

# Financial Services Guide

## Personal Solutions

8 September 2017

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**This Financial Services Guide (FSG) is an important document.**

- It is designed to assist you in deciding whether to use any of the services we offer.
- It contains information about how we and our staff and other representatives are paid in relation to the services we offer.
- It contains information on how complaints against the Bank are dealt with.

You should read it carefully and make sure you understand it. If there is anything in this FSG that you do not understand, please contact us.

You may also receive a Product Disclosure Statement (PDS) from us. Generally we must give you a PDS if we are offering, or recommending that you acquire, a financial product. The PDS contains information that helps you make an informed decision about that product, such as details of the features, costs, risks and benefits of the product.

### **What financial services do we provide?**

Our Australian Financial Services Licence authorises us to deal in, and provide advice (general and personal) in relation to, the following types of products:

- transaction accounts;
- savings and investment accounts;
- travellers' cheques;
- funds transfers and electronic payment products such as non-cash payment products;
- general insurance;
- consumer credit insurance;
- credit card protection insurance.

### **Who do we act for?**

We generally provide the services described in this FSG on our own behalf. However, we also provide services in relation to products issued by third parties. We may also from time to time authorise or engage a third party to provide financial services on our behalf.

When we provide such services, we act for the issuer of those products, as a distributor or agent (as applicable).

Some of the third party products we offer are issued by companies related to us. The consumer credit insurance products that we recommend to you are issued by St Andrew's Insurance (Australia) Pty Ltd and St Andrew's Life Insurance Pty Ltd, which are our non-guaranteed subsidiaries.

The table below sets out the third party products in relation to which we provide services and the issuers that we act for in providing those services.

<b>Third party product</b>	<b>Issuer of Product</b>
General insurance	AAI Limited trading as Vero Insurance
Consumer credit insurance	St Andrew's Insurance (Australia) Pty Ltd St Andrew's Life Insurance Pty Ltd
Credit card protection insurance	MetLife Insurance Limited

Travellers' cheques	American Express Travel Related Services Company Inc. for American Express travellers' cheques
Cash Passport Debit Card	Access Prepaid Australia Pty Ltd as distributor for the issuer, Heritage Building Society Limited.

If you would like to know more information about the issuer of a product and who we act for when you are offered a third party product, please refer to the Product Disclosure Statement or any other disclosure document you receive.

#### How do we get paid?

We may charge fees for the products and services that we provide to you. Details of the fees that relate to a product are set out in the PDS for that product.

We also receive commission on sales of products issued by third parties. The commission rates are set out below:

Third Party Products	Commission	How the commission is paid
General insurance products	<p>In respect of general insurance products, we will receive a commission of between 0% to 26% of the total annual premium payable excluding stamp duty, fire service levy (if applicable) and GST, for each general insurance policy issued or renewed.</p> <p>We may also receive additional payments from AAI Limited trading as Vero Insurance if the business we write on behalf of AAI Limited trading as Vero Insurance achieves a certain level of growth and/or profitability over a specified period. Our eligibility for an additional payment is calculated and if appropriate paid, on an annual basis and does not involve extra costs to you.</p> <p>We also receive an alliance fee of up to \$150,000 per annum from AAI Limited trading as Vero Insurance to cover the costs of providing and maintaining infrastructure to meet our obligations in respect of the distribution of general insurance products.</p>	Commission is paid each month on policies issued in the previous month.
Consumer credit insurance products	<p>We receive commission of 20% of your GWP*.</p> <p>For example, if you take out consumer credit insurance with a GWP of \$1,000 we will receive a commission of \$200. If you pay your premium by monthly direct debit we will receive a commission of 20% of each monthly GWP.</p>	Commission is paid each month on policies issued in the previous month.
Credit card protection insurance	<p>We receive commission of 20% of your GWP*.</p> <p>For example, if you take out Card Assure credit card protection insurance on your Bank of Queensland Credit Card and your monthly closing balance for the relevant month is \$1,500.00, the GWP for that month is \$10.35 and we will receive a commission of \$2.07 for that month.</p>	Commission is paid each month based on the closing balance for Bank of Queensland Credit Cards for the previous month.

<p>Cash Passport Debit Card</p>	<p>We receive commission as follows:</p> <ol style="list-style-type: none"> <li>1. an amount of 0.5% of the purchase amount of a cash passport debit card issued;</li> <li>2. an amount of 0.5% of the additional purchase amount (or reload);</li> <li>3. an amount of 1.00% of the additional purchase amount (or reload), where reloaded via BPay.</li> </ol> <p>The Bank is also entitled to receive a percentage of the foreign exchange revenue earned by Access Pty Ltd on the transaction where the cash passport relates to a currency other than Australian dollars.</p> <p>You may request more information about these payments but the request must be made within a reasonable time after you are given this FSG and before any services described in this FSG is provided to you.</p>	<p>Commission is paid each month based on the transactions effected in the previous month.</p>
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\*Gross Written Premium (GWP) means your initial or ongoing insurance premium less stamp duty and GST.

**How do our staff and other representatives get paid?**

We pay our staff a salary. We may also offer monetary or non-monetary incentives to our staff and other representatives for achieving performance targets. These targets relate to business initiatives aimed at attracting and retaining customers or providing banking products and services. These benefits are not linked to individual transactions or customers. The value of these incentives will not exceed \$5,000 per staff member for each business initiative. These incentives are discretionary, and are based on achievement of individual Key Performance Indicators (KPIs). KPIs may include:

- customer service orientation;
- coaching;
- teamwork;
- sales ability;
- initiative;
- compliance.

Staff and other representatives may also be eligible to:

- receive a free grant of Bank of Queensland shares under our Employee Share Plan; and
- participate in our long-term incentive program, which offers shares and options that vest in the future, provided that Bank of Queensland attains certain performance hurdles. Eligibility for participation in the long-term incentive program is entirely discretionary.

Staff and other representatives are required to recommend to our customers the most suitable Bank products and services to meet their stated needs.

We may have arrangements with other companies in the Bank of Queensland group for services to be provided in relation to the financial services to which this FSG relates. We may pay these companies contracted payments under the terms of our arrangement. These payments are not linked to individual transactions or customers.

You may request more information about these payments but the request must be made within a reasonable time after you are given this FSG and before any services described in this FSG is provided to you.

### **Do we pay for referrals?**

From time to time, we pay commissions to brokers who distribute some of our products to which this FSG relates. The commissions that we pay our brokers do not affect the cost of the banking services we provide. If you are dealing with a broker, the broker will provide you with their FSG which will detail any remuneration (including commission) or other benefits that the broker and the broker's staff will receive.

Our products and services are also distributed through a network of agents, known as Owner Managers. The benefits that we give our Owner Managers do not affect the cost of the banking services we provide. If you are dealing with an Owner Manager, you will receive a FSG that details any remuneration (including commission) or other benefits that the Owner Manager, and the Owner Manager's staff, will receive.

### **How you can provide us with instructions**

You can contact us by using the contact details set out in this document. Instructions can be provided to us in person at one of our branches. In some cases, instructions may also be provided to us by telephone or through our Internet Banking Service. However, some of our products and services have their own rules around how you are to provide us with instructions. You should refer to the Product Disclosure Statement for the relevant product for these details.

### **Do we having any relationships or associations with a financial product issuer?**

St Andrew's Insurance (Australia) Pty Ltd ("SAI") and St Andrew's Life Insurance Pty Ltd ("SALI") are our wholly owned subsidiaries. Neither we nor any of our related companies guarantee the benefits payable under the insurance products issued by SAI or SALI.

### **If you have a problem or dispute**

#### **(a) Our Service Commitment**

At Bank of Queensland we are committed to providing our customers with innovative banking solutions and the best customer service experience.

Resolution of problems is a priority to 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**

There are a number of ways to contact us:

- Contact your local branch manager. Our managers are always willing to listen to your suggestions about our products and services and they will do their best to address any concerns immediately.
- Our Customer Contact Centre can be contacted on 1300 55 72 72 from 7.00 a.m. to 7.00 p.m., Monday to Saturday.
- Contact our Customer Relations Department via:

E-mail: [customer.relations@boq.com.au](mailto:customer.relations@boq.com.au)

Telephone: 1800 663 080

Fax: (07) 3067 9315

Mail: Customer Relations  
Reply Paid 2258  
Brisbane QLD 4001

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

If we cannot solve your problem on the spot, we will let you know within 48 hours who is handling your complaint and how long it is likely to take for it to be resolved. We aim to resolve all complaints within 5 working days. If this is not possible we will keep you informed on our progress.

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

If your complaint cannot be resolved promptly, Bank of Queensland Customer Relations Department will take responsibility and work with you to resolve the matter.

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

If you remain dissatisfied with the outcome and you would like an independent review of the complaint and the result, you can refer your complaint to:

Financial Ombudsman Service Australia  
GPO Box 3  
Melbourne VIC 3001  
Telephone: 1800 367 287  
Fax: (03) 9613 6399  
Internet: [www.fos.org.au](http://www.fos.org.au)

The Australian Securities and Investments Commission (ASIC) has an information line: 1300 300 630. You can use this number to make a complaint and obtain further information about your rights.

For further information on solving problems and disputes please ask at any branch for our “We would like to know” brochure.

**(e) Professional Indemnity Insurance**

We are an authorised representative of the Bank. The Bank is regulated by the Australian Prudential Regulation Authority and is exempt from the compensation requirements in the Corporation Regulations. Notwithstanding the exemption, the Bank holds professional indemnity insurance cover. The insurance covers work done for the Bank by our representatives (including our employees) after they cease to work for us.

**How can you contact us?**

You can contact us by:

- calling our Customer Contact Centre on 1300 55 72 72;
- visiting our website at [www.boq.com.au](http://www.boq.com.au);
- e-mailing us via the ‘contact us’ page on our website;
- writing to us at GPO Box 898, Brisbane QLD 4001; or
- visiting your local branch.