

Important Notices

Notice of Variation to Your Financial Table

Paper Statement Fee

A Paper Statement Fee of \$2 will be introduced for any paper statement issued by post from 1 December 2019 on your BOQ credit card. You can avoid this fee by opting to receive your statements electronically to the email address on your Account. Log in to BOQ Internet banking > select your Credit Card Account and click 'Q Rewards / Other Card Functions' > 'Manage your Credit Card' > 'Communication Preferences'. By opting to receive electronic communications from us, you also help us to reduce our carbon footprint.

Your Financial Table is amended to include the following:

Paper Statement Fee:	\$2 each statement period we issue you with a paper statement, which will be debited to your account in the following statement period. This may be waived in limited circumstances.
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Please note that changes to your statement delivery will require some time to take effect. To avoid being charged a Paper Statement Fee in December, update your preferences online by 28 November 2019.

Notice of variation to your Q Rewards® Terms and Conditions

This notice of variation forms part of, and must be read in conjunction with, your existing Q Rewards® Terms and Conditions ("Rewards Terms and Conditions"). These updates are effective on 1 December 2019.

Section 1. Definitions

Within the definition of an Eligible Transaction, we have updated the explanation of how we determine the type of transaction to include a second example:

Current:	Updated to:
<p><i>Please note that whether or not a transaction is an Eligible Transaction will be determined based on information provided either by the merchant or the relevant financial institution (including information about the type of business conducted by the merchant). This means that, for example, spend with certain merchants may be characterised as spend with a government related entity and therefore not an Eligible Transaction, even if that merchant is not in fact a government related entity.</i></p>	<p><i>Please note that whether or not a transaction is an Eligible Transaction will be determined based on information provided either by the merchant or the relevant financial institution (including information about the type of business conducted by the merchant). This means that, for example, spend with certain merchants may be characterised as spend with a government related entity or an investment in shares, and therefore not an Eligible Transaction, even if that merchant is not in fact a government related entity or an investment company.</i></p>

Section 3.4. Accumulation of Reward Points

We have clarified what happens to your Reward points balance when your account is suspended or in breach of your Credit Card Terms and Conditions:

Current:	Updated to:
<p><i>Your monthly Statement will show your current Reward points balance. If you are in breach of your Credit Card Terms and Conditions or your Account is suspended, your Reward points balance will be a zero balance. If your Account is returned to good standing, we will reinstate your right to participate in Q Rewards® unless we reasonably believe that the points were not properly earned.</i></p>	<p><i>Your monthly Statement will show your current Reward points balance. If you are in breach of your Credit Card Terms and Conditions or your Account is suspended, your Reward points balance will be frozen and you will not be able to redeem the points. If your Account is returned to good standing, we will reinstate your right to participate in Q Rewards® unless we reasonably believe that the points were not properly earned.</i></p>

Section 4. Duration and Loss of Reward Points

We have updated Section 4 to make it more clear with your ability to earn and redeem points if your account is suspended, closed or if we receive notification that you have passed away.

Section 4.2: We have inserted new criteria:

Current:	Updated to:
<p><i>We may suspend or exclude you from participation or continuing to participate in Q Rewards® if:</i></p> <p><i>(i) in our reasonable opinion, any Eligible Cardholder has materially breached these Q Rewards® Terms and Conditions or the Credit Card Terms and Conditions including but not limited to earning Reward points by claiming business purchases on your personal Account;</i></p>	<p><i>We may suspend or exclude you from participation or continuing to participate in Q Rewards® if:</i></p> <p><i>(i) in our reasonable opinion, any Eligible Cardholder has materially breached these Q Rewards® Terms and Conditions or the Credit Card Terms and Conditions including but not limited to earning Reward points by claiming business purchases on your personal Account;</i></p> <p><i>(ii) if we receive notification that you have passed away.</i></p>

