



## Notice of changes to your Financial Table and Credit Card Terms and Conditions and Other Important Information effective 1 June 2018

These changes form part of, and must be read in conjunction with your existing Financial Table and Credit Card Terms and Conditions and Other Important Information.

It is important that you read this notice carefully and retain it for your records.

### 1. Changes to your *Financial Table*

- In order to make it clearer what types of transactions are eligible for an Interest Free Period, we have amended the definition of **Interest Free Period**. This change will not change the transactions you are entitled to receive the interest free period on. As such, the **Interest Free Period** section of your Financial Table is deleted and replaced with the following:

Interest Free Period:	Up to 44 days for Retail Purchases and related fees and charges (other than Cash Advances, Balance Transfers and Special Promotions).
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- To make your minimum repayment obligations clearer, we have added a **Minimum Repayment** section to your Financial Table as follows:

Minimum Repayment:	The minimum amount payable for a Statement Period will consist of: <ul style="list-style-type: none"><li>your Minimum Payment Due – this amount is payable by the Payment Due Date shown on the relevant statement of Account; and</li><li>any Overdue Amount – this amount is payable immediately; and</li><li>any Overlimit Amount – this amount is payable immediately; and</li><li>any other amount due under the credit contract which is payable on demand.</li></ul>
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- We will no longer charge you \$7 for written information provided to you on request, including duplicate statements. As such, the **Information Request Fee** section has been deleted from your Financial Table.
- The words “debited to your Account on the Transaction Date” and “Please note this is in addition to any International Transaction Fee that may be payable.” have been added to the **International Cash Advance Fee** section of your Financial Table as follows:

International Cash Advance Fee:	2% of transaction amount for a Cash Advance outside of Australia, minimum amount \$4, maximum amount \$30, debited to your Account on the Transaction Date. Please note this is in addition to any International Transaction Fee that may be payable.
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- The words “debited to your Account on the Transaction Date” and “or registered” have been added to the **International Transaction Fee** section of your Financial Table. We have also inserted a section to

provide further clarity in relation to dynamic currency conversion. As such, the **International Transaction Fee** section of your Financial Table is deleted and replaced with the following:

<p>International Transaction Fee:</p>	<p>We charge you an International Transaction Fee of 3.4%, debited to your Account on the Transaction Date, of which a service and assessment fee of up to 1.1% is payable by us to Visa or Mastercard (as applicable), for any Retail Purchase or Cash Advance transaction in:</p> <ul style="list-style-type: none"> <li>• foreign currency once converted to Australian dollars; and/or</li> <li>• Australian dollars (or any other currency), when either the merchant or its financial institution/payment processor is located or registered overseas, including transactions that involve dynamic currency conversion (that is where a transaction denominated in a foreign currency is converted to local currency which is a service that is offered by certain ATMs and merchants). The process of conversion and the exchange rates applied will be determined by the relevant ATM, merchant or dynamic currency conversion service provider as the case may be. We do not determine whether a Card transaction will be converted into local currency by the merchant or ATM and you may have to check with the relevant merchant or ATM provider.</li> </ul> <p>Note: It may also not always be clear that the merchant or its financial institution/payment processor is located or registered outside Australia.</p>
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- The getting started with your contract section of your Financial Table has been updated so that it is consistent with the **Getting started with your contract** section in your Credit Card Terms and Conditions and Other Important Information.

This document is one of several forming the pre-contractual statement. It does not contain all pre-contractual information we give you under the National Credit Code. Your credit contract is made up of:

- the pre-contractual statement document which includes the Financial Table setting out financial information;
- Part A (Credit Card Terms and Conditions); and
- any changes that you agree to (for example, a Special Promotion) or we notify to you (see section 11 of the Credit Card Terms and Conditions and Other Important Information)

Under the credit contract, the Credit Limit, Annual Percentage Rates, monthly minimum repayment, including their frequency and method of calculation, may be varied, introduced and charged without your consent.

Citigroup Pty Limited, ABN 88 004 325 080, AFSL No. 238098, Australian credit licence 238098 (Citibank), is the credit provider and issuer of BOQ Credit Cards (Credit Cards). Bank of Queensland Limited ABN 32 009 656 740 (BOQ) distributes the Credit Cards under an agreement with Citibank. BOQ does not and will not guarantee or otherwise support Citibank's obligations under the contracts or agreements connected with the Credit Cards. The words "we", "us" or "our" will generally be read as a reference to Citibank, but if the context requires these words to refer to BOQ, they will refer to BOQ undertaking relevant actions or making relevant decisions for or on behalf of Citibank.

This pre-contractual statement constitutes an offer by us to provide you with credit and to open an Account in your name. You must activate your Account by calling us or using internet banking before it is used. When you first use your Account or activate your Card, you agree to be bound by the terms of your credit contract (including terms and conditions for any rewards program you are enrolled in for this Account). No one can use the Account before it is activated. Any Special Promotion will not be activated until your Account is activated.

## 2. Changes to your *Credit Card Terms and Conditions and Other Important Information*

### Change applying throughout your *Credit Card Terms and Conditions and Other Important Information*

- The phone number for the Financial Ombudsman Service (FOS) has been replaced with **1800 367 287**.

### Changes applying to the section titled *Part A: Credit Card Terms and Conditions*

- **Section 1 – Getting started with your contract** has been deleted and replaced with the following:

#### ***Getting started with your contract***

*You must activate your Account by calling us or using internet banking before it is used. When you first use your Account or activate your Card, you agree to be bound by the terms of your credit contract (including terms and conditions for any rewards program you are enrolled in for this Account). No one can use the Account before it is activated. Any Special Promotion will not be activated until your Account is activated.*

*This document is one of several forming the pre-contractual statement. It does not contain all pre-contractual information we give you under the National Credit Code. Your credit contract is made up of:*

- *the pre-contractual statement document which includes the Financial Table setting out financial information;*
- *Part A (Credit Card Terms and Conditions); and*
- *any changes that you agree to (for example, a Special Promotion) or we notify to you (see section 11)*

*Rewards programs are covered by a separate related contract between you and us, and under their own separate terms and conditions.*

- **Section 2 – Use of Cards and the Account**

#### ***Credit Limits and other Limits***

We may authorise transactions that exceed your Total Cash Limit. As such, the words “*or Total Cash Limit*” have been added under the heading ***Credit Limits and other Limits*** and immediately following ***Available Credit Limit***.

- **Section 4 – Payments**

#### ***Paying the Account***

The following paragraph has been added under the heading ***Paying the Account*** and immediately following the first paragraph commencing ‘*You must pay in Australian dollars*’:

*You must pay all amounts owing under this contract without setting off amounts you believe we owe you (except where you have a right to set off that you cannot legally agree to give up).*

- **Section 6 – Statements and other notices**

***Electronic information***

We will no longer charge you \$7 for written information provided to you on request, including duplicate statements. As such the words “*Additional fees and charges will apply for the provision of this information*” have been deleted under the heading ***Electronic information***.

- **Section 7 – Default, suspension and closure**

***When you can close your Account and cancel any Payment Facility***

If you close your Account, your credit contract will now end 30 days after the date you ask us to close your Account, rather than three months. As such, the words “*three months*” under the heading ***When you can close your Account and cancel any Payment Facility*** have been deleted and replaced with “*30 days*”.

***When we can close, cancel and suspend your Account or any Payment Facility***

We have inserted the right, acting reasonably, to close your Account by providing you 30 days prior notice and have made some other changes to the section under the heading ***When we can close, cancel and suspend your Account or any Payment Facility***. As such, the section has been deleted and replaced with the following:

*We may, acting reasonably, close your Account at any time with 30 days prior notice.*

*We may also close, cancel or suspend your Account or any Payment Facility at any time where:*

- *your Account is in default;*
- *your Account has not been used or has a credit balance for a prolonged period;*
- *if we do not have all the identification information we need;*
- *we reasonably believe that by allowing the Account to remain open it may materially detriment our reputation;*
- *we reasonably believe that by allowing the Account or Payment Facility to remain open, it may cause you or us loss, or to breach any law or code of conduct or any terms of this loan contract; or*
- *a Card, Security Code, Identifier or a process intended to prevent Unauthorised Transactions has been compromised.*

*Where we close, cancel or suspend your Account, because your Account is in default because of overdue payments, or has a credit balance for a prolonged period, we will usually give you notice before we close, cancel or suspend your Account.*

*We may not always give notice before we take the action. For example, we may at any time suspend*

*your right to participate in the BPAY® Scheme and will do so without notice if we suspect you or an Additional Cardholder of being fraudulent. BPAY® payments for which instructions have been given and which are scheduled to be made while your right to participate in the BPAY® Scheme is suspended will not be processed by us.*

*If we do not give you notice before we take the action, we will notify you as soon as possible afterwards. In relation to suspension of a Payment Facility, we will promptly reverse the action when the circumstances that caused us to take the action no longer apply.*

*If we close your Account, your credit contract will end when the balance of the Account is zero.*

### **Consequences of closing or suspending an Account**

If we close your Account and it is in credit of less than \$5 at the date of closure, we will not return that amount to you. As such, the first bullet under the heading **Consequences of closing or suspending an Account** has been deleted and replaced with the following:

*If your Account:*

- *has a credit balance and we have closed your Account, any credit balance at the date of closure which is less than our reasonable costs of closing your Account (currently \$5) will not be returned to you. If the balance of your Account is more than our reasonable costs of closing your Account (currently \$5) in cleared funds at the date of closure, we will return the Account balance to you; and*

### • **Section 17 – Dictionary**

- A new definition of **Credit Limit** is inserted:

**Credit Limit** *the maximum amount of credit we tell you in writing you can have on your Account.*

- A new definition of **Overlimit Amount** is inserted:

**Overlimit Amount** *the amount by which your Account balance exceeds your Credit Limit. Overlimit Amounts are shown on your statement and are payable immediately from the date you exceeded the Credit Limit.*

- A new definition of **Retail Purchase** is inserted:

**Retail Purchase** *a transaction other than a Cash Advance or Special Promotion, as determined by us at our discretion.*

### **Change applying to the section titled Part B: Privacy**

- The words *(without an unsubscribe facility)* have been deleted from under the heading **Your marketing communications preferences**.

### **Changes applying to the section titled Part C: Credit Guide**

- All references to **Customer Advocacy Unit** in step 2 under the heading **What should you do if you have a complaint?** have been deleted and replaced with **Customer Relations Unit**.
- Step 3 under the heading **What should you do if you have a complaint** has been renamed **Alternate dispute resolution paths** and the first sentence in this step has been deleted and replaced with:

*If despite our best efforts, you feel the dispute resolution process was not fair, or you remain unhappy with the outcome, you still have options.*

**Customer Advocate**

*We have appointed an impartial Customer Advocate to assist in reaching fair outcomes during the dispute process and make it easier for customers when things go wrong.*

*If you are not happy with the outcome from our Customer Relations Unit and would like an impartial review, you can refer your complaint to the Customer Advocate:*

*Email: customeradvocate@citi.com*

*Post: Citigroup Pty Limited*

*Att: Customer Advocate*

*GPO Box 204*

*Sydney NSW 2001*

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