

# BOQ Credit Guide (NAB Credit Cards)

June 2022

Bank of Queensland Limited (**BOQ, we or us**) provides in this Credit Guide information relevant to any credit assistance it provides in connection with credit cards issued by National Australia Bank Limited ABN12 004 044 937 Australian Credit Licence No. 230686 ("NAB"). NAB has acquired the business relating to the Credit Cards from Citigroup Pty Ltd (ABN 88 004 325 080, Australian Credit Licence 238098) ("Citi") and has appointed Citi to assist to administer the Credit Cards.

## Credit cards

**(a) Card issuer**

If you apply for a credit card through BOQ, that credit card will be issued by NAB. BOQ is not the issuer of the credit card even though BOQ's name and logo may appear on the card, any related correspondence and statements, and even though information regarding the card account can be accessed through BOQ internet banking.

**(b) Inquiries, verification and assessments**

Prior to approving a credit card application (or an application for a credit card limit increase) NAB is required by law to undertake certain inquiries, take steps to verify information and make an assessment as to whether the credit card (or the limit increase) is unsuitable for you. Copies of assessments as to unsuitability made in relation to credit card applications (and applications for credit card limit increases) can be obtained from NAB.

**(c) No fees or charges for BOQ assistance with credit cards**

While NAB may charge interest, fees and other amounts in connection with credit cards it issues, BOQ does not impose any fees or charges for providing any assistance or other services in relation to credit cards, such as assisting with credit card applications or applications for credit card limit increases.

**(d) No payments to third parties**

BOQ does not pay commission to any third parties for the introduction of credit card business.

## If you have a problem, complaint or dispute

**(a) Our service commitment**

At BOQ we are committed to providing our customers with innovative banking solutions and the best customer service experience. Resolution of problems is a priority for us. If at any time our service does not meet your expectations we would like you to let us know.

**(b) How to contact us**

If you have a complaint, there are a number of ways to contact us:

- Contact your local branch manager or Business Banker;
- Call us on 1300 55 72 72, 24 hours a day, 7 days a week or +61 7 3336 2420 (from overseas);
- Complete the online complaints forms at [www.boq.com.au/feedback-and-complaints](http://www.boq.com.au/feedback-and-complaints)
- Contact our Customer Relations Unit Department via:  
Email: [customer.relations@boq.com.au](mailto:customer.relations@boq.com.au)  
Call: 1800 663 080  
Write to: Customer Relations Reply Paid 2258, Brisbane QLD 4001

**(c) How will your complaint be handled?**

We will try to resolve your complaint quickly and fairly, however some complaints do take more time than others. If we anticipate that your complaint will take longer than 21 days to resolve, we will contact you within this time to provide you with an update on our progress. If we are unable to resolve your complaint within 30 days (or within 21 days if it involves a hardship notice, default notice or request to postpone enforcement), we will:

- tell you the reasons for the delay;
- tell you the date by which you can reasonably expect to hear the outcome of our investigation; and
- give you monthly updates on the progress;
- tell you about your right to complain to the Australian Financial Complaints Authority (AFCA) if you are dissatisfied; and
- provide you with contact details for AFCA (also set out below).

For complaints involving hardship notice, default notice or request to postpone enforcement, exceptions apply to the 21 day timeframe if we do not have sufficient information to make a decision or we reach an agreement with you. If we require further information from you, then we will request it within 21 days of receiving the complaint.

We may share information about complaints with NAB or Citi to assist in the resolution of the complaint.

For further information about how we handle complaints, ask our friendly staff for a copy of our Complaint Guide or alternatively download a copy available on our website.

Please note we comply with the ePayments Code complaint investigation and resolution procedures in connection with Electronic Transactions to which the ePayments Code applies.



**(d) What to do if you feel your complaint has not been resolved**

If you remain dissatisfied with the outcome or you would like an independent review of the complaint and the result, you still have options.

**Australian Financial Complaints Authority (AFCA)**

AFCA provides fair and independent financial services complaint resolution that is free to consumers.

How to contact AFCA:

Website: [www.afca.org.au](http://www.afca.org.au)

Email: [info@afca.org.au](mailto:info@afca.org.au)

Phone: 1800 931 678\*

Mail: Australian Financial Complaints Authority

GPO Box 3 Melbourne VIC 3001

\*9am–5pm AEST weekdays. Free call within Australia

The Australian Securities and Investments Commission (ASIC) also has an information hotline you can call by dialling 1300 300 630. You can use this number to make a complaint and obtain further information about your rights.

## Credit representatives

A number of BOQ's branches are operated by franchisees appointed under agency agreements with BOQ. Those franchisees and the staff of those franchisees engaged in credit activities have been appointed as credit representatives of BOQ. As required by law, BOQ takes responsibility for all credit activities related to BOQ's business in which those credit representatives engage.

## Commissions and volume bonus arrangements

**(a) Payable by NAB to BOQ**

NAB pay us monetary incentives for approved credit cards applied for through us.

These incentives are comprised of a maximum initial commission of up to \$300 on opening of the credit card account (depending on how you opened the account) and additional ongoing commission based on the size and performance of the BOQ credit card portfolio as a whole.

There is a volume bonus arrangement in place with NAB and BOQ under which BOQ may receive additional commission from NAB depending on the total volume of business that BOQ arranges with NAB.

**(b) Payable by BOQ to staff and credit representatives**

BOQ shares a portion of the commissions received from NAB with its franchisees.

BOQ and/or NAB may offer non-monetary incentives to BOQ staff and credit representatives for achieving performance targets. These targets are aimed at attracting and retaining customers, are not linked to individual transactions or customers, and are discretionary.

Non-monetary incentives can include prizes and awards, or events in recognition of customer service, banking excellence and innovation. These incentives are based on achievement of individual Key Performance Indicators (KPIs). KPIs may include:

- Customer service orientation;
- Coaching;
- Teamwork;
- Sales ability;
- Initiative; and/or
- Compliance.

There is also a volume bonus arrangement in place with BOQ and its staff and credit representatives under which they may receive additional commission from BOQ depending on the total volume of business that they arrange.

## How can you contact us?

You can contact us by:

- Calling our Customer Contact Centre on 1300 55 72 72
- E-mailing us via the "contact us" page on our website – [www.boq.com.au/contact-us](http://www.boq.com.au/contact-us)
- Writing to us at GPO Box 898, Brisbane QLD 4001
- Visiting your local branch