

Coronavirus (COVID-19)

How we're supporting
Members during the
Coronavirus pandemic



**Queensland
Country**
Bank

May 2020

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We're here to support you

Through tough times and the good, Queensland Country Bank has always been here to support Members when they need it most. Our Members and communities are going through a tough time during the Coronavirus pandemic and we want to reassure you that we're here to help.

Depending on your situation, we understand that the support you may require from us will vary from Member to Member. If you have any questions about how we can assist you during the pandemic please contact one of our friendly team on 1800 075 078.

1. Coronavirus Emergency Relief Package

We have launched a Coronavirus (COVID-19) Emergency Relief Package designed to provide financial support to Members who have had their income reduced as a result of the current pandemic. The package includes the following initiatives:

Borrowers

Deferred repayments on loans for up to six months.

Members who have experienced a reduction in their income as a result of Coronavirus are able to defer the repayments on their loan for up to six months. The deferred repayment option is available on all home, personal and business loans and includes Members with investment loans who have been impacted by the Government moratorium on the eviction of tenants.

Interest assistance for Members deferring repayments on their loans

A one-off payment will be made to Members that have deferred repayments on their loans to cover the cost of any additional interest that may be charged to the loan while repayments are on hold. Put simply, this means borrowers won't pay additional interest on the interest they accrue to their loan while repayments are paused.

The one-off payment will be credited directly to your loan at the time your application to commence deferred repayments is processed.

Over Limit Fee refunds

From **March 2020**, the Over Limit Fee on credit cards, overdrafts and lines of credit was waived for **three months**. Fees incurred during March were refunded in April and no Over Limit Fee was charged to your account in April or May.

If you are having regular difficulties managing your credit card, overdraft or line of credit, we may be able to assist you consolidate your debts to help make your repayments more manageable. Please feel free to contact us on 1800 075 078 or by visiting your nearest branch to learn more about the options available.

Alter the terms of your existing loan to improve your cashflow

Depending on your situation, placing your loan on an interest-only basis for a period of time or restructuring your loans to reduce the scheduled repayments may assist in managing your reduced income.



Transactors, savers and investors

Monthly Account Service Fee waivers

Queensland Country Bank operates a transaction fee structure that rewards Members for having their salary paid directly into an account with us. Under this structure, the regular \$6 Monthly Account Service Fee on the All Access Account is waived for any Member who receives a salary credit of \$1,000 or more during that month.

For **three months** from **March 2020**, Members who were **previously receiving** the fee waiver on their All Access Account **continued to have the \$6 Monthly Service Fee waived**, regardless of whether the usual \$1,000 salary credit requirement was met. If you were previously exempt from this fee, but had it charged to your account in March, you received a \$6 refund to your account.

If you currently pay the \$6 Monthly Account Service Fee on your All Access Account, and have a salary credit of at least \$1,000 per month paid into an account at another bank, you may wish to consider transferring your salary credit to Queensland Country Bank so you can avoid paying this fee in the future.

The following accounts remain free from Monthly Account Service Fees:

Learner and Earners, Pension Plus, Ultimate Package, Mortgage Offset, Line of Credit, Star Saver, Student Money Saver, Future Start, Bonus Saver, Online Saver, Christmas Club, Go Saver[#]. Please refer to our Fees and Charges brochure for further information on Monthly Account Service Fees and our Personal Savings and Transaction Accounts brochure for product information.

[#] Go Saver account only available for existing account holders

Special Fixed Term Deposit interest rates

While supporting our borrowing Members during this difficult time, we are also mindful of the needs of Members who rely on interest income from their deposits. With this in mind, we are regularly reviewing our term deposit interest rates to ensure they remain competitive. Current interest rates can be viewed on our website by visiting queenslandcountry.bank/banking/savings-accounts/ftd-maturity.

Like all deposits with Queensland Country, our Special Fixed Term Deposits are covered by the Federal Government's Financial Claims Scheme (FCS). Under the FCS, deposits are protected up to a limit of \$250,000 for each account holder at each bank, building society and credit union that is incorporated in Australia and authorised by the banking regulator, the Australian Prudential Regulation Authority (APRA). More information regarding the FCS can be viewed at queenslandcountry.bank/help-info/financial-claims-scheme-provides-peace-of-mind-to-depositors.

Waiving the usual interest rate reduction for early withdrawals from term deposits

Should you need to break your term deposit to assist your financial situation during the pandemic, we will waive the early withdrawal interest rate reduction that usually applies to withdrawals prior to maturity.

Members with Health Insurance policies~

Queensland Country Health Fund has also made a number of initiatives available to assist Members with the cost of their private health insurance. These include

- One month financial assistance on health insurance products
- Delaying the premium rate increases due to take effect on 1 April 2020 until 1 October 2020
- Expanding the services available through the Healthy Living Benefit
- Expanding the ability to claim for Telehealth services

To learn more about these assistance measures, please contact the Health Fund directly on 1800 813 415 or queenslandcountry.health.

2. Access to your money

At the time of drafting this brochure, all our branches and our Contact Centre currently remain open for business. We will continue to monitor communications and directives from the Government, along with the health of our Member-facing staff and advise you of any changes to this situation as they evolve.

While we remain committed to providing the personal contact you are used to receiving through our branch network during the pandemic, we are aware that visiting branches has been more difficult for some Members. To ensure service levels are maintained, we have increased staffing in our local Contact Centre and invite Members to continue utilising this service, which is open from Monday to Friday and from 8.30am to 12.30pm on Saturdays, if you need to speak to someone about any aspect of your banking .

We continue to see less cash being used as retailers limit purchases to card-only transactions to avoid the need to touch cash. As such, having a current access card and PIN for your account is of vital importance. Please let us know if you need a new or replacement card or PIN.

While we understand many Members prefer to deal with us face-to-face in a branch, given the current situation, we have seen an increase in Members taking advantage of non-branch related access methods in the past two months. These include:

- our local Contact Centre 1800 075 078;
- the national network of ATM and point-of-sale (EFTPOS) terminals;
- internet banking;
- our mobile banking app; and
- phone banking.

You can learn more about these ways to access your money without visiting a branch at queenslandcountry.bank/help-info/accessing-your-money/.



3. Coronavirus Small and Medium Enterprise (SME) Guarantee Scheme

Queensland Country Bank has partnered with the Federal Government to offer unsecured credit facilities of up to \$250,000 to eligible small businesses that require assistance with their cashflow during the current pandemic.

To be eligible for a loan or overdraft under the Scheme, you must:

- be a small to medium business (including self-employed, sole traders and not-for-profit organisations);
- have less than \$50 million annual turnover;
- hold an ABN; and
- be borrowing for business purposes.

Features

- borrow up to \$250,000 on an unsecured basis;
- provided as a business overdraft facility (a term loan may be available if it is assessed as more suitable to your needs than an overdraft);
- no repayments for the first six months;
- terms of up to three years;
- 50% of your loan or overdraft amount will be guaranteed by the Federal Government;
- Applications must be fully approved by 30 September 2020.

Benefits

- ability to access timely cashflow relief;
- making no repayments for six months provides additional cashflow assistance;
- there is no requirement to provide property as security;
- flexibility to drawdown only the funds you need by selecting an overdraft;
- receive the same low interest rate regardless of whether you choose an overdraft or loan.

Interest Rates

An interest rate of **4.99% p.a.** will apply to both overdrafts and loans.

Fees

Establishment Fee	\$300
Loan Document Preparation Fee	\$150
General Security Agreement	\$50
Guarantee Fee	\$150 (per guarantee)
Company Search	\$17 (if applicable)



Additional information

- The Scheme is available for both existing and new Members of Queensland Country Bank;
- The purpose of the overdraft or loan must be to provide working capital for your business;
- Asset purchases, refinancing or top-ups of existing debts are not eligible for the Scheme;
- After the initial six month no-repayment period, principal and interest repayments must be commenced and the entire balance of the facility must be repaid within three years;
- Total borrowings under the Scheme are limited to \$250,000 per ABN, and you can not have borrowings under the Scheme with multiple lenders;
- Usual Queensland Country Bank lending criteria applies to all applications made under the Scheme;
- While there is no requirement to provide property as security, Queensland Country Bank may request a personal or Director's guarantee to support your application;
- Existing Queensland Country Bank business banking Members may also be eligible for other elements of our Emergency Relief Package, including deferred repayments on existing loans of up to six months, waiver of Over Limit Fees and placing existing loans on an interest-only basis for a period of time.

Terms and conditions apply and are available on request.

Please be aware that interest rates may change at any time without agreement. All interest rates quoted are per annum. Fees and charges are payable. Normal lending criteria, terms and conditions apply and are available on request. Before acquiring this product, the information above should be read in conjunction with the following documents to determine if this product is right for you: Business Banking brochure and the Fees and Charges brochure.

These products are for a maximum term of three years and are only available to approved business customers for working capital purposes only (not asset purchases or refinancing of existing debt). Applications for finance are subject to the Bank's eligibility and suitability criteria and normal credit approval processes. Rates are current as at 27 April 2020 and are subject to change.



4. Safety and security of our staff - health wise and financially

Ensuring the health and wellbeing of our staff during the pandemic is a high priority for the organisation as it helps ensure we can continue delivering the levels of service you have come to expect from us. A majority of our non-Member facing staff have been working from home to limit possible exposure to the virus. A number of these staff are now gradually returning to work in line with Government directives regarding the appropriate number of staff to have in our offices.

Branches currently remain open and we appreciate that all Members who choose to visit a branch are maintaining a safe distance from staff and other Members during their transactions. Further, we request that Members who are feeling unwell utilise the remote banking options detailed earlier rather than visiting their local branch.

We are conscious that our staff are vital to our organisation, and we are taking steps to provide them with financial security in the event they personally are impacted by the Coronavirus situation. A new Coronavirus Leave has been implemented that will safeguard the income of any staff member directly impacted by the virus. Staff have also been assured that their jobs are secure and we have no plans to stand staff down as a result of the Coronavirus outbreak.

5. Our financial strength

Queensland Country Bank is in a very strong financial position and is well equipped to meet any challenges the Coronavirus pandemic brings. Two of the crucial indicators of a bank's safety and security are the amount of accumulated capital and liquid funds we hold. In Queensland Country's case, both these measures are well above the minimum requirements of our regulator, the Australian Prudential Regulation Authority (APRA).

Holding strong levels of capital and liquidity provides Members comfort that Queensland Country Bank is a safe, secure place to invest their money.

6. Online scams

Unfortunately, online scammers have been quick to spot an opportunity to benefit from the uncertainty associated with the Coronavirus situation.

The Australian Cyber Security Centre (ACSC) issued communications in early April advising of a significant increase in Australians being targeted with Coronavirus related scams and phishing emails.

These phishing emails are often sophisticated, preying on people's desire for information and imitating trusted and well-known organisations or government agencies. Clicking on these malicious links or visiting fake websites may automatically install computer viruses or malware and ransomware onto your device, giving cyber criminals the ability to steal your financial and personal information.

These scams are likely to increase over the coming weeks and months and we strongly encourage you to remain alert. Additional tips on how to stay safe online can be viewed on our website (queenslandcountry.bank/news/2018/top-tips-for-staying-safe-online/) or from the Government's Stay Safe Online website (www.staysmartonline.gov.au/alert-service)

7. Communicating with you during the pandemic

We are conscious of the importance of keeping Members up to date with important issues as they arise and understand that timely information is invaluable during the pandemic.

The quickest way for us to communicate important updates with you is via the following electronic channels:

- Email or SMS;
- The Latest News section on the homepage of our website (queenslandcountry.bank);
- Our social media platforms (facebook.com/queenslandcountry or instagram.com/queenslandcountry)

As emails and SMS messages are the fastest way to communicate with you directly, we encourage all Members to check their current contact details are up to date when you are next speaking with us.

Alternatively, you can check the contact details we have for you through Internet Banking. Simply select the 'Settings' tab in the top righthand corner of Internet Banking, then the 'Contact Details' icon. If you or a family Member don't have access to Internet Banking, please feel welcome to call us on 1800 075 078 and one of our team can assist you in setting up the service.

If you don't already, we also encourage you to follow Queensland Country Bank via the Facebook or Instagram pages detailed above to ensure you receive timely updates regarding our services.



8. Important contact details and operating hours

Branches

All branches currently remain open for trade under their normal weekday opening hours. Saturday morning and Thursday night trade has temporarily ceased in branches that offered this service due to the pandemic. To check your local branch's operating hours, visit the "Find Us" section of our website.

Queensland Country Bank Contact Centre (1800 075 078)

Our local Contact Centre is available for all your banking enquiries and operates with the following hours:

Monday.....8:00am - 5:30pm
Tuesday.....8:00am - 5:30pm
Wednesday.....8:00am - 5:30pm
Thursday9:00am - 5:00pm
Friday.....8:00am - 5:30pm
Saturday8:30am - 12:30pm

Queensland Country Health Fund Contact Centre (1800 813 415)

Enquiries regarding your private health insurance can be made directly with Queensland Country Health Fund during the following times:

Monday.....8:00am - 5:30pm
Tuesday.....8:00am - 5:30pm
Wednesday.....9:00am - 5:00pm
Thursday8:00am - 5:30pm
Friday.....8:00am - 5:30pm

Internet Banking (ib.queenslandcountry.bank)

Internet Banking is available 24 hours a day, seven days a week.

Phone banking (1300 722 812)

Phone banking is available 24 hours a day, seven days a week.

Lost or stolen cards (1800 621 199 or +61 2 9959 7686)

Lost or stolen cards can be reported 24 hours a day, seven days a week.



How to contact us

If you have any questions or need more information, please contact us:

Branch Visit our website for a listing of all our branches

Post PO Box 679, Aitkenvale QLD 4814

Phone 1800 075 078

Website queenslandcountry.bank

Email info@queenslandcountry.bank



Queensland Country Bank