

# Key things to keep in mind.

This document together with the welcome letter that includes the Financial Table that sets out the key details about your account, including your credit limit, annual percentage rates and fees and charges are important. They set out our and your rights and obligations regarding your account. Please keep them and refer to them when you need it. While it's important for you and any additional cardholder to read the whole document as well as the welcome letter (including the Financial Table), we've pulled out some key things you should know upfront.

## **Tell us if something doesn't seem right**

It's important to check your transaction history, which you can do in BOQ internet banking or when you receive a statement.

Contact us immediately if you suspect a card is lost or stolen, a security code (including PINs and TPINs) is compromised, there are unauthorised or disputed transactions on your account or any other security breach. Please see section 12 of Part A of this booklet for reporting requirements.

In some circumstances, you'll be liable for unauthorised use of cards. Contacting us quickly stops you being liable for some types of transactions (see section 12 in Part A of this booklet) and means we may ask for a chargeback of a transaction where that right exists (see section 10 in Part A of this booklet).

The ability to dispute a transaction may be lost if it is not reported within the timeframes we specify or describe. Time limitations may not apply in circumstances where the ePayments Code applies.

## **How your credit limit and total cash limit operate**

Your credit limit is the maximum amount you can draw down. Your total cash limit is the maximum amount of cash advances you can draw. This is usually the same as your credit limit, but in some cases may be lower.

We may allow you to temporarily exceed your credit limit. We'll take reasonable steps to let you know if you do. Any overlimit amount will need to be repaid straight away. The credit limit may also be exceeded because of interest and fees or charges.

There are some cases where we may reduce your credit limit or total cash limit without your permission. For example, where you are in default of this credit contract or where we have good reason to believe that your credit limit or total cash limit is more than you can manage without financial difficulty. See section 2 of Part A of this booklet.

## **Fixed Payment Option (also called a FPO or an Instalment Plan)**

We may offer you a FPO, which is a plan under which a particular balance on your account is to be repaid in near equal monthly instalments over a set term. The annual percentage rate (APR) which applies to a FPO (other than amounts not paid when due and related interest) is likely to be different to the APR that would otherwise apply to that particular amount and may be zero. Some FPO offers have a fee that applies to set it up.

The payment due each month under a FPO is included in your minimum payment due on your statement.

**Warning – having a FPO means us applying payments in a different order**

If you have a FPO, payments will be applied first to FPO amounts that are overdue and due in the current statement period before being applied to other amounts which may have a higher APR than the FPO. As a result, you may be liable to pay an amount or rate of interest that is greater than the amount or rate of interest you would be otherwise liable to pay if payments had been applied to balances with higher rates first.

If you change your mind and don't want payments applied in a different order, your FPO will be cancelled.

See section 5 for more information about how FPOs work, what happens if extra payments are made or you end a FPO early and what happens if instalment payments are overdue.

**Contact us if you are experiencing financial difficulty**

If you are experiencing financial difficulty and think you may not be able to make repayments, we can help. We encourage you to contact us as soon as possible. We will discuss your situation and the options available to help you. The sooner you contact us, the sooner we can try to help.

**Interest rates, fees and charges and repayments**

Different interest rates apply depending on the transaction type. Your Financial Table sets out the different rates that apply and section 8 of Part A of this booklet provides more information about how interest is calculated and charged for different transaction types.

Your Financial Table sets out the fees that apply and when they are charged.

If you don't meet your repayment obligations, you may be charged a late payment fee. If you have any overdue amount or overlimit amount you will need to pay these amounts straight away to rectify your account. If you do not repay any amount when due, we may close or suspend your account. See section 7 of Part A of this booklet.

**Changes we may make and how we'll tell you**

We may change any of the terms and conditions that apply to your account, including your credit limit by reducing it, annual percentage rates, fees and charges, the calculation of repayments and other account features. You can find more information about what changes we can make and when and how we'll communicate these changes in section 11 of Part A of this booklet.

**Default**

If you are in default, we may require you to immediately pay the outstanding balance of your account, plus amounts incurred and not yet charged. You may also be liable for enforcement expenses – see section 7 and 9 of Part A of this booklet.

**Other things to keep in mind**

- Sometimes we may need to close or suspend your account, cancel or suspend a card or a cardholder's access to internet banking, or not process a transaction. For example, we may do this to manage risk, or to protect you or us from fraud, scams and other losses, or if you or an additional cardholder use the account in an unacceptable way. You can find more information

about the circumstances in which we may do this in section 7 of Part A of this booklet. You still need to pay us all amounts owing to us under your credit card contract if any of these things happen.

- We share information with third parties, including Bank of Queensland, credit reporting bodies, our rewards provider and other service providers for the purposes set out in Part B: Privacy. We usually collect your personal information directly from you. However, we may need to collect personal information about you from third parties, including the collection of your credit report or other credit eligibility information from credit reporting bodies as set out in Part B: Privacy.

Please contact us if you have questions about these terms and conditions or your account.

Bank of Queensland Credit Cards ("Credit Cards") are issued by National Australia Bank Limited (ABN 12 004 044 937, AFSL and Australian Credit Licence 230686) ("NAB") and distributed by Bank of Queensland Limited ABN 32 009 656 740 ("BOQ"). NAB has acquired the business relating to the Credit Cards from Citigroup Pty Limited (ABN 88 004325 080, AFSL and Australian Credit Licence 238098) ("Citi") and has appointed Citi to assist to administer the Credit Cards. Our/us/we means NAB unless the context otherwise requires it. BOQ does not and will not guarantee or otherwise support NAB's obligations under the contracts or agreements connected with the Credit Cards.