

# VARIATION NOTICE

This variation notice applies to:

- Credit Card Terms and Conditions and Other Important Information
- Financial Table

These changes form part of, and must be read in conjunction with, your existing terms and conditions. You can find the current terms and conditions relating to your account at <https://www.boq.com.au/important-information/terms-and-conditions>.

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

## How to read this notice

1. Section numbers as listed in this notice relate directly to the section numbers in your terms and conditions.
2. If a section or sub-section is not specifically mentioned in this notice it remains unchanged.
3. If a section or sub-section is specifically mentioned in this notice:
  - a. a change is shown alongside the current wording as “replacement”;
  - b. a new section or sub-section is shown as “new”;
  - c. a deleted section or sub-section is shown as “deleted”.



# Changes to your Credit Card Terms and Conditions and Other Important Information effective 1 October 2021

## Changes to Part A: Terms and Conditions

### 5. Special Promotions

#### Fixed Payment Options

We have changed how a Fixed Payment Option (FPO) fee is charged when you set up a new FPO from 1 October 2021. Any FPO fee will now be charged in the first statement sent to you after your FPO is established and form part of the minimum payment due. As a result of this, it also changes how we apply payments when you have an FPO and how interest is charged on the FPO fee if you don't pay on time. Accordingly, the following amendments are made to the terms and conditions:

#### Introduction

Current	Replacement
A fee may apply for setting up the FPO (we may call this an FPO fee or other names). If this fee applies, it Drops Out of the FPO (instead it forms part of your retail purchase balance).	A fee may apply for setting up the FPO (we may call this an FPO fee or other names). If this fee applies, it does not form part of your FPO balance. Instead it will be shown on your statement for the cycle in which you set up your FPO, and the whole fee will form part of the minimum payment due on that statement.

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

<b>Current</b>	<b>Replacement</b>
<p>You request, by applying for an FPO, that payments made to your account in a cycle will be first applied to FPOs up to the amount of any initial interest charge or instalment or related interest due or overdue in that period. Any additional payments will be applied to the balance of your account in accordance with your credit card or unsecured credit terms and conditions.</p>	<p>You request, by applying for an FPO, that payments made to your account in a cycle will be first applied to FPOs up to the amount of any initial interest charge or instalment or FPO fee or related interest due or overdue in that period. Any additional payments will be applied to the balance of your account in accordance with your credit card or unsecured credit terms and conditions.</p>

## If you don't pay on time

Current	Replacement
<p>If you fail to pay the minimum payment due and any overdue amount by their payment due date, we charge interest on any unpaid instalment or initial interest charge component (and any interest calculated on them) from the day after the payment due date. It will be calculated using the daily retail rate and the daily calculation method until they are repaid in full. We may also cancel the FPO.</p>	<p>If you fail to pay the minimum payment due and any overdue amount by their payment due date, we charge interest on any unpaid instalment, FPO fee or initial interest charge component (and any interest calculated on any of them, and any interest on that interest) from the day after the payment due date. It will be calculated using the daily retail rate and the daily calculation method until they are repaid in full. We may also cancel the FPO.</p>

## 17. Dictionary

The following has been added to the Definitions section:

**card balance** means the closing balance less any fixed payment option balance, fixed payment option fee, initial interest charge and monthly instalment for that month.

# Changes to your Credit Card Terms and Conditions and Other Important Information effective 5 October 2021

## Changes to Part C: Credit Guide

### What should you do if you have a complaint?

We will continue to try and resolve your complaint quickly and fairly, and in line with the Banking Code of Practice we will no longer refer to a 3 business day resolution, which we published in a variation notice in May 2021. Our Customer Advocate remains available to impartially review customer complaints and advise our complaints teams. You can contact an alternate dispute resolution scheme if you remain unhappy with the outcome of your complaint

### 2. Contact our Customer Relations Unit

Current	Replacement
We will try to resolve your complaint quickly and fairly. We will endeavour to resolve your complaint within 3 business days, however some complaints do take more time than others.	We will try to resolve your complaint quickly and fairly, however some complaints do take more time than others.

Current	Replacement
<p>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. Should it take longer than 45 days, we will contact you in writing to provide an explanation of the reason for the delay.</p>	<p>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:</p> <ul style="list-style-type: none"> <li>a) tell you the reasons for the delay;</li> <li>b) tell you the date by which you can reasonably expect to hear the outcome of our investigation; and</li> <li>c) give you monthly updates on the progress</li> <li>d) tell you about your right to complain to the Australian Financial Complaints Authority (AFCA) if you are dissatisfied; and</li> <li>e) provide you with contact details for AFCA (also set out below).</li> </ul>

Current	Replacement
	<p>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.</p> <p>We also have a Customer Advocate whose role is to promote fair customer outcomes, advise and guide our complaints teams on how best to resolve a complaints, and recommend changes to our bank policies, procedures and processes.</p>

### 3. Alternate dispute resolution paths

Current	Replacement
<p>If despite our best efforts, you feel the dispute resolution process was not fair, or you remain unhappy with the outcome, you still have options.</p> <p><b>Customer Advocate</b></p> <p>We have appointed an impartial Customer Advocate to assist in reaching fair outcomes during the dispute process and make it easier for customers when things go wrong.</p> <p>If You are not happy with the outcome from Our Customer Relations Unit and would like an impartial review, You can refer Your complaint to the Customer Advocate:</p> <p><b>Email:</b> customeradvocate@citi.com</p> <p><b>Post:</b> Citigroup Pty Limited Att: Citi Customer Advocate GPO Box 204 Sydney NSW 2001</p>	<p>If, despite our best efforts, you feel the dispute resolution process was not fair, or you remain unhappy with the outcome, you can refer your complaint to:</p> <ul style="list-style-type: none"><li>• The Australian Financial Complaints Authority (AFCA). AFCA offers an independent alternative dispute resolution service to customers who have been through the bank's internal complaint process.</li></ul> <p><b>How to contact AFCA</b></p> <p><b>Post:</b> GPO Box 3 Melbourne VIC 3001</p> <p><b>Phone:</b> 1800 931 678 (free call)</p> <p><b>Email:</b> info@afca.org.au</p> <p><b>Website:</b> www.afca.org.au</p>



Current	Replacement
<p>The Australian Financial Complaints Authority (AFCA) offers an independent alternative dispute resolution service to customers who have been through the bank's internal complaint process.</p> <p><b>How to contact AFCA</b></p> <p><b>Post:</b> GPO Box 3 Melbourne VIC 3001</p> <p><b>Phone:</b> 1800 931 678 (free call)</p> <p><b>Email:</b> <a href="mailto:info@afca.org.au">info@afca.org.au</a></p> <p><b>Website:</b> <a href="http://www.afca.org.au">www.afca.org.au</a></p> <ul style="list-style-type: none"> <li>• The Australian Securities and Investments Commission (ASIC) also has a free information line on 1300 300 630 that can be used to get more information on Your rights, and how to make a complaint.</li> </ul>	<ul style="list-style-type: none"> <li>• The Australian Securities and Investments Commission (ASIC) also has a free information line on 1300 300 630 that can be used to get more information on Your rights, and how to make a complaint.</li> </ul>

# Changes to your Financial Table effective date 1 October 2021

## Minimum Payment Due

The FPO fee will now form part of the minimum payment due.

Current	Replacement
<p>You must pay the Minimum Payment Due by the Payment Due Date each month. The Minimum Payment Due is (rounded up to the nearest dollar):</p> <ul style="list-style-type: none"> <li>i) the Card Balance if it is less than \$30; or</li> <li>ii) the greater of:               <ul style="list-style-type: none"> <li>a) \$30; or</li> <li>b) 2.00% of Card Balance; or</li> <li>c) the sum of 1.00% of the Card Balance, Late Payment Fee (if any) and interest charged (excluding any interest included in amounts added back below as part of a Fixed Payment Option) for that month,</li> </ul> </li> </ul>	<p>You must pay the minimum payment due by the payment due date each month. The minimum payment due is (rounded up to the nearest dollar):</p> <ul style="list-style-type: none"> <li>i) the card balance if it is less than \$30; or</li> <li>ii) the greater of:               <ul style="list-style-type: none"> <li>a) \$30; or</li> <li>b) 2.00% of card balance; or</li> <li>c) the sum of: 1.00% of the card balance; late payment fee (if any); and interest charged (excluding any interest included in amounts added back below as part of a fixed payment option) for that month,</li> </ul> </li> </ul>

<b>Current</b>	<b>Replacement</b>
plus any Instalment, initial interest charge, or related interest that is part of a Fixed Payment Option for that month.	plus any 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.



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