

CHANGES TO OUR TERMS AND CONDITIONS

Changes to our Complaints Process

The requirements for how we handle your complaints have changed so from 5 October 2021, BOQ Group is making changes to our processes to acknowledge and resolve complaints sooner.

Impacted terms and conditions

Specific changes to your Terms and Conditions effective 5 October 2021	Relevant Terms and Conditions
Acknowledging your complaint sooner	<ul style="list-style-type: none"> • Personal Lending Supplementary Terms and Conditions • Deposit Products Terms and Conditions • Electronic Banking Terms and Conditions • Stratacash Management Accounts Terms and Conditions • Stratacash Management Accounts Electronic Banking Terms and Conditions • Financial Markets Wholesale Terms and Conditions • Treasury Deposit Facilities Terms and Conditions • Business Lending Supplementary Terms and Conditions • Business Transaction and Investment Accounts Terms and Conditions • BOQ Bonds Product Disclosure Statement Terms and Conditions
Changes to our Customer Advocate service	<ul style="list-style-type: none"> • Financial Markets Wholesale Terms and Conditions • Treasury Deposit Facilities Terms and Conditions
Complaint contact methods	<ul style="list-style-type: none"> • Personal Lending Supplementary Terms and Conditions • Deposit Products Terms and Conditions • Electronic Banking Terms and Conditions • Stratacash Management Accounts Terms and Conditions • Stratacash Management Accounts Electronic Banking Terms and Conditions • Financial Markets Wholesale Terms and Conditions • Treasury Deposit Facilities Terms and Conditions • Business Lending Supplementary Terms and Conditions • Business Transaction and Investment Accounts Terms and Conditions • BOQ Bonds Product Disclosure Statement Terms and Conditions • Consumer Lending General Conditions