

Variation Notice

This Variation Notice provides details of the changes, as they apply to the following:

1. **Financial Table**
2. **Credit Card Terms and Conditions and Other Important Information**
3. **Q Rewards® Terms and Conditions**
4. **Credit Card Digital Wallet Terms and Conditions**
 - Apple Pay Terms and Conditions;
 - Google Pay Terms and Conditions; and
 - Samsung Pay Terms and Conditions.
5. **BOQ Credit Cards Complimentary Insurance Policy Information Booklet**
6. **Direct Debit Request (Easi-Pay)** (if you repay your Account by direct debit)

The changes will be effective from **24 November 2025 (Transition Date)**, except for the changes to the BOQ Credit Cards Complimentary Insurance Policy Information Booklet which will be effective from **26 November 2025**.

We will confirm these dates with you and let you know if there is any delay.

Visit boq.com.au/important-information/terms-and-conditions to view this Variation Notice and the updated terms and conditions.

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

What are the changes

1. Financial Table

All changes apply from the Transition Date.

Where a word or words are capitalised, this means they have a special meaning that is defined in the Financial Table or the Dictionary in section 17 of Part A of the updated **Credit Card Terms and Conditions and Other Important Information Booklet**.

- **Retail Purchase Annual Percentage Rate (APR)**

Overdue Instalment Amounts will continue to be charged interest at the Retail Purchase APR. We have updated the description of the Retail Purchase APR to make this clearer:

	Current wording	From the Transition Date
Annual Percentage Rate (APR)	Retail Purchases: <i>[your Retail Purchase APR]</i> % p.a.	Retail Purchase APR <i>[your Retail Purchase APR]</i> % p.a. Applies to Retail Purchases and where applicable, any Overdue Instalment Amount.

'Your Retail Purchase APR' in the table above refers to your current Retail Purchase APR.

- **Interest Free Period**

If you have a Balance Transfer on your Account, you will now be eligible for an interest free period on Retail Purchases when you pay the Interest Free Days Payment by the Payment Due Date. We have updated the description to reflect this.

For customers with a Platinum Visa Credit Card or Blue Visa Credit Card, the description of Interest Free Period will change as follows:

	Current wording	From the Transition Date
Interest Free Period	Up to 44 days for Retail Purchases together with any related fees and charges, and any interest or fees that are not related to a specific balance type. For example, this interest free period does not apply to Cash Advances, Balance Transfers, Special Promotions, and any interest or fees related to these balance types. Whilst you have a Balance Transfer, you will also not be eligible for any interest free days for Retail Purchases, interest, fees or charges.	Up to 44 days for the Retail Purchase Balance.

For customers with a Low Rate Visa Card, the description of Interest Free Period will change as follows:

	Current wording	From the Transition Date
Interest Free Period	Up to 55 days for Retail Purchases together with any related fees and charges, and any interest or fees that are not related to a specific balance type. For example, this interest free period does not apply to Cash Advances, Balance Transfers, Special Promotions, and any interest or fees related to these balance types. Whilst you have a Balance Transfer, you will also not be eligible for any interest free days for Retail Purchases, interest, fees or charges.	Up to 55 days for the Retail Purchase Balance.

- **Minimum Repayment**

We are renaming ‘**Minimum Repayment**’ to ‘**Total Minimum Payment Due**’ and making changes to the description of this amount to explain what is included in the Total Minimum Payment Due amount when it is shown on your statement:

Current wording		From the Transition Date	
Minimum Repayment	<p>The minimum amount payable for a Statement Period will consist of:</p> <ul style="list-style-type: none"> • your Minimum Payment Due – this amount is payable by the Payment Due Date shown on the relevant statement of Account; and • any Overdue Amount – this amount is payable immediately; and • any Overlimit Amount – this amount is payable immediately; and • any other amount due under the credit contract which is payable on demand. 	Total Minimum Payment Due	<p>The minimum amount payable for a Statement Period will consist of:</p> <ul style="list-style-type: none"> • your Minimum Payment Due – this amount is payable by the Payment Due Date shown on the relevant statement; and • any Overdue Amount or Overlimit Amount – these amounts must be paid straight away. If you have both an Overdue Amount and Overlimit Amount owing at the end of a Statement Period, the higher of the two amounts will be included in the Total Minimum Payment Due on your statement.

- **Minimum Payment Due**

There is no change in the way we calculate your Minimum Payment Due, but we have made some changes to definitions relating to Instalment Plans and have updated the description to reflect this:

	Current wording	From the Transition Date
Minimum Payment Due	<p>You must pay the minimum payment due by the payment due date each month as advised in your statement. The minimum payment due is:</p> <ol style="list-style-type: none"> 1. the greater of: <ol style="list-style-type: none"> (a) \$25, or if the card balance is less than \$25, the card balance; or (b) 2.00% of the card balance as at the end of the statement period (rounded up to the nearest dollar); 2. plus any monthly instalment, initial interest charge, fixed payment option fee or related interest on any of them, that is part of a fixed payment option for that month. 	<p>You must pay the Minimum Payment Due by the Payment Due Date each month as advised in your statement. The Minimum Payment Due is:</p> <ol style="list-style-type: none"> 1. the greater of: <ol style="list-style-type: none"> a) \$25, or if the Card Balance as at the end of the Statement Period is less than \$25, the Card Balance; or b) 2.00% of the Card Balance as at the end of the Statement Period (rounded up to the nearest dollar); 2. plus any Monthly Instalment, Initial Interest Charge, Instalment Fee or related interest on any of them, that is part of an Instalment Plan for that Statement Period.

- **Annual Primary Cardholder Fee – not applicable to BOQ Direct**

We're renaming the '**Annual Primary Cardholder Fee**' to '**Annual Fee**' and changing the description of when:

- the first Annual Fee is charged, which will be on first use of the Account and not when a Card is activated;
- each subsequent Annual Fee is charged. Your Annual Fee will be charged at the end of the Statement Period in which the anniversary of the day we approved your Account occurs:

Current wording		From the Transition Date	
Annual Primary Cardholder Fee	<p>\$[your fee], debited to your Account on first use of the Account (including Card activation), and then on each anniversary of the date your Account was approved.</p>	Annual Fee	<p>\$[your fee], debited to your Account on the last day of the Statement Period in which first use of the Account (being when a transaction is first debited to the Account including Balance Transfers) occurs.</p> <p>After that \$[your fee] debited each year on the last day of the Statement Period in which the anniversary of the day we approved your Account occurs.</p>

'Your fee' in the table above refers to the Annual Fee amount that you're currently paying, including any promotional discounts or waivers.

- **Annual Additional Cardholder Fee – only applicable to Blue Visa Credit Card and Low Rate Visa Credit Card**

We're changing when this fee is charged.

Existing Additional Cardholders: Card activation will no longer be required before the fee is charged for an Additional Cardholder. The fee will be charged for each Additional Cardholder (including any Additional Cardholders who haven't activated their Card) the next time the Annual Fee is charged.

New Additional Cardholders added from the Transition Date: We'll charge the fee at the end of the Statement Period in which the Additional Cardholder is added or on first use of the Account (whichever is later). A pro rata fee will be charged if the Additional Cardholder is added to your Account after first use of the Account and in a Statement Period other than the one in which the anniversary of the day we approved your Account occurs. Subsequent Annual Additional Cardholder Fees will be charged per Additional Cardholder on the same day as the Annual Fee:

	Current wording	From the Transition Date
Annual Additional Cardholder Fee	Upon Card activation, \$[your fee] per Additional Card each year, debited to your Account with your Annual Primary Cardholder Fee.	<p>\$[your fee] per Additional Cardholder, debited to your Account on the last day of the Statement Period in which an Additional Cardholder is added to your Account or on first use of the Account (whichever is later). If the Additional Cardholder is added to your Account after first use of the Account and in a Statement Period other than the one in which the anniversary of the day we approved your Account occurs, this will be calculated and debited pro rata in respect of that Additional Cardholder from the month the Additional Cardholder is added until the month before the anniversary of the day we approved your Account.</p> <p>After that, \$[your fee] per Additional Cardholder will be debited each year on the same day as your Annual Fee.</p>

'Your fee' in the table above refers to the Annual Additional Cardholder Fee amount that you're currently paying, including any promotional discounts or waivers.

- **Domestic Cash Advance Fee – not applicable to BOQ Direct**

We're making some changes to the description of the fee that won't change the amount of the fee that is charged:

	Current wording	From the Transition Date
Domestic Cash Advance Fee	\$3.50 per Transaction under \$100, 3.5% of Transaction for any Transaction equal to or over \$100, debited to your Account on the Transaction Date.	\$3.50 per transaction amount or 3.5% of the transaction amount, whichever is higher, for a Cash Advance inside Australia, debited to your Account on the date the Cash Advance takes place.

- **International Cash Advance Fee – not applicable to BOQ Direct**

We're making some minor changes to the description of the fee that won't change how the fee is charged or the amount of the fee:

	Current wording	From the Transition Date
International Cash Advance Fee	<p>1.5% of transaction amount for a Cash Advance outside of Australia, minimum of \$4, maximum amount \$30, debited to your Account on the Transaction Date.</p> <p>Please note this is in addition to any International Transaction Fee that may be payable.</p>	1.5% of the transaction amount for a Cash Advance outside of Australia, minimum of \$4, maximum amount \$30, debited to your Account on the date the Cash Advance takes place. This fee is in addition to any International Transaction Fee.

- **International Transaction Fee – not applicable to BOQ Direct**

We're making some minor changes to the description of the fee that won't change how the fee is charged or the amount of the fee:

	Current wording	From the Transition Date
International Transaction Fee	<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 1% is payable by us to Visa, for any Retail Purchase or Cash Advance transaction in:</p> <ul style="list-style-type: none"> • foreign currency once converted to Australian dollars; and/or • 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. <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>	<p>We charge you an International Transaction Fee of 3.4% of the transaction amount, debited to your Account on the date the relevant Retail Purchase or Cash Advance takes place, of which a service and assessment fee of 1% is payable by us to Visa, for any Retail Purchase or Cash Advance transaction in:</p> <ul style="list-style-type: none"> • foreign currency once converted to Australian dollars; and/or • 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. <p>Note: It may also not always be clear that the merchant or its financial institution/payment processor is located or registered overseas.</p>

- **Paper Statement Fee – not applicable to BOQ Direct**

If we send you a paper statement, we will charge this fee on the last day of the Statement Period instead of the following period:

	Current wording	From the Transition Date
Paper Statement Fee	<p>\$2 each month we issue you with a paper statement, debited to your Account in the following Statement Period. This may be waived in limited circumstances.</p>	<p>\$2 each month we issue you with a paper statement, debited to your Account on the last day of the Statement Period. This may be waived in limited circumstances.</p>

- **Over-the-Counter Transaction Fee**

We're introducing a new Over-the-Counter Transaction Fee if you wish to make a cash payment to your Account at Australia Post from the Transition Date. Payments can only be made at Australia Post Bank@Post™ outlets by cash.

The new description of the Over-the-Counter Transaction Fee will be:

From the Transition Date	
Over-the-Counter Transaction Fee	A \$2.50 fee applies for each payment made to your Account by cash at an Australia Post outlet displaying the Bank@Post™ symbol.

- **Overlimit Fee (for Accounts opened prior to 1 July 2012)**

We're removing the \$40 fee, as it will no longer be charged.

- **Dishonour Fee**

We're removing the \$15 fee, as it will no longer be charged.

- **Late Payment Fee**

The Late Payment Fee is unchanged at \$30, but we will now only charge the fee if your Account is overdue and your balance is \$50 or more:

	Current wording	From the Transition Date
Late Payment Fee	\$30 each time we do not receive the Minimum Payment Due and any Overdue Amount by the payment due date, debited to your Account after the payment due date. The Minimum Payment Due, any Overdue Amount, and payment due date are detailed on your statement of account.	\$30 debited to your Account after the Payment Due Date if at the time the fee is debited, your Account has an Overdue Amount and the balance of your Account is \$50 or more.

- **Instalment Fee**

We're inserting an Instalment Fee description in the Financial Table. If you receive an Instalment Plan offer, an Instalment Fee may apply. If a fee applies, the amount of the fee will be set out in the terms of the offer:

From the Transition Date	
Instalment Fee	An Instalment Fee may be payable on an Instalment Plan. If applicable, it will be debited to your Account and shown on your statement for the Statement Period in which an Instalment Plan is set up. The amount of the fee is currently unascertainable. You will be advised if an Instalment Fee applies and the amount of the fee if you receive an Instalment Plan offer.

- **Total Cash Limit – not applicable to BOQ Direct**

Your Total Cash Limit will become equal to your Credit Limit. If you currently have a Total Cash Limit that is less than your Credit Limit, this will be increased to your Credit Limit. This may increase your liability in the case of Unauthorised Transactions.

Your Credit Limit is shown on your statement.

- **Daily Cash Limit – not applicable to BOQ Direct**

The daily limit of \$1,000 (subject to Available Credit) is not changing, but we're changing the description to clarify that this limit also applies to cash withdrawals at any Australia Post outlet displaying the Bank@Post™ symbol or over-the-counter at any bank that displays the Visa symbol.

	Current wording	From the Transition Date
Daily Cash Limit	A daily limit of \$1,000.00 (subject to Available Cash) applies to credit card ATM Cash Advances up to your Total Cash Limit.	A daily limit of \$1,000.00 (subject to Available Credit) applies to your Account for Cash Advances made using a Card to withdraw cash at an ATM, any Australia Post outlet displaying the Bank@Post™ symbol or over-the-counter at any bank in the world that displays the Visa symbol.

2. Credit Card Terms and Conditions and Other Important Information

We're making changes to the current version of this booklet and replacing it with an updated version from the Transition Date. As part of these changes:

- We're updating terminology in the 'Key things to keep in mind' section. 'Welcome letter' will become 'offer document' and 'Fixed Payment Option' or 'FPO' will become 'Instalment Plan'.
- **Part A: Credit Card Terms and Conditions** will change in several sections and we are replacing it with an updated Part A. Please read the summary of the changes on page 9 of this notice together with the updated Part A.
- **Part B: Privacy** is being changed as follows:
 - to delete references to Citigroup Pty Limited (Citi) and its related companies;
 - to further explain some of the purposes for which we collect, use and disclose your personal information, including credit reporting information; and
 - to insert our new address for privacy related queries, which is BOQ Credit Cards – Privacy, GPO Box 9992, Melbourne VIC 3001.
- **Part C: Credit Guide** is being updated with:
 - our new number to call when overseas, which will be +61 7 3336 2420 and our new mailing address for general queries, which will be BOQ Credit Cards at GPO Box 9992, Melbourne VIC 3001
 - the following new details for lodging complaints:
 - our mailing address, which will be BOQ – Customer Resolutions, Reply Paid 2870, Melbourne VIC 8060;
 - our email address, which will be customerresolutions@cards.boq.com.au
- **Part D: Information Statement** is being updated to make changes to questions 9 and 14:

	Current wording	From the Transition Date
Question 9	<p>9. Is there anything I can do if I think that my contract is unjust?</p> <p>Yes. You should first talk to your credit provider. Discuss the matter and see if you can come to some arrangement.</p> <p>If that is not successful, you may contact your the AFCA scheme. The AFCA scheme can be contacted at 1800 931 678 (free call), info@afca.org.au, afca.org.au and by writing to GPO Box 3, Melbourne VIC 3001.</p> <p>Alternatively, you can go to court. You may wish to get legal advice, for example from your community legal centre or Legal Aid.</p> <p>You can also contact ASIC, the regulator, for information on 1300 300 630 or through ASIC's website at asic.gov.au.</p>	<p>9. Is there anything I can do if I think that my contract is unjust?</p> <p>Yes. You should first talk to your credit provider. Discuss the matter and see if you can come to some arrangement.</p> <p>If that is not successful, you may contact the AFCA scheme. The AFCA scheme is a free service established to provide you with an independent mechanism to resolve specific complaints. The AFCA scheme can be contacted at 1800 931 678 (free call), info@afca.org.au, afca.org.au and by writing to GPO Box 3, Melbourne VIC 3001.</p> <p>Alternatively, you can go to court. You may wish to get legal advice, for example from your community legal centre or Legal Aid.</p> <p>You can also contact ASIC, the regulator, for information on 1300 300 630 or through ASIC's website at asic.gov.au.</p>

	Current wording	From the Transition Date
Question 14	<p>14. What do I do if I cannot make a repayment</p> <p>Get in touch with your credit provider immediately. Discuss the matter and see if you can come to some arrangement.</p> <p>You can ask your credit provider to change your contract in a number of ways:</p> <ul style="list-style-type: none"> • to extend the term of the contract and either reduce the amount of each payment accordingly or defer payments for a specified period; • to extend the term of your contract and reduce payments; • to extend the term of your contract and delay payments for a set time; or • to delay payments for a set time. 	<p>14. What do I do if I cannot make a repayment</p> <p>Get in touch with your credit provider immediately. Discuss the matter and see if you can come to some arrangement.</p> <p>You can ask your credit provider to change your contract in a number of ways:</p> <ul style="list-style-type: none"> • to extend the term of your contract and reduce payments; • to extend the term of your contract and delay payments for a set time; or • to delay payments for a set time.

- We're updating the '**Contact us**' section at the end of the booklet to include our new mailing address and where you can find information on accessibility support.

Part A: Credit Card Terms and Conditions

Here's a summary of the changes that will apply from the Transition Date.

To make it easier for you to identify where a word or term has a specific meaning defined in Section 17 of Part A, these terms (except for you/your and our/us/we) will now be capitalised. For example, 'account' will become 'Account' and 'card' will become 'Card'.

Section changing	What it means for you
1 Getting started with your contract	We're making some changes to explain how new credit card contracts will be accepted from the Transition Date. This does not impact your Account.
1A How we may exercise our rights and discretions	We're simplifying this section but not making any changes to how we may exercise our rights and discretions under this contract.
2 Use of Cards and the Account Using the Account	You'll be able to use the Account in the same key ways you do now, other than you will no longer be able to make BPAY® payments using BOQ telephone banking.

Section changing	What it means for you
2 Use of Cards and the Account Credit Limit and other limits	<p>We're making changes to this section to explain that your Total Cash Limit is generally the same as your Credit Limit.</p> <p>We're making changes to the circumstances where we may reduce your Credit Limit or Total Cash Limit without your permission, including:</p> <ul style="list-style-type: none"> • if you've defaulted on your credit contract; • where we have good reason to believe that your existing Credit Limit or Total Cash Limit is more than you can manage without financial difficulty; • where your Account is inactive; and • to manage a risk, including to prevent potential fraud or scam. <p>We're also:</p> <ul style="list-style-type: none"> • deleting the statement that a fee may be charged (as set out in your financial table) if we allow your Account to exceed your Credit Limit as this fee will no longer apply; • clarifying that we may change or impose new daily, weekly or other maximum limits that apply to Cards or your Account; and • simplifying the paragraph about your right to request a Credit Limit decrease.
2 Use of Cards and the Account Additional Cardholders	<p>We're adding some further information about Additional Cardholders that you add to your Account, including that:</p> <ul style="list-style-type: none"> • they may be able to select their Card PIN or other Security Codes; • they can't request or arrange a Balance Transfer, Instalment Plan, or close the Account; and • if you ask us to cancel an Additional Cardholder's Card you will still be responsible for any transactions they made before we received your request (even if they are added to your Account after this).
2 Use of Cards and the Account Limits on Use	<p>We're not changing the limitations that apply to how you and Additional Cardholders can transact. For example, you still won't be able to transact on the Account for the purposes of gambling or for cryptocurrency transactions.</p> <p>However, we are updating this section to:</p> <ul style="list-style-type: none"> • explain that we can block both payments made from the Account or credits made by a merchant to the Account that we reasonably consider to be a gambling transaction or a transaction to invest in shares, financial products or a cryptocurrency transaction (including receipt of investment returns); • explain that despite the limits we put on the Account, there might be some instances where such a transaction might be allowed to occur. If this does happen, the transaction will be treated as a Cash Advance, which means a fee will apply and interest will be charged at the Cash Advance Annual Percentage Rate; • require you and Additional Cardholders to provide information we reasonably request in connection with the Account and any relevant transactions; and • delete the paragraphs at the end of this section about when we may delay, block or refuse transactions as this will move to section 7.
3 International transactions	<p>We're updating some of the information in this section to explain:</p> <ul style="list-style-type: none"> • that both making payments to and receiving credits from merchants is subject to Australian and overseas laws, and sometimes we may apply restrictions or limits to the use of a Card or Internet Banking outside Australia; and • how the exchange rates are determined for international transactions.
4 Payments	<p>We're updating this section to explain that if you have both an Overdue Amount and Overlimit Amount owing at the end of a Statement Period, only the higher of the two amounts will be shown on your statement.</p> <p>We're deleting references to how payments are applied to Instalment Plans from this section, as this will be covered in section 5.</p>

Section changing	What it means for you
5 Instalment Plans, Balance Transfers and Special Promotions	<p>Instalment Plans</p> <p>We're making the following changes to this section:</p> <ul style="list-style-type: none"> renaming some of the defined terms by replacing references to Fixed Payment Option and FPO with Instalment Plan; providing more explanation about how Instalment Plans work and what happens when a transaction is converted to an Instalment Plan; introducing some new defined terms, including a definition of Overdue Instalment Amount; adding that the last Monthly Instalment is generally slightly different to previous Monthly Instalments. This is due to rounding as Monthly Instalments can't be equally divided over the Instalment Plan term; rewriting the section headed 'Instalment Plan – Application of Payments' which explains how payments are applied when you have an Instalment Plan; and
5 Instalment Plans, Balance Transfers and Special Promotions	<ul style="list-style-type: none"> rewriting the section headed 'What happens if there are Extra Payments, an Instalment Plan is cancelled or payments aren't made on time?' to: <ul style="list-style-type: none"> simplify as some of the information currently in this section will be in the 'Instalment Plan – Application of Payments' section; remove the reference to charging some of the interest on the day an Extra Payment is made that doesn't fully repay an Instalment Plan as we won't do that; further explain some of the current information in this section; and change how interest is calculated and charged on the Main Instalment Plan Balance in the Statement Period that an Instalment Plan is cancelled by us. Your interest will now be calculated up to the day we cancel the Instalment Plan at the Daily Instalment Plan Rate and charged at the end of the day and treated as a Retail Purchase. Any Main Instalment Plan Balance will revert to the underlying transaction type (either a Retail Purchase or Cash Advance) the day after we cancel an Instalment Plan. There will be no change to how interest is calculated and charged on the Main Instalment Plan Balance when you cancel or repay your Instalment Plan Early. <p>Balance Transfers</p> <p>We're including a section on Balance Transfers. Currently, the Balance Transfer terms are not included in Part A.</p> <p>There will be no change to the promotional Balance Transfer Annual Percentage Rate or the term of any Balance Transfer that you currently have. When a Balance Transfer expires, the Annual Percentage Rate that applies to Cash Advances will apply to any amount that remains outstanding.</p>
6 Statements and other Communications	<p>We're updating this section to:</p> <ul style="list-style-type: none"> explain that we may give you Communications (statements, notices and other information) by post, electronically (including email, SMS or via Internet Banking), by publishing a notice on our website or by including a message on or with a statement; delete reference to sending Communications by fax; explain that if we send Communications electronically via Internet Banking or by publishing a notice on the BOQ website, we will usually send you an email, SMS or letter (in some cases) to let you know that it's available. We consider the Communication has been received when we let you know that it is available. <p>You need to let us know if your email, mobile phone number or address changes so that you can receive Communications from us.</p>

Section changing	What it means for you
7 Default, suspension and closure	<p>We're rewriting this section and making changes to:</p> <ul style="list-style-type: none"> the situations that your Account will be in default. You'll continue to be in default if you don't make payments in time, however, we're: <ul style="list-style-type: none"> clarifying that you'll also be in default if you don't follow the requirements of the credit contract or give us false or misleading information and this has a material impact on our Legitimate Interests, including our business, risk management or security requirements; and adding that your Account will be in default if you become insolvent, have a receiver or bankruptcy trustee appointed or you transfer your assets to a creditor; explain the 31-day notice period we will give, where required by law, when you are in default; add that we can charge to your Account any enforcement expenses reasonably incurred or expended by us to enforce this credit contract if you are in default. We will calculate interest on enforcement expenses at the Retail Purchase Annual Percentage Rate; the circumstances we may close or suspend your Account, cancel or suspend a Card or a Cardholder's access to Internet Banking or not process a transaction, including if you're in default, to protect you or us from potentially fraudulent activity or a scam or other losses, to prevent an anticipated breach of the law or manage any risk, or if we reasonably consider it appropriate to protect a customer or another person from financial abuse; explain what happens if you or we close or suspend your Account, cancel or suspend a Card or a Cardholder's access to Internet Banking; and delete the right for us to retain reasonable costs of closing your Account where your Account has a credit balance at the time of closure (currently \$5), as we won't do this.
8 Interest	<p>We're rewriting this section to provide further explanation about when and how we calculate and charge interest on your Account, except for how we calculate and charge interest on Instalment Plans, as this is explained in section 5.</p> <p>We're including some examples to help explain how interest is calculated and providing further explanation about how interest free periods work for Retail Purchases if your Account is eligible for an interest free period. Your Financial Table will let you know if your Account is eligible.</p> <p>If your Account is eligible for an interest free period, the main change is that you'll be able to benefit from interest free days on Retail Purchases even if you have a Balance Transfer by paying the Interest Free Days Payment by the Payment Due Date. Currently, Accounts that are eligible for interest free periods will not be eligible to get interest free days on Retail Purchases while there is a Balance Transfer amount outstanding.</p> <p>The 'Interest Free Days Payment' will be a new payment option shown on statements if you have a Balance Transfer and/or Instalment Plan and your Account is eligible for an interest free period.</p> <p>If your Account is eligible for an interest free period and you are not currently in an interest free period, there are two ways you can start a new one:</p> <ol style="list-style-type: none"> begin your Statement Period with either a zero balance or a credit balance; or pay the Closing Balance (or the Interest Free Days Payment if you have a Balance Transfer and/or Instalment Plan) shown on your statement in full by the Payment Due Date shown on your statement.
9 Fees	<p>We're updating this section to add that you can contact us in one of the ways set out at the end of the booklet if you want information on current fees and charges that apply to your Account.</p>

Section changing	What it means for you
10 Solving problems	<p>Refunds</p> <p>We're rewriting this section to explain how refunds from us or a merchant are applied to reduce your Account balance. A refund is not treated as a payment by you and you still have to pay the minimum amount shown on your statement.</p> <p>If a refund amount is less than your outstanding balance, it will be applied to the unpaid balance of the original transaction type to which it relates (for example, if it is a refund of a Retail Purchase, the refund will be applied to the unpaid Retail Purchase Balance). If there is any refund amount remaining it will be applied based on the order of dates on which the balance for a transaction type was set up, with it being applied to the earliest first. However, if you have an Instalment Plan, it will be applied to the Main Instalment Plan Balance last.</p> <p>Payment reversals</p> <p>We're adding a new paragraph about payment reversals and how they will be treated. A payment reversal may occur if you make a payment by direct debit and the payment is dishonoured. If a payment is reversed, the amount of the reversal will be treated as the same transaction types to which the payment was originally applied, except if a payment to an Instalment Plan is reversed. In this case, the amount of the reversal will be treated as a Retail Purchase.</p> <p>Error/dispute resolution</p> <p>We're amending this section to refer to our process for making complaints set out in Part C of the booklet.</p> <p>Transaction disputes and Chargebacks</p> <p>We're amending this section to provide more clarity about transaction disputes. It's important you tell us about any dispute as soon as possible as there are time limits on our ability to process a Chargeback on your behalf.</p>
11 Changes	<p>We're adding that:</p> <ul style="list-style-type: none"> • we may notify you of changes to Annual Percentage Rates or the amount of a fee or charge by a publishing a notice on or with your statement, electronically (e.g. on the BOQ website) without letting you know by SMS or email. We'll follow any regulatory rules in place when we do this; and • if we reduce your Total Cash Limit, we may notify you as soon as reasonably possible, which may be after the change is made. <p>We're also clarifying that we don't have to give you notice if the government introduces fees or charges on receipts or withdrawals. Currently, there are no government fees or charges that apply to your Account.</p>
12 Security and liability for losses for unauthorised electronic transactions	<p>We're making some changes to this section to explain:</p> <ul style="list-style-type: none"> • that there may be some circumstances where you can set your own Security Codes, including PINs, or passwords; • that you only need to destroy expired or cancelled physical Cards (not digital cards) by cutting them diagonally in half; • the examples of Security Codes that are clearly identifiable and which a Cardholder must not choose; • that if a Cardholder adds their Card to a payment device (like a mobile phone, wearable or tablet), it's important to make sure that no one else can access the payment device because they might be able to use a Card and transact on your Account; and • that you won't be liable for losses from an Unauthorised Transaction that are caused by the same transaction being incorrectly debited more than once to your Account as a result of a system error.
13 Things we aren't responsible for	<p>We're making some minor changes to this section to align with changes being made to section 7.</p>

Section changing	What it means for you
13A Mistaken Internet Payments	We're moving the definitions currently in this section to the Dictionary in section 17.
14 Conditions for specific Payment Facilities	<p>Recurring Card Instructions</p> <p>We're adding that if a Cardholder provides Recurring Card Instructions to a merchant participating in an account updater service offered by Visa, we may give the merchant the updated Card details when they change.</p> <p>Internet Banking</p> <p>We're updating this section to replace references to 'BOQ internet banking' with 'Internet Banking' and delete references to 'BOQ telephone banking'.</p>
15 BPAY	<p>We're removing reference to being able to make BPAY payments using BOQ telephone banking. From the Transition Date, you'll only be able to make BPAY payments using Internet Banking.</p> <p>We're re-ordering some of the paragraphs in this section and making some updates to clarify how the BPAY terms apply to you and Additional Cardholders. We're also changing the cut-off time for BPAY payments to be submitted on a Business Day from 4pm to 6pm (Melbourne time).</p>
16 General matters	<p>Unacceptable Account conduct</p> <p>We're adding a new 'Unacceptable Account conduct' policy into Part A making it clear that we don't tolerate financial abuse conducted through our credit cards and Internet Banking. We will investigate instances where we identify or are made aware that an Account is being used in a financially abusive manner and may reasonably exercise our rights to close, cancel or suspend use of a Card, or your Account, or your ability to see or use your Account via Internet Banking, or not agree to a Credit Limit increase if we reasonably consider it appropriate to protect a customer or another person from financial abuse.</p>
17 Dictionary	<p>We're changing some definitions:</p> <ul style="list-style-type: none"> • due to changes in terminology or to simplify and provide further explanation. See the changes to the definition of APR, Balance Transfer, Card, Card Balance, Cash Advance, Financial Table, Instalment Plan, Minimum Payment Due, Monthly Instalment, Overdue Amount, Overlimit Amount, Retail Purchase, Retail Purchase Balance, Security Code, Special Promotion and Transaction Date; and • due to system changes, such as the definition of Business Day to be a day other than a Saturday, Sunday or public holiday throughout Australia, the definition of Payment Facility to delete reference to BOQ telephone banking, the definition of Statement Period to delete that this is usually 30 days and the definition of Total Cash Limit as this amount is generally the same as your Credit Limit and will no longer be on your statement. <p>We're deleting the definitions of Citi, Privacy Act and telegraphic transfer as these terms will no longer be used.</p> <p>We're including definitions relating to Instalment Plans in section 5 as well as section 17 and moving existing definitions from section 13A to this section.</p> <p>We're adding new definitions:</p> <ul style="list-style-type: none"> • relating to Balance Transfers and Instalment Plans, being Balance Transfer Fee, Balance Transfer Term, Nominated Account, Initial Interest Charge, Instalment Fee, Main Instalment Plan Balance and Overdue Instalment Amount; • of general terms, being Communications, Legitimate Interests, Interest Free Days Payment, Internet Banking and Total Minimum Payment Due.

3. Q Rewards® Credit Cards Rewards Terms and Conditions (for Platinum Visa Credit Cards and Blue Visa Credit Cards only)

We're replacing the existing Q Rewards® Terms and Conditions for BOQ Platinum Visa and Blue Visa Credit Card Cardholders dated November 2023. A summary of key changes are below. Please read the new version of the Terms and Conditions available at boq.com.au/important-information/terms-and-conditions for all updates which will be in effect from the Transition Date.

The Earn Rate applicable to your Account will not change, and the Points awarded are calculated in reference to the whole Australian Dollar amount of each Eligible Transaction made on your Account. We are:

1. making a number of amendments for stylistic purposes or to make some definitions and clauses easier to read and understand. These include the removal of title case, some re-phrasing and some re-numbering;
2. removing references to Citi and definitions that are not used in, or relevant to, these Terms and Conditions;
3. adding the following definitions for clarity and relevancy to Q Rewards®. These are also capitalised and referred to in applicable clauses throughout:

Account	means your unsecured credit facility with us.
Additional Cardholder	means another person who you have authorised to have a Card on your Account.
Autoredemption	is the automatic redemption of Reward Points with a selected participating partner, as set out in section 10.
Bonus Points	means Points available through offers subject to additional terms and conditions.
Cardholder	means you and/or any Additional Cardholder.
Earn Rate	means the rate at which you earn Reward Points on Eligible Transactions, as set out in clause 3.1.
Giftcards	are redeemable across selected merchants and may be issued by third parties.
Internet Banking	means the online services provided by BOQ that permit Cardholders to access certain Account services via the internet, through the myBOQ app or other digital channels that we tell Cardholders can be used to access your Account.
Pay with Points	means to redeem a nominated number of Points via Internet Banking against certain transactions presented to and selected by you for a credit back to your Account. This may not be available for all transactions on your Account.
Primary Cardholder	means the person in whose name the Account is held and who is responsible for all transactions on the Account.
Reward Points or Points	are the points earned on Eligible Transactions.
Reward Points Balance	is the current balance of your Reward Points at any given time which appears in Internet Banking.

4. amending the following definitions for clarity and relevancy to Q Rewards® with the updated wording:

Airline, Hotel and/or Other Loyalty Points	means Reward Points transferred from Q Rewards® capable of redemption under an Airline, Hotel or Other Loyalty Program.
Airline, Hotel and/or Other Loyalty Program	means any participating loyalty program operated by a third party which has been nominated by us in writing.
Cashback	means the redemption of Points for a credit to your Account reducing your outstanding balance.

Eligible Transaction	<p>means any transaction excluding (but not limited to):</p> <ul style="list-style-type: none"> a) Cash Advances (which include bills paid over the counter at a bank, financial institution or post office, and the purchase of travellers cheques); b) bank fees, charges and interest (including any GST payable on any of these) applicable to your Account or use of the Card or to Q Rewards®; c) government related transactions (includes transactions with Australian and overseas government entities, semi-government entities, or related agencies – for example, but not limited to, Australia Post, council rates, motor registries, fines, and court costs). Classification as a government related transaction is based on merchant or financial institution data, so some businesses may be treated as government related even if they are not; d) transactions where a Card is used to make payments to the Australian Taxation Office (ATO); e) Balance Transfers, except where Bonus Points may be earned under a Special Promotion specifically for Balance Transfers according to additional terms and conditions; f) transactions related to Special Promotions, except where Bonus Points may be earned under a Special Promotion according to additional terms and conditions; g) where a Card is used to access linked transaction accounts; h) purchase of foreign exchange, travellers cheques or money orders; i) transactions we decide (acting reasonably) are wholly or partly for business purposes; j) any transactions where your Account is, or is reasonably believed by us to be, operated fraudulently, except where you reasonably demonstrate that your Account was not operated fraudulently; k) unauthorised purchases for which you are not liable; l) transactions where a Card is used to make purchases through BPAY; m) transactions for gambling and gaming purposes (examples include purchase of lottery tickets, purchase of gaming chips or tokens and online gambling); or n) transactions for investments, such as investments in shares. <p>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).</p>
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5. removing the definitions and references to the following Rewards and features which are no longer applicable to Q Rewards® – Rewards Certificates; Travel Voucher; Vouchers; Fast Track; and Platinum Personalised Rewards. References to Vouchers have been removed, except where they relate to Giftcards, which remain part of Q Rewards®. The added definition for Giftcards, as provided above, covers what was previously defined under Vouchers in this context;
6. removing all references to physical Rewards such as merchandise that may have otherwise had delivery timeframes associated, as physical Rewards are no longer applicable to Q Rewards®;
7. adding clause 3.2 for the maximum expected timeframe of 60 days for Reward Points to be allocated to you after an Eligible Transaction has been processed by us to set appropriate expectations. Ordinarily these will be credited within 5 business days, unless there is an unexpected error;
8. adding clause 3.3 for clarity that you may also earn Bonus Points subject to any additional terms and conditions we may provide at the time of a particular transaction or offer;
9. updating where you can refer to your Reward Points Balance which will be via Internet Banking and not on your Account statements, explained in clause 3.5;
10. adding details of Rewards options we may provide to you for redemption via Internet Banking in the sections 6, 7 and 8 for Giftcards, Cashback and Pay with Points respectively;

11. amending the maximum expected timeframe to receive Reward Points you have redeemed for Airline, Hotel or Other Loyalty Points to appear in your Airline, Hotel or Other Loyalty Program membership account in updated clause 9.4 from 28 business days to 60 days;
12. adding section 10 for Autoredeemption terms which may be available for selected participating partners and can be setup via Internet Banking; and
13. amending when and how we'll tell you about changes to the terms and conditions of our agreement without creating a new agreement in updated clause 13.3 which will be:

We may change any of the terms and conditions of our agreement without creating a new agreement. We'll tell you about these changes by communicating with you, unless in some scenarios where we may not be required to notify you. The table below outlines the different types of changes we may make and when you will be notified.

You are free to close your Account if you're not happy with any changes we make.

Type of Change	When you'll be notified
Change the way Points are earned, including a change to existing ways or the introduction of new ways according to the type of card	At any time without prior notice (but if the change is unfavourable, we will try to publish details before the change takes effect, if we are able to do so). We will make current information about the way to earn Points available in the FAQs.
Change the way Points are redeemed, including the number of Points required to redeem a Reward or changing any fees associated with a redemption	At any time and without prior notice. Current information is available via Internet Banking.
Change to allocation of Points for dollar spent	At any time by giving you at least 30 days' prior written notice.
Change the period of expiry of Points	At any time by giving you at least 30 days' prior written notice.
Changes that are non-material in nature	If we do not need to notify you, we may give you a shorter notice period than the period described in this table. This will be published on the website or otherwise notification provided at the time a Reward redemption is made.
Changes to third party Points (such as Airline, Hotel and Other Loyalty Points)	Subject to change in accordance with the terms and conditions of that program. You'll be notified directly by the third party program provider.
Introduce any fees associated with a redemption	At any time by giving you at least 30 days' prior written notice.
Introduce or change program features and specific rewards conditions	At any time by giving you at least 30 days' prior written notice.
Make changes as a result of changes made by our suppliers or partners	At any time by giving you at least 30 days' prior written notice.
Remove Rewards	At any time and without prior notice. Current information is available via Internet Banking.

4. Credit Card Digital Wallet Terms and Conditions – not applicable to BOQ Direct

- i. Apple Pay Terms and Conditions;
- ii. Google Pay Terms and Conditions; and
- iii. Samsung Pay Terms and Conditions.
- We're replacing the current Apple Pay, Google Pay and Samsung Pay terms and conditions with new versions. Please read the new **Apple Pay Terms and Conditions**, **Google Pay Terms and Conditions** and **Samsung Pay Terms and Conditions** at boq.com.au/important-information/terms-and-conditions.
- We're making changes to sections about how you use a Card through a digital wallet to clarify that the primary cardholder is responsible for transactions made using Cards that have been added to a digital wallet.
- We're removing paragraphs from sections and entire sections containing obligations that are already covered in Part A, including amending the sections about how you use a Card through a digital wallet and deleting the section on changes to participation in Apple Pay or Google Pay.
- We're simplifying the changes to the terms and conditions section. If we make any future changes to these terms and conditions, we'll notify you electronically including publishing a notice on our website, by advertisement or other appropriate method before the change takes place.
- We're simplifying the Privacy section by removing the section 'Authorisation to collect and share data' and clarifying that we exchange your personal information with Apple, Google and the relevant card scheme networks.
- We're removing sections that are not required as they are not relevant to your use of Apple Pay or Google Pay, being, 'Intellectual property', 'Disclaimers of warranty', 'Limitation of liability', 'Indemnity' and 'Representation and warranty'.

5. BOQ Credit Cards Complimentary Insurance Policy Information Booklet (for Platinum Visa Credit Cards and Blue Visa Credit Cards only)¹

- We're replacing the existing **BOQ Credit Cards Complimentary Insurance Policy Information Booklet** with a new version available from 26 November 2025 for you to read at boq.com.au/important-information/terms-and-conditions
- We're deleting all references to 'Citi' and definitions that are not used in, or relevant to, the Policy. The below updates to certain sections of the Policy have been made to provide clarity with certain covers and what is included and excluded:

Section	Summary of Changes
Important Information about the complimentary covers available	
Definitions	We're removing the definition of Citi and any references to Citi in the Policy as Citi will no longer provide any assistance in administering your Account from the transition date.
International Travel Insurance (for persons aged under 81 years)	
Part A – Eligibility for Cover Who is Eligible	The last two bullet points under 2. has been deleted as redeeming travel on Q Rewards and the Take Flight Program is no longer offered: <ul style="list-style-type: none">• obtain your return overseas travel ticket by redeeming Q Rewards® points; or• obtain your return overseas travel ticket under the Take Flight® program; and

6. Direct Debit Request (Easi-Pay) (if you repay your Account by direct debit)

- The Direct Debit Request Service Agreement will be known as the Direct Debit Autopay Request Service Agreement and is available for you to read at boq.com.au/important-information/terms-and-conditions
- The Payment Due option will be known as Total Minimum Payment Due and will draw the Total Minimum Payment Due from your nominated account on the Payment Due Date. This will include your Minimum Payment Due and any Overdue or Overlimit Amounts. If you have made any payments prior to the due date, Autopay will still debit the Total Minimum Payment Due amount. For example, if your Total Minimum Payment Due is \$100 and you pay \$50 before the due date, Autopay will withdraw \$100 on the due date. The only exception to this is if the extra payments you make cause the remaining Closing Balance owing on the due date to be less than Total Minimum Payment Due Amount. If this occurs, we'll only withdraw the remaining Closing Balance.
- The payment option '**The full amount of the Closing Balance shown on my Monthly Statement**' option will be known as '**Full Payment (Closing Balance or Interest Free Days Payment)**'. This will debit the Closing Balance or the Interest Free Days Payment if you have an Instalment Plan or Balance Transfer. The Interest Free Days Payment excludes Instalment Plan balances not yet due and Balance Transfer amounts (including any amount owing after the Balance Transfer promotional period expires). If you want to reduce Balance Transfer amounts, you'll need to make extra payments. If you don't have an Instalment Plan or Balance Transfer, Autopay will withdraw the remaining Closing Balance owing on the due date taking into account any extra payments made before the due date. For example, if your Closing Balance is \$500 and you pay \$50 before the due date, Autopay will withdraw \$450 on the due date. If you have an Instalment Plan or Balance Transfer, Autopay will withdraw the lesser of the Interest Free Days Payment amount shown on your statement or the remaining Closing Balance owing on the due date.
- A new 'Fixed Payment' option will also be available to debit a fixed amount of \$25 or more. We will debit the fixed amount that you enter or the Total Minimum Payment Due, whichever is greater. If the remaining Closing Balance on a monthly statement is less than the fixed payment amount, the remaining Closing Balance will be debited.
- Additional payments received between the statement date and the day before the Payment Due Date may not reduce the direct debit payment amount. However, we won't debit more than the Closing Balance on your statement or an amount that would bring your Account into credit.
- Other changes we're making:
 - the definition of us or we to mean National Australia Bank Limited (ABN 12 004 044 937) (User ID 658408);
 - clause 2.1 to say we will give you at least 30 days' written notice of changes, instead of at least 14 days' written notice;
 - our postal address at clauses 3.1 and 9.1.

1. AWP Australia Pty Ltd ABN 52 097 227 177 AFSL 245 631 (trading as Allianz Global Assistance) under a binder from the insurer, Allianz Australia Insurance Limited ABN 15 000 122 850 AFSL 234708 (Allianz) has issued a Complimentary insurance group policy to National Australia Bank Limited (ABN 12 004 044 937, AFSL and Australian Credit Licence 230686) ("NAB") which allows eligible NAB account holders and cardholders to claim under it as third party beneficiaries by operation of s48 of the *Insurance Contracts Act 1984* (Cth). Any advice on insurance is general advice only and not based on any consideration of your objectives, financial situation or means. The terms, conditions, exclusions, limits and applicable sub-limits of the group policy are set out in the [BOQ Credit Cards Complimentary Insurance Policy Information Booklet](#) available effective 1 July 2025 which may be amended from time to time. Neither NAB nor Citi nor any of its related corporations guarantee this insurance.



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 these products from Citigroup Pty Limited (ABN 88 004 325 080, AFSL and Australian Credit Licence 238098) ("Citi") and has appointed Citi to assist to administer the products until the Transition Date which is planned to occur on or after 24 November 2025. BOQ does not and will not guarantee or otherwise support NAB's obligations under the contracts or agreements connected with the Credit Cards. Our/us/we/The BOQ Credit Cards Team means NAB.