avoidance of doubt, smart watch or tablet is not considered as a Mobile Phone.

NAB means National Australia Bank Limited (ABN 12 004 044 937, AFSL and Australian Credit Licence 230686).

Natural Catastrophe means flood, windstorm, lightning, fire, explosion, landslide, volcanic action, earthquake and/or tsunami.

Per Occurrence Limit means the maximum amount of benefit available under the Summary of Cover for any single incident per Eligible Cardholder during the Group Policy Period.

Policyholder means National Australia Bank Limited (ABN 12 004 044 937, AFSL and Australian Credit Licence 230686).

Postpaid means a mobile telephone subscription where the Eligible Cardholder enters into a contract with a mobile provider with a monthly billing arrangement.

Territory means the country or region in which Eligible Cards are issued, in this case, Australia.

Theft means the unlawful intentional and dishonest taking of the Mobile Phone belonging to the Eligible Cardholder without their consent, with intent to permanently deprive him/her of such Mobile Phone.

IV. Coverage

The Insurer ("We/Our/Us") will pay for loss due to Accidental Damage or Theft up to the Per Occurrence Limit and subject to the Annual Aggregate Limit and Excess per Eligible Cardholder as set out in the Summary of Cover above, if the mobile provider's monthly Postpaid billing statement for the billing cycle preceding the month in which the Accidental Damage or Theft occurred is paid in full using the Eligible Card.

Effective Period of Coverage

Coverage begins on the first day of the calendar month following the payment of Your Postpaid monthly mobile telephone bill. Coverage will be valid until the last day of the calendar month following the payment of Your Postpaid monthly mobile telephone bill.

Valuation

Acting reasonably, We will decide whether to have the Mobile Phone repaired or replaced. We will be liable only for the lesser of the following amounts:

1. the cost to repair or replace the Mobile Phone after the Excess has first been applied to the cost to repair or replace the Mobile Phone;
2. the Per Occurrence Limit; or
3. the remaining amount of the Annual Aggregate Limit.

Eligible Cardholders may be required to send in the damaged item(s), at their expense, for further evaluation of the claim. The Insurer will notify the Eligible Cardholder if they need to send in the Mobile Phone for such evaluation.

Scope of Insurance Coverage

Our maximum liability for this coverage will not exceed the Annual Aggregate Limit per Eligible Card per twelve-month period, subject to the terms, conditions, exclusions, and limits of liability of the Group Policy and this document as well as the Excess stated in the Summary of Cover above.

Coverage is excess of any other applicable insurance or indemnity the Eligible Cardholder may have.

Individual Termination Date

An Eligible Cardholder's coverage under this agreement shall terminate on the earliest of:

1. the date the Eligible Cardholder no longer qualifies as an Eligible Cardholder;
2. the date the Eligible Card is determined to be ineligible by the Issuer;
3. the date the Issuer ceases to participate in the Group Policy; or
4. the date the Group Policy is terminated.

Coverage shall be provided under this section for the Mobile Phone Theft or Accidental Damage during the Effective Period of Coverage as determined above. Coverage will terminate on the applicable individual termination date specified in the paragraph above.

If the coverage is terminated, any claim arising prior to such date of termination will, subject to the terms of the Group Policy and these terms and conditions, be eligible for coverage by the Insurer.

Coverage shall not be provided for any Theft or Accidental Damage after the individual termination date as determined above.

Suspension of Coverage

Coverage will be suspended on the first day of the following calendar month following the month during which an Eligible Cardholder fails to make a mobile telephone Postpaid bill payment using the Eligible Card while coverage is in effect in the previous month.

Resumption of Coverage

If coverage is suspended in accordance with the above, coverage will resume after a 15-day waiting period following the date of any future mobile telephone Postpaid bill payment using an Eligible Card.

For example, an Eligible Cardholder paid their Postpaid monthly mobile telephone bill on 15 June using their Eligible Card. The insurance coverage starts automatically from 1 July until 31 July. If then the Eligible Cardholder does not pay their Postpaid monthly mobile telephone bill in the month of July, there will be no insurance coverage in August. Should the Eligible Cardholder then pay their Postpaid monthly mobile telephone bill in full on 5 August using their Eligible Card, the insurance coverage will then resume on 20 August.

V. Exclusions

No coverage will be provided for any of the following:

1. Mobile Phone accessories other than the standard battery and/or standard antenna provided by the manufacturer.
2. Mobile Phones that are Lost.
3. Any loss that does not occur within the Group Policy Period.
4. Losses caused by the process of cleaning, servicing, maintaining, adjusting, or You repairing the Mobile Phone.
5. Mobile Phone purchased for resale or for professional or commercial use.
6. Mobile Phones under the care and control of a common carrier, including, but not limited to, the postal service, airplanes or delivery service.
7. Mobile Phones stolen from baggage unless hand-carried and under the Eligible Cardholder's supervision or under the supervision of the Eligible Cardholder's travelling companion who is previously known to the Eligible Cardholder.
8. Accidental Damage or Theft resulting from Your abuse, omission or negligence or the abuse, omission or negligence of anyone acting on Your behalf, including but not limited to leaving Your Mobile Phone unattended in any place or motor vehicle where it is, or was, plainly visible.
9. Cosmetic damage such as a dent or scratch to the Mobile Phone or Accidental Damage that does not impact the Mobile Phone's ability to make or receive phone calls (including minor screen cracks and fractures less than 5cm in length that does not prevent the ability to make or receive phone calls or to use other operations and functions of the Mobile Phone).
10. Accidental Damage or Mobile Phone Theft resulting from abuse, intentional acts, fraud, risks of contraband, illegal activities, normal wear and tear, Natural Catastrophe, radioactive contamination, or damage from inherent product defects or vermin.
11. Losses resulting from a failure of Mobile Phone due to a defect in materials and/or workmanship and/or design, including but not limited to inherent product defects, software, or data failure.
12. Accidental Damage or Theft resulting from mis-delivery or theft by fraud or deceit.

13. Replacement Mobile Phone purchased from other than a mobile provider's authorised retail or internet store.
14. Taxes, delivery or transportation charges or any fees associated with the service provided.
15. Losses resulting from information or data loss, sent from, or received, on a Mobile Phone following Accidental Damage or Theft.
16. Loss resulting from hostilities of any kind including, but not limited to war, civil war, invasion, insurrection, revolution, use of or threatened use of military power or usurpation of government or military power.
17. Loss resulting from any terrorist act, or the intentional use of military force or other intervention by a government or official authority to intercept, prevent, or mitigate any known or suspected terrorist act.
18. Losses due to, or related to, a nuclear, biological or chemical event(s). or
19. Losses due to the order of any government, public authority, or customs official.

VI. Duties After a Loss

You are required to reasonably cooperate with Us in investigating, evaluating and settling a claim. In the event of any loss which may be covered under these coverages, You must contact Us as soon as reasonably practicable after the discovery of such loss. To file a claim, You may log on to **ba.mycardbenefits.com** or send a notification to Us to obtain a claim form and instructions on what to do after a loss.

Our contact details are set out below:

AIG Australia Limited

Level 19, 2 Park Street
Sydney NSW 2000
Australia
Tel: **+613 9522 4111**

Customer Service Timing: 8:30am to 5:30pm, Monday to Friday

Email: **Apac.partners@AIG.com**

The Eligible Cardholder must as soon as reasonably practicable:

1. complete, sign and return the claim form to Us* together with:
 - a. the Eligible Cardholder's card statement reflecting the monthly Postpaid mobile telephone payment for the month preceding the date the Mobile Phone was subject to Theft or Accidental Damage;
 - b. a copy of the Eligible Cardholder's current mobile provider's billing statement;
 - c. if available, a copy of the original Mobile Phone purchase receipt or other sufficient proof of the Mobile Phone model currently linked to the Eligible Cardholder's mobile telephone account;
 - d. if there is existing insurance from the mobile operator, a copy of the insurance claim to the Eligible Cardholder's mobile telephone insurance, or in the event that the claim amount is less than the Eligible Cardholder's deductible, a copy of the policy's declarations page;
 - e. for Accidental Damage claims, a copy of the repair memo, repair estimate and/or service report from an authorised repairer and photographs of the Accidental Damage may be requested;
 - f. for Theft claims, an official copies of the police report as soon as reasonably practicable; and
 - g. any other relevant documents We may reasonably ask You to provide.

*Cardholders may be required to send in the damaged item(s), at their expense, for further evaluation of the claim. We will advise You as soon as reasonably practicable if this is required and We will also advise You as to the form conditions and requirements of delivery.

VII. Limits of Liability

Per Occurrence: Our liability for any one incident shall not exceed the limit stated in the section headed “Claim Amount and Excess” under Section II – Summary of Cover.

Annual Aggregate: The total of all benefits paid or payable while the Group Policy is in force in connection with any particular Coverage shall not exceed the limit stated in the section headed “Claim Amount and Excess” under Section II – Summary of Cover.

VIII. General Obligations following a Loss

In the event of an occurrence that may lead to a claim or loss under the coverages set out above, You must:

1. take all reasonably practicable measures to prevent and avoid further loss or damage;
2. complete, sign and return the claims form within a reasonable time period together with copies of all reasonable proof of Your loss and other relevant documents such as relevant receipts, documents, letters, credit card statements together with accompanying documents and such details and written proof as may reasonably be required by Us;
3. disclose to Us details of any other insurance cover under which You are entitled to claim;
4. upon notifying Us of the claim You cannot make any admissions, offers, promises or payment, or conduct any negotiations, without Our prior written consent;
5. where reasonably necessary, grant authorisation for Us to obtain Your records and other information, such as credit reports (if applicable);
6. provide Your financial reports, including, but not limited to bank statements, as reasonably necessary to assess Your claim;
7. reasonably co-operate with Us in investigating, evaluating and settling a claim; and
8. if the loss involved theft report of the theft to the police as soon as reasonably practicable.

IX. General Conditions

A. Disputes

Subject to the Complaints and Feedback section process outlined above, in the event of a dispute under the Group Policy, the parties agree to submit to the non-exclusive jurisdiction of the Courts of New South Wales.

B. Governing Law

The Group Policy and this coverage terms shall be governed by the laws of the state of New South Wales.

C. Loss Prevention

You must use all reasonable means to avoid future loss at and after the time of loss.

D. Sanctions

We shall not be deemed to provide cover and We shall not be liable to pay any claim or provide any benefit hereunder to the extent that the provision of such cover, payment of such claim or provision of such benefit would expose Us, its parent company or its ultimate controlling entity to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union or the United States of America or the Commonwealth of Australia.

E. Transfer

The Policyholder or You may not transfer its interest in this insurance to anyone.

F. Cancellation

Subject to the obligations specified under Section I above, the Policyholder can cancel the Group Policy at any time by providing 15 days written notice to Us.

G. Changes

The Policyholder must notify Us as soon as reasonably practicable of any change in circumstance which will affect the Group Policy.

If the Policyholder advises Us of any change in circumstance that will affect the Group Policy, it may be necessary to amend any of the terms and conditions of the Group Policy and You will receive notice of any such amendments from the Policyholder in due course. No change or modification of the Group Policy shall be effective except when made by written endorsement signed by Our authorised representative.

H. Subrogation

If We settle any claim or payment or otherwise cover any loss applying under the Group Policy, We shall be subrogated to all Your rights of recovery against any other person or persons and You shall complete, sign and deliver any documents necessary to secure such rights. You shall not take any action following a loss to prejudice such rights of subrogation.

I. Compliance

The benefits of the Group Policy are subject always to Your compliance with the terms and conditions to each Group Policy section and these coverage terms.

J. Financial Claims Scheme

The protection provided under the Federal Government's Financial Claims Scheme ("Scheme") applies to the Group Policy. In the unlikely event that we are unable to meet our obligations under the insurance, persons entitled to make a claim under the insurance cover under the Group Policy may be entitled to payment under the Scheme (access to the Scheme is subject to eligibility criteria). Information about the Scheme can be obtained from the APRA website at apra.gov.au/financial-claims-scheme.

K. Payment of Claims

All payments to be made by the Insurer shall be paid to Eligible Cardholder in the Territory and such payments shall be subject to the laws and regulations then in effect in the Territory.