

# BOQ BROKER

From 31 August 2024, Bank of Queensland will pause new home loan acquisitions via the Broker channel, with applications accepted until 30 August 2024.

Existing customers will continue to receive full support, including new lending. This change aligns with our ongoing efforts to strengthen and optimise the bank in response to market conditions.

If brokers have any questions or need more information, they can contact us at [Broker@boq.com.au](mailto:Broker@boq.com.au) for support.

## Contact Details

	Phone Number	Email
<b>Main contact for Broker support &amp; enquiries</b>		<a href="mailto:Broker@boq.com.au">Broker@boq.com.au</a>
Accreditation transfers and Maintenance		broker.accreditations@boq.com.au
Broker Restructures		BOQBroker@boq.com.au
Broker Terminations		Broker.Governance@boq.com.au
Deals in Progress	1300 434 697	brokerunit@boq.com.au
Deals in Progress – Unconditional to Settlement		brokersettlements@boq.com.au
Post Settlement Queries/Release Requests	1300 434 697 option 3	brokersupport@boq.com.au
Progress Payments	1300 434 697 option 4	progresspayments@boq.com.au
BOQ Compliments, Suggestions and Complaints	1300 557 272	<a href="http://www.boq.com.au/help-and-support/Compliments-suggestions-and-complaint">www.boq.com.au/help-and-support/Compliments-suggestions-and-complaint</a>
Original Mortgage Documents to be mailed to		BOQ Broker Unit GPO Box 898 (Level 4) Brisbane QLD 4001