

# VISA Credit Card

CONDITIONS OF USE

Effective from 13 March 2020



Queensland  
Country  
Bank



# Contents

Important note .....	4
1. Introduction.....	4
2. Application of Codes.....	5
3. Important points to remember to safeguard your card account.....	6
4. Signing your Visa Card .....	7
5. Reporting the loss or theft of your Visa Card.....	7
6. Using your Visa Card .....	8
7. Using your Visa Card outside Australia.....	10
8. Additional cards.....	11
9. Transaction limits .....	12
10. Credit limit .....	13
11. Authorisations and processing of transactions .....	14
12. Deposits at electronic banking terminals .....	15
13. Transactions debited to your card account.....	16
14. Renewal of your Visa Credit card.....	16
15. Cancelling your card or card account .....	17
16. Default .....	19
17. Your liability if your Visa Card is lost or stolen or in case of unauthorised use .....	20
18. Visa Zero Liability .....	24
19. Resolving errors on account statements.....	25
20. Malfunction.....	28
21. Statements and receipts.....	28
22. Payments .....	29
23. Regular payment arrangements.....	31
24. Interest charges .....	32
25. Fees and charges .....	35
26. Government fees and charges .....	36
27. Changes to Conditions of Use .....	36
28. Other general conditions .....	38
29. Anti-money laundering and counter-terrorist financing .....	39
30. Privacy and information collection.....	40
31. Definitions.....	42
32. Interpretation.....	46
33. Form 5 Information Statement*.....	47
How to contact us .....	56

## Important note

This document does not contain all the terms of your Credit Contract or all of the pre-contractual information Queensland Country Bank Limited (Queensland Country) is required by law to give you before this Credit Contract is made. This pre-contractual information includes a Key Facts Sheet. Further terms and conditions are in the Credit Card Schedule that Queensland Country sent you when it approved your credit card application.

## 1. Introduction

These Conditions of Use, together with the Credit Card Schedule comprise the Credit Contract and govern the use and operation of your Visa Credit Card. It is important that you read these Conditions of Use and the Credit Card Schedule carefully and retain them for future reference.

These Conditions of Use apply to the Primary Cardholder and any Additional Cardholder(s).

Please read these Conditions of Use. They apply to:

- All transactions initiated through an Electronic Banking Terminal (which in these Conditions of Use refers to EFTPOS devices and ATMs) by the combined use of your Visa Credit Card and a Personal Identification Number (PIN);
- Your use of your Visa Credit Card to purchase goods or services where a PIN is not required; and
- All other transactions (including telephone transactions, internet transactions, manually processed transactions and Visa payWave Transactions) effected with the use of your Visa Credit Card or Visa Credit Card Number.

**Either the activation of your Card Account or the first transaction on your Card Account (whichever comes first) will be taken as your agreement to comply with the credit contract.**

You should be aware that a transaction may arise on your Visa Credit Card prior to you activating the Card Account in circumstances where a transaction is conducted manually or is below the Floor Limit where no electronic approval is required. Your Card Account will be debited with the amount of any Transaction made

in these circumstances (which will increase the balance owing to Queensland Country).

If you fail to properly safeguard your Visa Credit Card and PIN you may increase your liability for unauthorised use (refer to section 17 for a list of circumstances where you may be held liable for unauthorised use of your Visa Credit Card).

At your request, Queensland Country may attach other services to the Visa Credit Card. Any additional services that you request to be attached to your Visa Credit Card will be advised to you in writing.

If these Conditions of Use are not clear to you, contact Queensland Country **BEFORE** activating or using your Visa Credit Card or alternatively seek independent advice from your accountant or lawyer.

If you do not agree with the terms of the Credit Contract, do not:

- Activate your Visa Credit Card or use it (or allow anyone else to use or activate your Visa Credit Card);  
or
- Permit an Additional Cardholder to use their Visa Credit Card.

Instead, return all Visa Credit Cards to Queensland Country (cut in half for your protection including cutting in half the chip on your Visa Credit Card).

Information on current interest rates and Queensland Country's fees and charges is available by contacting Queensland Country.

## 2. Application of Codes

Queensland Country warrants that it will comply with the following:

- **The Customer Owned Banking Code of Practice**  
The relevant provisions of the Customer Owned Banking Code of Practice apply to all Queensland Country products and services, to the extent that they are not inconsistent with Commonwealth, State and Territory laws.
- **ePayments Code of Conduct**  
Queensland Country is a subscriber to, and complies with, the ePayments Code established by the

Australian Securities and Investments Commission (“ASIC”) which regulates electronic payments including ATM, EFTPOS and credit card transactions, online payments, internet and mobile banking, and BPAY.

### 3. Important points to remember to safeguard your card account

If you fail to properly safeguard your Visa Credit Card and PIN you may increase your liability for unauthorised use.

You agree that you will:

- Sign your Visa Credit Card immediately when you receive it;
- Memorise your PIN and never store it with or near your Visa Credit Card;
- Never write your PIN on your Visa Credit Card;
- Never lend your Visa Credit Card to anyone;
- Never tell anyone your PIN or let anyone see it, including any family member or friend;
- Don’t choose a PIN that is easily identified with you, e.g. your birth date, an alphabetical code which is a recognisable part of your name or your car registration;
- Don’t choose a PIN that is merely a group of repeated numbers;
- Try to prevent anyone else seeing you enter your PIN into an ATM or EFTPOS device;
- Never leave your Visa Credit Card unattended, e.g. in your car or at work;
- Immediately report the loss, theft or unauthorised use of your Visa Credit Card to **Visa Card 24hr Emergency Hotline** on 1800 621 199;
- Keep a record of the **Visa Card 24hr Emergency Hotline** number with your usual list of emergency telephone numbers;
- Examine your account statement as soon as you receive it to identify and report, as soon as possible, any instances of unauthorised use; and
- On the date of expiry, destroy your Visa Credit Card by cutting it diagonally in half (including cutting the chip on your Visa Credit Card in half).

Refer to section 17 below for a list of circumstances where you may be held to be liable for loss caused by unauthorised transactions. Any liability for losses resulting from unauthorised transactions will be determined in accordance with section 17 below, rather than the security measures listed above, which are guidelines only.

## 4. Signing your Visa Card

You agree to sign your Visa Credit Card as soon as you receive it and before using it, as a means of preventing unauthorised use.

## 5. Reporting the loss or theft of your Visa Card

If you believe your Visa Credit Card or PIN record has been lost, stolen or misused, or your PIN has become known to someone else, you should IMMEDIATELY cancel your card online through your internet banking or Queensland Country mobile app or report by contacting:

### **During normal business hours**

Contact centre on 1800 075 078

Queensland Country branches (refer to our website at [queenslandcountry.bank](http://queenslandcountry.bank) for a list of normal business hours and locations)

### **Outside normal business hours**

Visa Card 24hr Emergency Hotline on 1800 621 199.

If you contact the Visa Card 24hr Emergency Hotline:

- You will be given a reference number which you should retain as evidence of the date and time of your report; and
- You should advise Queensland Country, as soon as you can, that you have made a report to the Visa Card 24hr Emergency Hotline.

If for any reason any of the above methods of notification is unavailable, any losses occurring due to non-notification will be the liability of Queensland Country. To avoid further losses you are required to

continue to try to provide notification of your lost or stolen Visa Credit Card by using one of the methods referred to above. Providing you continue to try and use reasonable endeavours having regard to your own individual circumstances to notify Queensland Country or the Visa Card 24hr Emergency Hotline, Queensland Country will continue to be liable for any loss occurring as a result of further unauthorised use of your Visa Credit Card. If you do not try to notify Queensland Country using any of the agreed methods of notification as is reasonable having regard to your own individual circumstances, then you may become liable for any losses occurring on your Visa Credit Card in accordance with section 17 below.

If the loss, theft or misuse occurs **OUTSIDE AUSTRALIA** you must notify a financial institution displaying the Visa logo and you must also then confirm the loss, theft or misuse of your Visa Credit Card with Queensland Country by telephone, email [info@queenslandcountry.bank](mailto:info@queenslandcountry.bank) or priority paid mail as soon as possible.

If your Visa Credit Card is reported as lost or stolen, Queensland Country will issue to you a replacement Visa Credit Card. You must give Queensland Country a reasonable time to arrange cancellation and the issue of a replacement Visa Credit Card. Refer to the Credit Card Schedule for details of any fees that may apply.

## 6. Using your Visa Card

Your Visa Credit Card is generally accepted anywhere the Visa logo is displayed in Australia or overseas. Queensland Country will advise you:

- What transactions your Visa Credit Card will enable you to perform at an Electronic Banking Terminal;
- Which Electronic Banking Terminal networks you may use; and
- What mail, internet or telephone transactions you may carry out with your Visa Credit Card by quoting your Visa Credit Card Number.

Some merchants may choose not to accept Visa Credit Cards. You should always check with the merchant that it will accept your Visa Credit Card before you attempt to purchase any goods or services. Queensland Country does not accept any responsibility if a merchant's Electronic Banking Terminal does not accept your Visa



Credit Card. If your Visa Credit Card is payWave enabled, it may be possible for your Visa Credit Card to be used to pay for transactions that are under \$100.00 by using Visa payWave at Visa payWave participating merchants. Before authorising a Visa payWave transaction by waving your Visa Credit Card over the merchant's enabled Visa payWave terminal, you must check that the correct amount is displayed on the Visa payWave terminal. If your transaction exceeds \$100.00, you will be required to either sign or enter your PIN.

Queensland Country does not warrant that ATMs will always have money available or that all financial institutions will provide ATM services to you. You may be able to obtain cash by presenting your Visa Credit Card to a merchant or branch counter at a financial institution. In these circumstances, you may be required to provide suitable identification which identifies you as the holder of the Visa Credit Card.

You must not use your Visa Credit Card for any unlawful purpose, including the purchase of goods or services prohibited by the laws of Australia and/or the laws of the location where the Visa Credit Card is used or where the goods or services are provided. Should your Visa Credit Card be used for unlawful purposes, Queensland Country may restrict you from accessing any available funds from your Card Account.

It is an offence under Australian law to conduct transactions on an account which may lead to an actual or attempted evasion of a taxation law, or an offence under any other Commonwealth or Territory law. Where Queensland Country has reasonable grounds to suspect that such Transaction(s) have occurred on the Card Account, Queensland Country is obliged to report such suspicion to the Australian Transaction Reports and Analysis Centre (AUSTRAC). Should your Visa Credit Card be used for unlawful purposes, Queensland Country may restrict you from accessing any available funds from your Card Account.

To facilitate the processing of transaction information, your Visa Credit Card details and transaction details may be processed by Visa in countries other than Australia. By using your Visa Credit Card, you agree that information regarding any transactions may be processed outside of Australia.

You should never sign a blank credit card transaction voucher. Doing this is like giving a merchant a signed blank cheque. Providing authorisation for an unspecified amount can leave you vulnerable to being charged non-standard and large amounts, without prior notification from the relevant merchant.

All Visa Credit Cards that are issued pursuant to this Credit Contract remain the property of Queensland Country. You must return all Visa Credit Cards to Queensland Country if it requests you to do so.

You must not use your Visa Credit Card after the Expiry Date.

Your Visa Credit Card will be registered with Verified by Visa. Verified by Visa is a program designed to authenticate online transactions. This means that when you use your Visa Credit Card online to make a purchase at a Verified by Visa Participating Merchant, your identity may need to be validated if the relevant transaction is deemed to be high risk or the relevant transaction may be declined if it is deemed to be very high risk. If you are unable to validate your identity, your Visa Credit Card may be suspended. For assistance in these circumstances or to learn how your Visa Credit Card may be unsuspending, please contact Queensland Country during its normal business hours (refer to [queenslandcountry.bank](http://queenslandcountry.bank) for details of Queensland Country's normal business hours).

## 7. Using your Visa Card outside Australia

All transactions conducted overseas will be converted into Australian dollars. Transactions will either be converted directly into Australian dollars or will be first converted from the currency in which the transaction was made into US dollars and then converted to Australian dollars by Visa. The conversion rate used is either:

- A rate selected by Visa from a range of rates available in wholesale currency markets for the applicable processing date, which may vary from the rate Visa receives; or
- The government-mandated rate in effect for the applicable processing date.

A currency conversion fee may be payable by you when you make a transaction on your Visa Credit Card in a currency other than Australian dollars (AUD), or you make a transaction on your Visa Credit Card in any currency (including AUD) that is processed by a card scheme or billed by the merchant outside of Australia. You will be advised by Queensland Country whether a currency conversion fee applies and the amount of this fee at the time you apply for your Visa Credit Card.

## 8. Additional cards

You (being the Primary Cardholder) can ask Queensland Country to give an additional Visa Credit Card and PIN to someone else you nominate to be an Additional Cardholder on your Card Account, provided that the person you nominate is 16 years of age and over. Queensland Country is not obliged to grant any additional Visa Credit Card and may impose other conditions in respect of the issuing or use of that Visa Credit Card.

When Queensland Country issues an additional Visa Credit Card at your request:

- You agree that you will provide the Additional Cardholder with a copy of these Conditions of Use and any updates Queensland Country makes to these Conditions of Use from time to time that are communicated to you;
- You will be liable (in the first instance) for all transactions carried out by use of the additional Visa Credit Card. Fraudulent or unauthorised transactions can occur on Visa Credit Cards. Where you (or your Additional Cardholder) advise Queensland Country that a transaction that has occurred on your Visa Credit Card or your Additional Cardholder's Visa Credit Card, is fraudulent, unauthorised or disputed, Queensland Country will investigate and review that transaction in accordance with section 17 below;
- You authorise Queensland Country to give to any Additional Cardholder information about your Card Account for the purposes of their use of the additional Visa Credit Card. You also authorise Queensland Country to act on the instructions of the Additional Cardholder in relation to their use of their additional Visa Credit Card, except to the extent that any such instructions relate to an increase to the credit limit on the Card Account, termination of the

Card Account or the replacement of an additional Visa Credit Card following cancellation of that Visa Credit Card by you; and

- You can cancel the additional Visa Credit Card at any time by cutting it in half diagonally (including cutting in half the chip on the Visa Credit Card) and either returning the pieces to Queensland Country and requesting the additional Visa Credit Card be cancelled or by informing Queensland Country that you have destroyed the Visa Credit Card and disposed of the pieces securely. You must then write to Queensland Country confirming cancellation of the additional Visa Credit Card. If you cannot destroy the additional Visa Credit Card you should contact Queensland Country by telephone and request that it place a “stop” on your Card Account.

If an Additional Cardholder does not comply with this Credit Contract then you (as Primary Cardholder) will be in breach of this Credit Contract (refer to section 16).

You will not be liable to Queensland Country for the value of any Transaction occurring on an additional Visa Credit Card after you have cancelled the additional Visa Credit Card, except in circumstances where the additional Visa Credit Card is used after it has been cancelled for:

- (a) Store purchases which are below the Floor Limit where no electronic approval is required; or
- (b) Transactions that are processed manually.

In these circumstances, it is not possible for Queensland Country to physically stop the transaction from occurring. If the additional Visa Credit Card is used after you have cancelled it in these circumstances then you will be liable to Queensland Country for the value of any transaction as well as any reasonable costs incurred by Queensland Country in collecting the amounts owing.

## 9. Transaction limits

Queensland Country:

- May set temporary or permanent limits on the minimum and maximum amounts that you may withdraw from your Card Account on any one day through the Electronic Banking Terminal; and
- Will advise you of any daily transaction limits that apply at the time of your application of your Visa Credit Card.

Where Queensland Country imposes a temporary minimum or maximum limit, Queensland Country will use reasonable endeavours to notify you that it has imposed a temporary transaction limit. A temporary maximum transaction limit will usually be imposed in circumstances where transactions appear to be suspicious or fraudulent.

Where Queensland Country imposes a new permanent minimum or maximum transaction limit, Queensland Country will inform you of this change in accordance with the requirements set out in section 27 of these Conditions of Use.

Please note, merchants offering EFTPOS facilities have the right to impose conditions on the use of such facilities. This can include imposing their own transaction limits or restrictions on the amount of cash or value that you may obtain using your Visa Credit Card. When you press the credit button at an EFTPOS terminal, you cannot withdraw cash.

## 10. Credit limits

Subject to any transaction limits which Queensland Country may impose in accordance with section 9, Queensland Country will make funds available to you up to the Credit Limit. The Credit Limit applies to the Card Account and there is not an additional Credit Limit for any additional Visa Credit Card that is issued.

You must not allow your Unpaid Daily Balance to exceed the Credit Limit, unless Queensland Country has consented in writing.

Transactions which are below the Floor Limit and where no electronic approval is required or transactions that are processed manually are not authorised by Queensland Country before they proceed. Accordingly, in these circumstances your Unpaid Daily Balance may exceed your Credit Limit. In circumstances where Queensland Country's authorisation is required before a transaction proceeds, Queensland Country will not authorise a transaction in circumstances where the transaction will result in your Credit Limit being exceeded.

If you conduct a transaction which results in your Unpaid Daily Balance exceeding your Credit Limit, Queensland Country is not increasing your Credit Limit. If the

Credit Limit is exceeded without Queensland Country's approval, you must immediately repay to Queensland Country any amount in excess of your Credit Limit. In these circumstances, Queensland Country will contact you to notify you that your Unpaid Daily Balance has exceeded your Credit Limit.

You may ask Queensland Country to permanently or temporarily increase your Credit Limit at any time. Queensland Country is not required to agree to any such request. If Queensland Country forms the view that your financial circumstances do not justify a permanent or temporary increase of your Credit Limit or the increase in the Credit Limit is unsuitable for you, Queensland Country will not agree to increase your Credit Limit.

However, Queensland Country may reduce your Credit Limit or stop providing further credit without your consent. In these circumstances, Queensland Country will give you written notice prior to it reducing your Credit Limit (refer to section 27) unless circumstances exist where it reasonably believes that your use of the Visa Credit Card or Card Account may cause loss to you or Queensland Country. This could include circumstances where you are in default pursuant to the terms and conditions set out in this Credit Contract or where Queensland Country suspects that your Visa Credit Card or Card Account has been compromised. You can request that Queensland Country reduce your Credit Limit at any time by contacting Queensland Country.

## 11. Authorisations and processing of transactions

Certain transactions on your Card Account may need to be authorised by Queensland Country before they can proceed. In these circumstances, prior to the transaction being completed, the relevant merchant's financial institution will obtain authorisation from Queensland Country for the transaction to be processed. Once authorisation is obtained, it will reduce the amount of available funds on your Card Account. If circumstances occur where authorisation is obtained from Queensland Country but the relevant transaction is not completed, your available funds may be reduced for a certain period of time.

Transactions will not necessarily be processed to your Card Account on the same day that you conduct the relevant transaction. The date that you conduct the Transaction is referred to as the transaction date. Some transactions will be processed after the transaction date. This is usually due to the relevant merchant's financial institution not processing the relevant transaction on the transaction date. The date that Queensland Country processes the transaction and applies the relevant transaction to your Card Account is referred to as the posting date. Regardless of the posting date, Queensland Country will calculate all interest charges from the transaction date.

Where you make multiple transactions on your Card Account on the same day, debit transactions (which are transactions which increase your Unpaid Daily Balance, such as Purchases and Cash Advances) are posted to your Card Account before credit transactions (which are transactions which reduce your Unpaid Daily Balance, such as payments).

Queensland Country has the right to refuse authorisation for you to effect any transaction if:

- Queensland Country has suspended your Card Account in accordance with these Conditions of Use (refer to section 15);
- In accordance with section 29 of these Conditions of Use, Queensland Country believes on reasonable grounds that the transaction is fraudulent or suspicious; or
- The transaction will result in your Unpaid Daily Balance exceeding your Credit Limit.

If an Additional Cardholder does not comply with these Conditions of Use then you will be in breach of these Conditions of Use.

## 12. Deposits at electronic banking terminals

If allowed by Queensland Country, any deposit you make at an Electronic Banking Terminal will not be available for you to draw against until your deposit has been verified by Queensland Country. You should note that not all Electronic Banking Terminals accept deposits.

Proceeds of cheques will not be available for you to draw against until cleared.

## 13. Transactions debited to your card account

Queensland Country will deduct from your Card Account balance (which will increase the balance owing) the value of all transactions carried out by the use of your Visa Credit Card. Queensland Country will (in the first instance) consider a transaction as having been authorised by you when:

- You conduct a transaction;
- Your Visa Credit Card or Visa Credit Card Number is used to conduct a transaction; or
- Your Visa Credit Card is presented to a merchant (or someone else on behalf of a merchant) in a way acceptable to Queensland Country.

Fraudulent transactions can occur on your Visa Credit Card. Where you advise Queensland Country that a transaction that has been debited from your Card Account balance (which will increase the balance owing) is fraudulent, unauthorised or disputed, Queensland Country will investigate and review that transaction in accordance with section 19 of these Conditions of Use.

All Purchases, Cash Advances, Balance Transfers, interest charges and fees and charges will be debited from your Card Account balance in accordance with this Credit Contract (which will increase the balance owing). All amounts deducted from your Card Account balance will form part of your Unpaid Daily Balance.

## 14. Renewal of your Visa Credit card

Queensland Country will forward to you and any Additional Cardholder a replacement Visa Credit Card before the Expiry Date of your current Visa Credit Card or additional Visa Credit Card (providing you are not otherwise in default under the Credit Contract – refer to section 16 below). In these circumstances you will not be charged any card replacement fee.



If you do not require a replacement Visa Credit Card, either for yourself or an Additional Cardholder, you must notify Queensland Country before the Expiry Date of your current Visa Credit Card or additional Visa Credit Card. You must give Queensland Country a reasonable time to arrange cancellation of the issue of a replacement Visa Credit Card.

Queensland Country may issue a new Visa Credit Card to you or any Additional Cardholder at any time. All such cards are subject to these Conditions of Use. Typically Queensland Country will do this in circumstances where it considers that the security of your Visa Credit Card or PIN may have been compromised or where Queensland Country is required to issue new cards to all its cardholders as a result of Visa scheme rule changes. In these circumstances, you will not be charged any card replacement fee.

## 15. Cancelling your card or card account

- (1) Queensland Country may close your Card Account and/or cancel your Visa Credit Cards at any time:
  - (a) For security reasons where the Visa Credit Card has been or is reasonably suspected by Queensland Country to have been compromised and such compromise has been caused directly by you, an Additional Cardholder or other third party as a result of your conduct;
  - (b) If you are in default pursuant to section 16(1) and you fail to remedy that default within 30 days after receiving notice from Queensland Country in accordance with section 16; or
  - (c) If you are in default pursuant to section 16(3). If these circumstances arise, Queensland Country will notify you that your Card Account has been closed or that your Visa Credit Card has been cancelled.
- (2) You may cancel your Card Account at any time by internet banking, giving Queensland Country notice in writing or telephoning Queensland Country. In these circumstances, you must either return all Visa Credit Cards to Queensland Country (cut in half for your protection, including cutting the chip on the Visa Credit Card in half if your Visa Credit Card has a chip) or confirm by telephone or via internet banking that

all Visa Credit Cards have been destroyed and that you have disposed of the pieces securely.

Please refer to section 8 for details on how to cancel an additional Visa Credit Card.

- (3) Queensland Country may restrict the ability for you to access any available funds on your Card Account and prevent you and your Additional Cardholders from using your Visa Credit Card in circumstances where you are in default in accordance with section 16(1) and Queensland Country has notified you of the default and advised you that it will restrict your Card Account if you do not rectify the relevant default in accordance with the timeframes set out in the notice Queensland Country provided to you. Queensland Country will provide you with at least 7 days' notice of its intention to suspend your Card Account.
- (4) Subject to the ability of Queensland Country to demand immediate repayment in accordance with sections 16(2) or 16(3), this Credit Contract remains in force when a Visa Credit Card is cancelled or the Card Account is closed in accordance with this section 16 until the Closing Balance on your Card Account has been repaid in full and any amounts subsequently debited from your Card Account balance (which will increase the balance owing) in accordance with this Credit Contract are paid.
- (5) Subject to sections 16(2) or 16(3) below, where Queensland Country has restricted your Card Account or you have cancelled yours and your Additional Cardholder's Visa Credit Cards, having the effect of removing all future access to any available funds, you must continue to pay at least the minimum amount owing as shown on your Credit Card Statement each month until the Closing Balance of the Card Account is paid in full. In these circumstances, fees, charges and interest will continue to be debited from your Card Account balance (which will increase the balance owing) in accordance with the terms and conditions set out in this Credit Contract (comprising these Conditions of Use and the Credit Card Schedule).
- (6) You must not use your Visa Credit Card after it has expired, been cancelled or restricted or your Card Account has been restricted or closed. In some circumstances your Visa Credit Card may be used for store purchases which are below the Floor Limit and where no electronic approval is required or if a transaction is processed manually. If you use your

Visa Credit Card after it has expired, been cancelled or restricted or your Card Account has been closed in these circumstances then you will be liable to Queensland Country for the value of any transaction as well as any reasonable costs incurred by Queensland Country in collecting the amounts owing which include interest calculations at the rate that applied prior to your Card Account being closed. Any such amounts are immediately due and owing upon demand by Queensland Country.

- (7) Should you elect to close your Card Account or your Card Account is closed by Queensland Country, you should contact all merchants with whom you have a regular payment arrangement with to revise your regular payment arrangement details as failure to do so may result in the merchant failing to provide you with the relevant goods and/or services (refer to section 23 for further details).

## 16. Default

- (1) You are in default under this Credit Contract if you breach the terms and conditions set out in these Conditions of Use and that breach is of a serious nature. This includes:
  - Failure by you to pay the whole of any amounts due on or before the due date;
  - Queensland country reasonably believes that you gave to Queensland Country false, misleading or deceptive information; or
  - You commit an act of bankruptcy or enter into any assignment, arrangement or composition with any creditors.
- (2) Where you are in default in accordance with section 16(1), before Queensland Country requires immediate repayment in full of all amounts owing by you to Queensland Country in accordance with this Credit Contract and prior to Queensland Country commencing any enforcement action, Queensland Country will provide you with 30 days' written notice to allow you an opportunity to remedy the default. If you do not remedy the default in accordance with the timeframes specified in the written notice Queensland Country provided you, then Queensland Country may require immediate payment of all amounts owing by you under this Credit Contract and may commence enforcement action.

- (3) Queensland Country is not required to give you notice before commencing enforcement proceedings in circumstances where:
- Queensland Country believes on reasonable grounds that you were induced by fraud on your part to enter into this Credit Contract;
  - Queensland Country has made reasonable attempts to locate you but have not been successful; or
  - The Court authorises Queensland Country to begin enforcement proceedings.
- (4) It is important that you update your contact details with Queensland Country when they change to ensure that they stay current and up to date.
- (5) You may have to pay reasonable enforcement expenses and costs under these Conditions of Use, including any amount reasonably incurred by use of Queensland Country's staff and facilities, in the event of a breach of the Credit Contract. All enforcement expenses and costs must be reasonably incurred by Queensland Country. These enforcement expenses will become payable by you after Queensland Country has given you 21 days' notice of these expenses. After 21 days after you have received notice, Queensland Country may debit your Card Account balance (which will increase the balance owing) for such amounts without being required to give further notice to you. If you consider that Queensland Country has incorrectly calculated these expenses or has incorrectly charged you for these expenses, you may dispute this by contacting Queensland Country in accordance with section 19.

## 17. Your liability if your Visa Card is lost or stolen or in case of unauthorised use

- (1) You are not liable for any loss arising from unauthorised use of your Visa Credit Card:
- (a) Where the losses are caused by the fraudulent or negligent conduct of:
- (i) Queensland Country;
  - (ii) Employees or agents of Queensland Country;
  - (iii) Companies involved in networking arrangements; or

- (iv) Merchants or agents or employees of merchants;
  - (b) Before you have actually received your Visa Credit Card and PIN and acknowledged receipt of your Visa Credit Card and PIN to Queensland Country;
  - (c) Subject to section 15(6) and 17(3), where the losses relate to any component of your Visa Credit Card or PIN being forged, faulty, expired or cancelled;
  - (d) Where the losses are caused by the same transaction being incorrectly debited more than once to your Card Account;
  - (e) After you have reported it lost or stolen;
  - (f) If you did not contribute to any unauthorised use of your Visa Credit Card; or
  - (g) If the unauthorised transaction was made using your Visa Credit Card information without use of your actual Visa Credit Card or PIN.
- (2) For the purpose of section 17(1)(b), there is a presumption that you did not receive your Visa Credit Card unless Queensland Country can prove that you received your Visa Credit Card by, for example, obtaining an acknowledgement of receipt from you or (if applicable) obtaining record of your activating your Visa Credit Card.
- (3) For the purpose of section 17(1)(f), Queensland Country will undertake an assessment to consider whether you have contributed to the loss caused by the unauthorised use of your Visa Credit Card. This assessment will include a review of whether you:
- (a) Voluntarily disclosed your PIN to anyone, including a family member or friend;
  - (b) Voluntarily allowed someone else to observe you entering your PIN into an Electronic Banking Terminal;
  - (c) Wrote or indicated your PIN on your Visa Credit Card;
  - (d) Wrote or indicated your PIN (without making any reasonable attempt to disguise the PIN) on any article carried with your Visa Credit Card or likely to be lost or stolen at the same time as your Visa Credit Card;
  - (e) Allowed anyone else to use your Visa Credit Card;
  - (f) Unreasonably delayed notification of:
  - (h) Your Visa Credit Card or PIN record being lost or stolen;

- (i) Unauthorised use of your Visa Credit Card; or
  - (ii) The fact that someone else knows your PIN; or
- (g) In relation to a transaction carried out at an ATM, whether the ATM incorporated reasonable safety standards that mitigated the risk of your Visa Credit Card being left in the ATM.
- (4) Where a transaction can be made using your Visa Credit Card but does not require your PIN, you are liable only if you unreasonably delay reporting the loss or theft of your Visa Credit Card.
- (5) If Queensland Country considers that it can prove on the balance of probability that you have contributed to the unauthorised use of your Visa Credit Card under section 17(3), your liability will be the lesser of:
  - (a) The actual loss when less than your Card Account balance (including the unused portion of your Credit Limit);
  - (b) Your Card Account balance (including the unused portion of your Credit Limit);
  - (c) In relation to Transactions carried out at Electronic Banking Terminals an amount calculated by adding the actual losses incurred for each day or for each relevant period, up to the current daily or other periodic withdrawal limit, on which unauthorised use occurred before you reported the loss, theft or unauthorised use of your Visa Credit Card or breach of PIN security, up to and including the day you make your report; or
  - (d) The amount for which you would be held liable if Visa's scheme rules or other relevant card scheme rules applied (if you wish to find out what card scheme rules apply to transactions made using your Visa Credit Card, please contact Queensland Country).
- (6) In assessing liability under section 17(5)(c):
  - (a) Where your Visa Credit Card has been lost or stolen, the number of days will be calculated by reference to the day when you should reasonably have become aware that it was lost or stolen; and
  - (b) The current daily withdrawal limit is the limit applicable at the time of the Transaction, by reference to the status and/or type of Electronic Banking Terminal at which the Transaction occurred.

- (7) Where a code (e.g. a PIN) was required to perform the unauthorised transaction and it is unclear whether or not you have contributed to any loss caused by unauthorised use of your Visa Credit Card, your liability will be the lesser of:
- (a) \$150, or a lower figure determined by Queensland Country;
  - (b) Your Card Account balance (including the unused portion of your Credit Limit);
  - (c) The actual loss at the time Queensland Country is notified of the loss or theft of your Visa Credit Card or the breach of your PIN security, excluding the portion of the losses incurred on any one day which exceeds any relevant daily transaction or other periodic transaction limit; or
  - (d) The amount for which you would be held liable if Visa's scheme rules or other relevant card scheme rules applied (if you wish to find out what card scheme rules apply to transactions made using your Visa Credit Card, please contact Queensland Country).
- (8) In assessing your liability under this section 17:
- (a) Queensland Country will consider all reasonable evidence including all reasonable explanations for an unauthorised use having occurred;
  - (b) the fact that an account is accessed with the correct PIN, while significant, is not of itself conclusive evidence that you have contributed to the loss;
  - (c) the use or security of any information required to perform a transaction that you are not required to keep secret (for example, your Visa Credit Card Number and Expiry Date) is not relevant to your liability; and
  - (d) the portion of losses incurred that you and the Financial Institution had not agreed could be accessed using the Visa Credit Card and/or PIN that was used to perform the unauthorised transaction shall be excluded from the calculation of your liability.
- (9) Your liability for losses occurring as a result of unauthorised access will be determined under the Code. You can find a copy of the Code on ASIC's website ([www.asic.gov.au](http://www.asic.gov.au)). The guidelines set out at the beginning of these Conditions of Use to safeguard your Card Account, are the minimum

security measures you should take. If you disagree with Queensland Country's resolution process, you should contact Queensland Country and request that Queensland Country review its decision in accordance with section 19.

## 18. Visa Zero Liability

- (1) In addition to the limits placed on your liability pursuant to the Code and described in section 17 above, Visa's scheme rules provide that Queensland Country shall limit your liability to nil in the following circumstances:
  - (a) The unauthorised transactions were not effected at an ATM, including Transactions effected prior to notification of:
    - (i) The unauthorised transactions; or
    - (ii) The lost or stolen Visa Credit Card, by you to Queensland Country;
  - (b) You have not contributed to any loss caused by unauthorised use of your Visa Credit Card as described in section 17(3) above; and
  - (c) You have provided all reasonably requested documentation to Queensland Country, which may include provision of a statutory declaration and police report.
- (2) Where this Visa Zero Liability section applies, Queensland Country will endeavour to refund the amount of the unauthorised transactions within five (5) business days of being notified by you of the unauthorised transaction, subject to:
  - (a) You having provided all reasonably requested information to Queensland Country;
  - (b) You are not otherwise in default or have breached these Conditions of Use;
  - (c) Your Card Account is not in arrears, other than as a result of the unauthorised transactions; or
  - (d) Queensland Country has not reasonably determined that further investigation is necessary before refunding the amount of the unauthorised transactions based on:
    - (i) The conduct of the Card Account;
    - (ii) The nature and circumstances surrounding the unauthorised transactions; and
    - (iii) Any delay in notifying Queensland Country of the unauthorised transactions.



- (3) Any refund is conditional upon the final outcome of Queensland Country's investigation of the matter and may be withdrawn by Queensland Country where it considers that this section shall not apply as a result of that investigation. In making any determination in respect of this section, Queensland Country will comply with the requirements of section 19 of these Conditions of Use.

## 19. Resolving errors on account statements

If you believe a transaction is wrong or unauthorised or your account statement contains any instances of unauthorised use or errors, you must immediately notify Queensland Country or the Visa Card 24 Hr Emergency Hotline as explained in section 5 of these Conditions of Use. As soon as possible, you must also provide Queensland Country the following:

- Your name and address, account number and Visa Credit Card Number;
- Details of the transaction or the error you consider is wrong or unauthorised;
- A copy of the Credit Card Statement in which the unauthorised transaction or error first appeared;
- The dollar amount and an explanation as to why you believe it is an unauthorised Transaction or an error;
- Details of other users authorised to operate the account;
- Details of whether your Visa Credit Card is signed and your PIN secure; and
- Any other details that Queensland Country requires.

If you have a complaint or dispute relating to your Visa Credit Card or any fees or charges that have been debited from your Card Account (which has increased the balance owing), you should immediately contact Queensland Country. If your complaint is **immediately** settled to your satisfaction or if it is settled to your satisfaction within 5 Business Days of receiving the relevant details from you, Queensland Country will advise you of the outcome of your complaint by means other than in writing. If you wish, you may request that Queensland Country provides you with a written response.

However, if Queensland Country is unable to settle your complaint within 5 Business Days, it will advise you in writing of the procedures for further investigation and resolution and may request further relevant details from you. Within 21 days of receiving relevant details from you or receiving your complaint, Queensland Country will:

- Advise you in writing of the results of its investigations; or
- Advise you in writing that it requires further time (not exceeding a further 24 days) to complete its investigation.

An investigation will continue beyond 45 days only in exceptional circumstances, for example, if there are delays caused by other financial institutions or merchants involved in resolving the complaint or in circumstances where Queensland Country investigates the relevant transaction under applicable card scheme rules (for example, Visa's scheme rules). If Queensland Country finds that an error was made, it will make the appropriate adjustments to your Card Account including interest and charges (if any) and will advise you in writing of the amount of the adjustment.

Where you are not satisfied with the outcome of your complaint or dispute, you have the right to contact Queensland Country's External Dispute Resolution Scheme. Queensland Country is a member of the following External Dispute

Resolution Scheme:

**Australian Financial Complaints Authority Limited  
(ABN 38 620 494 340) "AFCA"**

AFCA can be contacted:

Post: GPO Box 3, Melbourne VIC 3001;

Phone: 1800 931 678; or

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

When Queensland Country advises you of the outcome of its investigations, it will:

- Give you reasons in writing for its decisions by reference to these Conditions of Use and the Code;
- Advise you of any adjustments it has made to your Card Account; and
- Advise you in writing of other avenues of dispute resolution (including Consumer Affairs Agencies and Small Claims Courts), if you are not satisfied with Queensland Country's decision.

If Queensland Country decides that you are liable for all or any part of a loss arising out of unauthorised use of your Visa Credit Card, it will:

- Give you copies of any documents or other evidence it relied upon; and
- Advise you whether or not there was any system or equipment malfunction at the time of the transaction. Queensland Country cannot begin enforcement proceedings on the basis of a default arising from a disputed liability until 30 days have elapsed from the time when it gives you its written explanation or advice about the disputed liability.

You may wish to dispute a transaction in circumstances where:

- The transaction is not recognised by you;
- You did not authorise the transaction;
- You did not receive the goods or services to which the transaction relates;
- The transaction amount differs to the purchase amount;
- You did not receive the requested cash from an ATM (or you only received part of the cash requested); or
- You believe a transaction has been duplicated.

If Queensland Country fails to carry out these procedures or causes unreasonable delay, Queensland Country may be liable for part or the entire amount of the disputed transaction where its failure or delay has prejudiced the outcome of the investigation.

Queensland Country has the ability to investigate disputed transactions which occur on your Visa Credit Card. The Visa scheme has a dispute resolution process that is contained in Visa's operating rules. The process sets out specific circumstances and timeframes in which a member of the scheme (for example, Queensland Country, a bank or other financial institution) can claim a refund in connection with a disputed transaction on a cardholder's behalf. This right is referred to as a "chargeback right".

Accordingly, Queensland Country's ability to investigate a disputed transaction on your behalf is limited to the time frames imposed pursuant to the Visa scheme rules. The timeframes vary between 75 days and 120 days so it is important that you notify Queensland Country as soon as you become aware of a disputed transaction.

Irrespective of the Visa Scheme Rules, Queensland Country is also required to investigate all disputed transactions in accordance with the ePayment Code.

## 20. Malfunction

Other than to correct the error in your Card Account and the refund of any charges or fees imposed on you as a result, Queensland Country will not be liable to you for any loss caused by an Electronic Banking Terminal malfunctioning if you were aware, or should have been aware, that the terminal was unavailable for use or was malfunctioning. Where an EFTPOS device is not working, the merchant may provide alternative manual processing of the transaction. You will be required to present your Visa Credit Card and sign a voucher. The voucher authorises Queensland Country to debit your Card Account with the amount of the transaction (which will increase the balance owing to Queensland Country).

## 21. Statements and receipts

A printed transaction record slip will be available for each financial transaction carried out with your Visa Credit Card at an Electronic Banking Terminal.

You should always check the transaction amount indicated on any:

- Transaction voucher is correct before signing it; or
- Electronic Banking Terminal is correct before entering your PIN.

You should obtain, check and retain all transaction record slips (including sales and cash advance vouchers) issued to you for checking against your Credit Card Statements.

Queensland Country will send you an account statement ("Credit Card Statement") monthly (unless the Card Account has a nil balance and no transactions have occurred since the last statement cycle) or as otherwise required by any applicable legislation, Code or relevant industry code of practice. All amounts shown on the statement will be in Australian dollars.

You may request a copy of your Credit Card Statement at any time. Queensland Country will confirm the fee

which will apply in these circumstances which will be commensurate with the reasonable costs incurred by Queensland Country. The date your Credit Card Statement is issued is called the “statement date” and the period from one statement date to the next statement date is called the “statement cycle”.

There is no facility available to make repayments overseas. However, if you are overseas when a payment is due, you must still ensure that any minimum repayments are made.

You should contact Queensland Country to ascertain what facilities are available to make repayments, when you are away from your home for extended periods of time.

## 22. Payments

### 22.1. Minimum payment required

- (1) Where your Closing Balance on your Credit Card Statement shows an amount owing, you must pay the minimum amount owing by the due date as specified on the Credit Card Statement.
- (2) Your Credit Card Schedule shows you how the minimum amount is calculated.
- (3) If you do not pay the minimum amount owing as shown on your Credit Card Statement by the due date, Queensland Country may charge you a late payment fee (refer to the Credit Card Schedule for a description of the amount of this fee and when it will be debited from your Card Account balance (which will increase the balance owing)).
- (4) You may pay more than the minimum amount owing and may pay all of the Closing Balance. However, if you do this, it does not affect your obligation to pay in full the minimum amount owing that may be due in any subsequent month.

### 22.2. How and where you can make payments

- (1) You may make payments to Queensland Country by:
  - (a) Direct debit from approved accounts. Payments cannot be made from other credit card accounts or charge cards. If you wish to use this method of payment, you will be required to complete a Direct Debit Request. This form can be obtained by calling Queensland Country;

- (b) By posting a cheque, together with the applicable portion of the Credit Card Statement to Queensland Country. Please allow 10 business days for processing;
  - (c) By BPAY Payment; and
  - (d) By any other means as advised by Queensland Country from time to time.
- (2) Payments made to your Card Account may not be credited to your Card Account on the day of lodgement of the payment. The processing of payments can take a number of days. You should allow sufficient time for payment to be received and processed by Queensland Country before the due date
- (3) You must always pay Queensland Country in Australian dollars.
- (4) During an interest free period, you are not required to make any repayments in respect of that Purchase. After the interest free period expires, any outstanding balance (which may include a portion of the Purchase that has not been repaid to you) bears interest from the date your Card Account last had a debit balance (i.e. monies remain owing to Queensland Country) at the Annual Percentage Rate and is repayable in accordance with the terms of this Credit Contract.
- (5) If an interest free period applies in respect of a Purchase, the minimum amount owing set out in a Credit Card Statement is calculated by including the amount of all unpaid Purchases regardless of the interest free period.
- (6) If you make a payment by electronic funds transfer and Queensland Country identifies a discrepancy between the amount recorded by the electronic equipment as having been deposited and the amount received by Queensland Country, Queensland Country will notify you of the difference as soon as possible and advise you of the actual amount credited to your Card Account (which will reduce the balance owing).

### **22.3. How Queensland Country applies your payments**

All payments made to your Card Account will be applied to your Card Account balance (which will reduce the balance owing) of the following items in the following order:

- Firstly, any Balance Transfers; then
- Any outstanding Non-Cash Advances in the previous

month; then

- Any outstanding Cash Advances in the previous month; then
- Any Non-Cash Advances for the current month; then
- Any Cash Advances for the current month; then
- Any Transactions that have occurred after the relevant Credit Card Statement, by applying the order set out above.

#### **22.4. Refunds**

Any refund that is processed on the same date that the relevant transaction occurred will not affect the calculation of interest charges. However, if the refund is processed on a date other than the transaction date, the refund will be applied in the same order as set out in section 22.3 above. Any refund that is processed by Queensland Country will not be deemed to be a payment by you and in these circumstances you will still be required to pay the minimum amount owing by the due date as specified on the Credit Card Statement.

#### **22.5. Hardship**

If you are experiencing financial difficulties please contact Queensland Country to discuss options and solutions which may be available to you. You can ask Queensland Country to postpone your repayments or reduce the amount of your repayments by making an application. After you apply for a hardship variation, Queensland Country must respond to your request in writing within 21 days. If Queensland Country refuses your hardship application, it must give you reasons. If you think these reasons are unfair, you may contact Queensland Country's external dispute resolution provider, AFCA (see section 19 for details).

## **23. Regular payment arrangements**

You are encouraged to maintain a record of all regular payments you arrange with merchants (including the merchant's name, contact details and the amount(s) and date(s) upon which payments are to be processed). Regular payments can be either a recurring payment or an instalment payment. A regular payment arrangement represents an agreement between you and a merchant in

which you preauthorise the relevant merchant to bill your Card Account at predetermined intervals (e.g. monthly or quarterly) or at intervals as agreed by you. The amount may differ or be the same for each transaction. A template for recording your regular payment arrangements is available from the Australian Payments Clearing Association website ([www.apca.com.au](http://www.apca.com.au)).

To either change or cancel any regular payment arrangement, you should contact the relevant merchant at least 15 days prior to the next scheduled payment. Until you notify the merchant, Queensland Country is required to process transactions from the merchant. If possible, you should retain a copy of any request to change or cancel any regular payment arrangement. If the merchant does not comply with your request to cancel or change the regular payment arrangement, you may be able to dispute the charges.

Should your Visa Credit Card Number be changed (i.e. as a result of a lost or stolen card), you must request the merchant(s) to change the details to your existing regular payment arrangement(s). If you do not undertake to notify the merchant of a change in your Visa Credit Card details, your existing regular payment arrangement may either not be honoured by Queensland Country or the merchant may stop providing the goods and/or services to you.

Should you elect to close your Card Account or your Card Account is closed by Queensland Country, you should contact all merchants with whom you have a regular payment arrangement to revise your regular payment arrangement details as failure to do so may result in the merchant failing to provide you with the relevant goods and/or services.

## 24. Interest charges

### 24.1. Calculation of Interest Charges

Interest on outstanding Cash Advances and Non-Cash Advances are calculated differently.

### 24.2. Cash Advances

For Cash Advances:

- (1) Where the transaction date and the posting date fall within the same statement period, interest is



calculated on the value of the Transaction from and including the individual transaction date until paid in full; or

- (2) Where the transaction date falls in one statement period and the posting date falls within a later statement period, interest is calculated on the value of the Transaction from and including the first day of the statement period that contains the posting date until paid in full.

The Annual Percentage Rate that applies to Cash Advances is shown in the Credit Card Schedule.

### **24.3. Non-Cash Advances**

For Non-Cash Advances:

- (1) Where the transaction date and the posting date fall within the same statement period, interest is calculated on the value of the transaction if not paid in full by the due date, after allowing for any interest free days;

The Annual Percentage Rate that applies to Non-Cash Advances is shown in the Credit Card Schedule.

### **24.4. Balance Transfers**

If a Balance Transfer Offer applies, then the Annual Percentage Rate that applies for Balance Transfers (which is set out in the Credit Card Schedule), will apply to all Balance Transfers up until the expiry date that is set out in the Credit Card Schedule. After this expiry date has passed, the Unpaid Daily Balance on any Balance Transfers that remain unpaid will be subject to the Annual Percentage Rate that applies for Non-Cash Transactions.

### **24.5. Special Promotions**

If a Special Promotion applies, then the Annual Percentage Rate that applies for that Special Promotion will be set out in the Credit Card Schedule or any written promotion that Queensland Country offers. If you do not pay the amount of any Transaction that applies to the Special Promotion by the relevant expiry date of that Special Promotion, then:

- (1) Where the relevant Transaction is a Non-Cash Advance, then the relevant Transaction will be treated as a Non-Cash Advance and interest will be charged on that Transaction in accordance with section 24.3; or

- (2) Where the relevant Transaction is a Cash Advance, then the relevant Transaction will be treated as a Cash Advance and interest will be charged on that Transaction in accordance with section 24.2.

#### **24.6. Calculation of Interest Charges**

The interest charges on:

- (1) Cash Advances;
- (2) Non-Cash Advances (not receiving the benefit of any interest-free period);
- (3) Any Transactions where a Balance Transfer Offer or Special Promotion applies are calculated daily, by applying the Daily Percentage Rate separately to the Unpaid Daily Balances of Cash Advances, Non-Cash Advances and any Transactions where a Balance Transfer Offer or Special Promotion applies. The total amount of interest charges debited to the Card Account balance (which will increase the balance owing) is the sum of the interest charges on:
  - (4) Cash Advances;
  - (5) Non-Cash Advances; and
  - (6) any Transactions where a Balance Transfer Offer or Special Promotion applies, for the number of days in the statement period and may include adjustments relating to prior statement periods. All interest charges for the relevant statement period will be debited from the Card Account balance (which will increase the balance owing) on the last day of the relevant statement period.

#### **24.7. Interest-free period for Purchases**

If an interest free-period applies to a Purchase, it will consist of:

- (1) The 'initial interest free days' which start from the transaction date and end on the statement date; and
- (2) 'Further interest-free days' which start after the statement date and end on the due date or payment date (whichever comes first).

#### **24.8. When does the 'initial interest free days' condition apply?**

The 'initial interest free days' will apply to a Purchase if you pay the Closing Balance in full by the due date shown on the Credit Card Statement preceding that Purchase.

#### **24.9. When does the ‘further interest free days’ condition apply?**

A Purchase will have ‘further interest free days’, only if:

- (1) You have paid the Closing Balance in full by the due date shown on the Credit Card Statement preceding the Purchase (i.e. the ‘initial interest free days’ condition has been met); and
- (2) You pay the Closing Balance in full by the due date shown on the statement recording that Purchase.

#### **24.10. How many ‘further interest free days’ apply to the Card Account?**

Your Credit Card Schedule sets out the number of interest free days that apply to Purchases.

#### **24.11. What happens if payment is not made in full?**

If you do not pay the full amount of the Closing Balance in full by the due date shown on your Credit Card Statement, unpaid Purchases outstanding will be charged interest from the date after the due date. All new purchases will be dealt with under clause 24.3.

#### **24.12. Will an interest-free period apply to all Transactions on your Visa Credit Card?**

No. An interest-free period will not apply to Cash Advances at any time.

## **25. Fees and charges**

The fees and charges outlined in the Credit Card Schedule apply. You agree to pay to Queensland Country all fees and charges that are set out in the Credit Card Schedule. Other fees and charges may also apply - see Fees and Charges Brochure. Queensland Country will deduct these fees and charges from your Card Account by deducting the amount of the fee or charge in accordance with this section 25 and the Credit Card Schedule (which will increase the balance owing). All fees and charges that are set out in the Credit Card Schedule are inclusive of GST.

If you consider Queensland Country has incorrectly charged you a fee or charge, you may dispute this by contacting Queensland Country in accordance with section 19. Any incorrectly charged fee or charge will be

reversed by Queensland Country (including any further charges or interest accruing on the Card Account due to the incorrect fee or charge being charged).

The Annual Percentage Rate and other fees and charges applying to the Card Account are variable in accordance with section 27. The Card Account will be debited with an annual fee (where an annual fee is applicable) following the first transaction effected by you using the Visa Credit Card, unless the Card Account features a waiver of the first year's annual fee. The fee is then charged in subsequent years on or after the anniversary of the first transaction unless waived by Queensland Country.

Queensland Country reserves the right to charge a fee for any transaction at an Electronic Banking Terminal or for issuing additional or replacement cards. Queensland Country is authorised to debit your Card Account with those fees (which will increase the balance owing). You will be advised by Queensland Country, in writing, of any currently applicable fees and charges at the time you apply for your Visa Credit Card.

## 26. Government fees and charges

Queensland Country reserves the right to pass on to you any fees, charges, duties and taxes that are imposed on the use of your Visa Credit Card by any government or by any regulatory authority. Queensland Country is authorised to debit your Card Account with those fees, charges, duties and taxes (which will increase the balance owing).

## 27. Changes to Conditions of Use

### 27.1. Queensland Country may make changes

- (1) Queensland Country may change your Credit Contract at any time by providing you with notice in accordance with this section 27.
- (2) If you wish to close your Card Account as a result of any change or variation Queensland Country makes to this Credit Contract, you must contact Queensland Country to close your Card Account or

close your Card Account via Internet Banking. In these circumstances, you will not be charged any fees or charges associated with Queensland Country closing your Card Account, providing you are not in default of the Credit Card Contract and you pay all monies owing in accordance with section 16.

- (3) You can cancel or reduce (please note that minimum credit limits may apply) your Credit Card via your internet banking. The cancellation or reduction will take effect from the date the completed request is received by Queensland Country. You will receive confirmation in writing that the change has taken effect.

## **27.2. Changes to Annual Percentage Rate**

- (1) Queensland Country will notify you in writing of any increase to the Annual Percentage Rate by no later than the day on which the change takes effect. Alternatively, notice may be given by publishing the change in a newspaper circulating in your State or Territory. In this case, Queensland Country will confirm the change before or when your next Credit Card Statement is sent after the change takes effect.
- (2) Except where the change reduces your obligations under the Credit Contract, Queensland Country will notify you no later than 20 days before a change in the manner in which it calculates interest or applies interest (including a change in or abolition of any interest free period) takes effect.
- (3) Queensland Country will provide you with written notice when it sends your next Credit Card Statement in circumstances where it reduces the Annual Percentage Rate that applies to the Card Account. This notice may occur before or after the change takes effect.

## **27.3. Changes to Credit Fees and Charges**

- (1) Queensland Country may notify you of an increase in the amount of a credit fee or charge, the introduction of a new credit fee or charge or a change in the frequency or the time for payment of a credit fee or charge by giving you written notice no later than 20 days before the change takes effect. Alternatively, notice may be given by publishing a notice in a newspaper circulating in your State or Territory. In this case, Queensland Country will confirm the change before or when your next Credit Card Statement is sent after the change takes effect.

- (2) Where the change reduces or removes a credit card fee or charge or extends the time for payment of a credit card fee or charge, Queensland Country will provide you with notice when it sends your next Credit Card Statement to you. This notice may occur before or after the change takes effect.

#### **27.4. Changes to repayments**

- (1) Queensland Country will notify you of any change in the amount or frequency or time for payment or a change in the method of calculating the minimum amount owing by giving you written notice no later than 20 days before the change takes effect.
- (2) Where the change reduces the amount of repayment or extends the time for payment, Queensland Country will advise you of the change before or when your next Credit Card Statement is sent after the change takes effect.

#### **27.5. Cancellation and change to your Credit Limit**

Queensland Country may reduce your Credit Limit. Queensland Country will notify you in writing prior to Queensland Country making this change unless circumstances exist where it reasonably believes that your use of the Visa Credit Card or Card Account may cause loss to you or Queensland Country.

#### **27.6. Other changes**

Queensland Country may notify you of any other changes by giving you written notice no later than 20 days before the change takes effect. These changes may include imposing, removing or adjusting transaction limits. Where the change reduces your obligations or extends the time for payment, Queensland Country will advise you of the change before the change takes effect or when it sends your next Credit Card Statement to you, which may be after the change takes effect.

## **28. Other general conditions**

These Conditions of Use govern your Visa Credit Card's access to your Card Account. If there is any inconsistency between these Conditions of Use and the terms applicable to any of your accounts, these Conditions of Use prevail except to the extent that they are contrary to any applicable legislation, the Code or any relevant industry code of practice.

You agree that you will promptly notify Queensland Country of any change of address for the mailing of any notifications, which Queensland Country is required to send to you. You may not assign your rights under this contract to any other person. Queensland Country may assign its rights or transfer the contract to another person where such assignment is to a related party or third party where such third party has a similar or fairer dispute resolution procedure than Queensland Country. If Queensland Country assigns or transfers the rights under this Credit Contract, this Credit Contract will apply to the transferee or assignee as if it were named as Queensland Country. If Queensland Country assigns this Credit Contract, it will provide you with notice and you will be able to cancel your Visa Credit Card as a result of this assignment without being charged any fees or charges associated with Queensland Country cancelling your Card Account, provided you are not in default of this Credit Card Contract and you pay all monies owing in accordance with section 16.

A certificate signed by an authorised person of Queensland Country stating the balance of the Card Account is sufficient evidence of the amount of the Primary Cardholder's liability to Queensland Country at the date of issuing the certificate.

## 29. Anti-money laundering and counter-terrorist financing

Queensland Country is responsible for verifying the identity of our Members and monitoring transactions in line with the Anti-Money Laundering and Counter Terrorism Financing Act 2006 (Cth) (the "AML Act").

These procedures are part of the AML Act, which is designed to help prevent people from using the financial system for tax evasion, money laundering and terrorism financing. Queensland Country supports this Australia-wide effort to fight crime and will do everything it can to make these procedures as smooth as possible for Members.

You agree that:

- Where required, you will provide to Queensland Country all information reasonably requested by Queensland Country in order for Queensland Country to comply with the fraud monitoring and anti-money

laundering and counter terrorism financing obligations imposed on it pursuant to the AML Legislation or the any payment scheme (e.g. the Visa scheme) rules (where applicable);

- Queensland Country may be legally required to disclose information about you and Additional Cardholders to regulatory and/or law enforcement agencies;
- Queensland Country may block, delay, freeze or refuse any transactions where Queensland Country in its sole opinion considers reasonable grounds exist to believe that the relevant transactions are fraudulent, in breach of the AML Legislation, the Visa scheme rules or any other relevant law;
- Where transactions are blocked, delayed, frozen or refused by Queensland Country in accordance with this section 29, you agree that Queensland Country is not liable for any loss suffered by it, you, any Additional Cardholder or other third parties arising directly or indirectly as a result of Queensland Country taking this action; and
- Queensland Country will monitor all transactions that arise pursuant to your use of a CueCard, Visa Debit Card or Visa Credit Card in accordance with its obligations imposed on it in accordance with the AML Legislation and the Visa scheme rules.

## 30. Privacy and information collection

Queensland Country may collect your personal information:

- To identify you in accordance with the AML Legislation and Visa scheme rules;
- To provide information about a product or service;
- To consider your request for a product or service;
- To provide you with a product or service;
- To assist in arrangements with other organisations in relation to the promotion and provision of a product or service or suspend its operation until it is provided;
- To perform administrative and operational tasks (including systems development and testing, staff training, and market or customer satisfaction research);



- To prevent or investigate any fraud or crime (or a suspected fraud or crime); and
- As required by relevant laws and scheme rules.

If you do not provide some or all of the information requested, Queensland Country may be unable to provide you with a product or service.

Queensland Country may provide your personal information to third parties including but not limited to the following:

- Any outsourced service providers (for example, mailing houses, fraud monitoring services and data switch services);
- Transaction and investigation security firms;
- Regulatory bodies, government agencies, law enforcement bodies and courts; and
- Participants in the payment system and other financial institutions for the purpose of resolving disputes, errors or other matters arising from your use of your Visa Credit Card or Visa Credit Card Number or third parties using your Visa Credit Card or Visa Credit Card Number.

You consent to Queensland Country disclosing your personal information to any of the third parties referred to in the list above or in Queensland Country's Privacy Policy, a copy of which may be obtained from any Queensland Country branch or the website ([queenslandcountry.bank](http://queenslandcountry.bank)).

You may access any of your personal information at any time by contacting Queensland Country. Queensland Country may charge you a reasonable administration fee for access. This fee will be advised to you upfront in order for you to determine whether you wish to access your personal information. If you can show that information about you is not accurate, complete and up to date, Queensland Country will take reasonable steps to ensure it is corrected so that it is accurate, complete and up to date.

Queensland Country will not collect sensitive information about you, such as health information, without your consent. To facilitate transaction investigation and to assist with identification of suspicious or fraudulent transactions, your personal information and transaction details may be sent to countries other than Australia. By using your Visa Credit Card, you agree that your

personal information and transaction details may be sent overseas.

## 31. Definitions

In this document, unless the context requires or indicates otherwise, the following words, abbreviations and phrases have the following meanings:

- **‘We’, ‘our’, ‘us’, ‘Queensland Country’ or ‘the Bank’** refers to Queensland Country Bank Limited.
- **‘You’ or ‘Your’ or ‘Member’** means the person or persons who have an account or loan facility with the Bank and an access method to access this account (this may include payment instruments, electronic access such as internet, mobile or phone banking or the ability to access the account or facility in branch). For more than one Member, “you” means each, separately and jointly. “Your” is used in the same way.
- **Account** means a credit account.
- **Additional Cardholder** means the person(s) who from time to time is/are issued with an additional CueCard or Visa Debit card for use on the Linked Account.
- **AML Legislation** means the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (Cth) and its associated rules, regulatory guides and regulations.
- **Annual Percentage Rate** means a per annum rate of interest that applies to Transactions occurring on your Card Account, with such rates being specified in the Credit Card Schedule, which could include separate rates of interest for separate categories of Transactions (for example, Balance Transfers).
- **ATM** means an automated teller machine.
- **Balance Transfer** means an amount applied to your Card Account balance in accordance with your application to Queensland Country to transfer to your Card Account any balance (or any part of the balance) of a credit card, store card or charge card that is held with another credit provider.
- **BPAY®** means the electronic payments service provided by BPAY Pty Ltd ABN 69 079 137 518.
- **BPAY® Payment** means a payment Queensland Country is instructed by you to make on your behalf to a biller through the BPAY Scheme.

- **BPAY® Scheme** means an electronic payments scheme through which you can ask Queensland Country to make payments on your behalf to the biller. This service is only available while Queensland Country is a member of the BPAY scheme.
- **Branch** means a branch office of Queensland Country.
- **Business Day** means a day that Queensland Country is open for business, excluding Saturdays, Sundays and public holidays.
- **Card** means any card issued by the Bank that is used to access your account.
- **Card Account** means the account you have with Queensland Country to which you may obtain access by use of the Visa Credit Card or Visa Credit Card Number.
- **Cash Advance** means:
  - (a) Each amount of cash supplied by use of a Visa Credit Card or by any other operation of your Card Account (including cash drawn from use of an ATM or cash withdrawn by visiting a financial institution);
  - (b) Any transaction that you make where you use the Visa Credit Card to receive from a merchant a cash substitute (including the purchase of gambling chips or tokens, traveller's cheques or money orders or the loading of value onto a stored value card or facility (such as gift cards and prepaid products));
  - (c) Any transaction that you make where you use the Visa Credit Card to pay bills through a third party where the merchant does not accept credit card payments;
  - (d) Any transaction that you make to pay bills over the counter at a financial institution or Australia Post outlet; or
  - (e) Any transaction that you make where you use the Visa Credit Card to transfer, or arrange the transfer of funds from your Card Account to another account.

Merchants enter into an agreement with their relevant financial institution which enables the merchants to accept payment for goods or services by credit card. Queensland Country as the issuer of the Visa Credit Card is only able to determine whether to treat a transaction that you make with a relevant merchant

as either a Purchase or Cash Advance based on the information provided by the relevant merchant's financial institution. Accordingly, certain transactions that you undertake with a merchant may be treated as a Cash Advance, even if such a transaction does not fall within one of the categories specified above. This commonly occurs with newsagencies or other merchants that sell lottery tickets or gaming products. Refer to section 19 in respect of adjusting the Card Account balance for such errors.

- **Closing Balance** means the amount shown on a Credit Card Statement as the closing balance for that relevant Credit Card Statement, and is the amount that you owe to Queensland Country on the last day of the relevant statement period.
- **Code** means any industry Code of Practice that we adopt or subscribe to that applies to the use of your accounts or transactions. This includes the ePayments Code, the Customer Owned Banking Code of Practice and the General Insurance Code and may change in the future.
- **Credit Card Schedule** means the Credit Card Schedule that was originally given to you when your credit card application was approved and includes any Credit Card Schedule replacing an earlier Credit Card Schedule.
- **Credit Contract** means the agreement between you and Queensland Country for the provision of your Visa Credit Card (and any associated facilities that you receive or request from Queensland Country, such as internet and telephone banking facilities, direct entry facilities and BPAY facilities). Your Credit Contract consists of these Conditions of Use and the Credit Card Schedule.
- **Credit Limit** is the amount described as such in the Credit Card Schedule, which applies to your Card Account.
- **Credit Card Statement** means the statement of account that Queensland Country provides to you in accordance with these Conditions of Use.
- **Daily Percentage Rate** means the rate determined by dividing the relevant Annual Percentage Rate by 365.
- **EFTPOS** means an electronic funds transfer at point of sale.
- **EFTPOS Device** means a terminal which you can use to make electronic payments using a card acceptable to the merchant (for example, your Visa Card).

- **Electronic Banking** means any transactions you make using electronic equipment, including using an access method including using your card at an electronic terminal.
- **Electronic Banking Terminal** means an ATM or EFTPOS device.
- **ePayments Code** is a Code applying to electronic banking and adopted by Queensland Country.
- **Expiry Date** means the expiry date printed on the front of the Visa Credit Card.
- **Floor Limit** means an amount above which a payment using an EFTPOS Device requires approval by Queensland Country in order for the transaction to be processed. Floor Limits are set by merchants' financial institutions.
- **Non-Cash Advances** means Purchases, BPAY Payments, government fees and charges, any interest that has accrued on the Credit Card Account, Queensland Country's fees and charges and any enforcement expenses that are debited from your Credit Card Account balance (which increases the balance owing).
- **Phone Banking** refers to Queensland Country's phone banking facility.
- **PIN** means your secret personal identification number relating to your CueCard or Visa Debit card.
- **Product Disclosure Statement (PDS)** is the document made up of these Terms and Conditions of Use, the relevant product features brochure; the Fees and Charges schedule and the applicable Deposit or Loan Interest Rates Schedules.
- **Purchase** means each amount charged by the supplier for the supply of any goods or services purchased by the use of a CueCard or Visa Debit Card on your Linked Account or a Visa Credit Card on your Card Account or any other operation of your Card Account (other than a Cash Advance or Balance Transfer).
- **Primary Cardholder** means the person who opens the Linked Account or Card Account with Queensland Country and is responsible (in the first instance) for all Transactions made on the Card Account, including Transactions that are made by any Additional Cardholder.
- **Special Promotion** means a reduced rate of interest or interest-free days or other special terms that

Queensland Country may apply from time to time to certain categories of Credit card transactions. The details of any Special Promotion will be advised to you in writing.

- **Transaction** means any credit or debit instructions or advice added to your account in any way, including a fee, deposit, withdrawal, purchase, transfer, BPAY payment, cash advance, or balance transfer.
- **Unpaid Daily Balance** means, at any time, the excess of all amounts debited (which increases the balance owing) from your Card Account over all amounts credited to your Card Account (which reduces the balance owing) at that time. When this amount is to be calculated for the end of a day, it includes all debits and credits assigned to that day.
- **Verified by Visa Participating Merchant** means a merchant from whom online purchases can be made and who participates in the Verified by Visa program described in section 6.
- **Visa Credit Card** means a Visa Credit Card issued to you pursuant to the Credit Contract (and includes all Visa Credit Cards issued to any Additional Cardholder as per the Primary Cardholder's request).
- **Visa Card Number** means the unique number assigned by Queensland Country to each Visa Card and which is recorded on that Visa.
- **Visa** means Visa Worldwide PTE. Limited.
- **Visa payWave** refers to the contactless method by which a Visa Card may be used to complete a transaction by waving the Visa Card over a merchant's Visa payWave enabled point of sale terminal, without the need for a PIN or signature.

## 32. Interpretation

For the purposes of these Conditions of Use, 'day' means a 24 hour period commencing at midnight Eastern Standard Time or Eastern Daylight Savings Time, as the case may be, in Sydney. 'Business day' means any day Queensland Country is normally open for business.

A reference to:

- one gender includes the other gender; and
- the singular includes the plural and the plural includes the singular; and
- Any dollar amount is an Australian dollar amount.

## 33. Form 5 Information Statement\*

### Paragraph 16(1)(b) of the National Credit Code Regulation 70 of the Regulations

#### Things you should know about your proposed credit contract

This statement tells you about some of the rights and obligations of yourself and your credit provider. It does not state the terms and conditions of your contract.

If you have any concerns about your contract, contact the credit provider and, if you still have concerns, your credit provider's external dispute resolution scheme, or get legal advice.

#### The contract

##### 1. How can I get details of my proposed credit contract?

Your credit provider must give you a pre-contractual statement containing certain information about your contract. The pre-contractual statement, and this document, must be given to you before:

- Your contract is entered into; or
- You make an offer to enter into the contract; whichever happens first.

##### 2. How can I get a copy of the final contract?

If the contract document is to be signed by you and returned to your credit provider, you must be given a copy to keep. Also, the credit provider must give you a copy of the final contract within 14 days after it is made. This rule does not, however, apply if the credit provider has previously given you a copy of the contract document to keep.

If you want another copy of your contract, write to your credit provider and ask for one. Your credit provider may charge you a fee. Your credit provider has to give you a copy:

- Within 14 days of your written request if the original contract came into existence 1 year or less before your request; or
- Otherwise within 30 days of your written request.

### **3. Can I terminate the contract?**

Yes. You can terminate the contract by writing to the credit provider so long as –

- You have not obtained any credit under the contract; or
- A card or other means of obtaining credit given to you by your credit provider has not been used to acquire goods or services for which credit is to be provided under the contract.

However, you will still have to pay any fees or charges incurred before you terminated the contract.

### **4. Can I pay my credit contract out early?**

Yes. Pay your credit provider the amount required to pay out your credit contract on the day you wish to end your contract.

### **5. How can I find out the payout figure?**

You can write to your credit provider at any time and ask for a statement of the payout figure as at any date you specify. You can also ask for details of how the amount is made up.

Your credit provider must give you the statement within 7 days after you give your request to the credit provider. You may be charged a fee for the statement.

### **6. Will I pay less interest if I pay out my contract early?**

Yes. The interest you can be charged depends on the actual time money is owing. However, you may have to pay an early termination charge (if your contract permits your credit provider to charge one) and other fees.

### **7. Can my contract be changed by my credit provider?**

Yes, but only if your contract says so.

### **8. Will I be told in advance if my credit provider is going to make a change in the contract?**

That depends on the type of change. For example –

- You get at least same day notice for a change to an annual percentage rate. That notice may be a written notice to you or a notice published in a newspaper.
- You get 20 days advance written notice for –



- A change in the way in which interest is calculated; or
- A change in credit fees and charges; or
- Any other changes by your credit provider; except where the change reduces what you have to pay or the change happens automatically under the contract.

## **9. Is there anything I can do if I think that my contract is unjust?**

Yes. You should first talk to your credit provider.

Discuss the matter and see if you can come to some arrangement. If that is not successful, you may contact your credit provider's external dispute resolution scheme. External dispute resolution is a free service established to provide you with an independent mechanism to resolve specific complaints. Your credit provider's external dispute resolution provider is Australian Financial Complaints Authority Limited (AFCA) ABN 38 620 494 340 and can be contacted at GPO Box 3, Melbourne VIC 3001, or Phone 1800 931 678, or Website ([www.afca.org.au](http://www.afca.org.au)).

Alternatively, you can go to court. You may wish to get legal advice, for example from your community legal centre or Legal Aid. You can also contact ASIC, the regulator, for information on 1300 300 630 or through ASIC's website at [www.asic.gov.au](http://www.asic.gov.au).

## **Insurance**

### **10. Do I have to take out insurance?**

Your credit provider can insist you take out or pay the cost of types of insurance specifically allowed by law. These are compulsory third party personal injury insurance, mortgage indemnity insurance or insurance over property covered by any mortgage. Otherwise, you can decide if you want to take out insurance or not. If you take out insurance, the credit provider cannot insist that you use any particular insurance company.

### **11. Will I get details of my insurance cover?**

Yes, if you have taken out insurance over mortgaged property or consumer credit insurance and the premium is financed by your credit provider. In that case the insurer must give you a copy of the policy within 14 days after the insurer has accepted the insurance proposal.

Also, if you acquire an interest in any such insurance policy which is taken out by your credit provider then, within 14 days of that happening, your credit provider must ensure you have a written notice of the particulars of that insurance.

You can always ask the insurer for details of your insurance contract. If you ask in writing your insurer must give you a statement containing all the provisions of the contract.

**12. If the insurer does not accept my proposal, will I be told?**

Yes, if the insurance was to be financed by the credit contract. The insurer will inform you if the proposal is rejected.

**13. In that case, what happens to the premiums?**

Your credit provider must give you a refund or credit unless the insurance is to be arranged with another insurer.

**14. What happens if my credit contract ends before any insurance contract over mortgaged property?**

You can end the insurance contract and get a proportionate rebate of any premium from the insurer.

## **Mortgages**

**15. If my contract says I have to give a mortgage, what does this mean?**

A mortgage means that you give your credit provider certain rights over any property you mortgage. If you default under your contract, you can lose that property and you might still owe money to the credit provider.

**16. Should I get a copy of my mortgage?**

Yes. It can be part of your credit contract or, if it is a separate document, you will be given a copy of the mortgage within 14 days after your mortgage is entered into.

However, you need not be given a copy, if the credit provider has previously given you a copy of the mortgage document to keep.

### **17. Is there anything I am not allowed to do with the property I have mortgaged?**

The law says you cannot assign or dispose of the property unless you have your credit provider's, or the court's, permission. You must also look after the property.

Read the mortgage document as well. It will usually have other terms and conditions about what you can or cannot do with the property.

### **18. What can I do if I find that I cannot afford my repayments and there is a mortgage over property?**

See the answers to question 22 and 23. Otherwise you may:

- If the mortgaged property is goods – give the property back to your credit provider, together with a letter saying you want the credit provider to sell the property for you;
- Sell the property, but only if your credit provider gives permission first; or
- Give the property to someone who may then take over the repayments – but only if your credit provider gives permission first.

If your credit provider won't give permission contact their external dispute resolution scheme for help. If you have a guarantor, talk to the guarantor who may be able to help you. You should understand that you may owe money to your credit provider even after mortgaged property is sold.

### **19. Can my credit provider take or sell the mortgaged property?**

Yes, if you have not carried out all of your obligations under your contract.

### **20. If my credit provider writes asking me where the mortgaged goods are, do I have to say where they are?**

Yes. You have 7 days after receiving your credit provider's request to tell your credit provider. If you do not have the goods you must give your credit provider all the information you have so they can be traced.

## **21. When can my credit provider or its agent come into a residence to take possession of mortgaged goods?**

Your credit provider can only do so if it has the court's approval or the written consent of the occupier which is given after the occupier is informed in writing of the relevant section in the National Credit Code.

## **22. What do I do if I cannot make a repayment?**

Get in touch with your credit provider immediately. Discuss the matter and see if you can come to some arrangement. You can ask your credit provider to change your contract in a number of ways:

- To extend the term of your contract and reduce payments; or
- To extend the term of your contract and delay payments for a set time; or
- To delay payments for a set time.

## **23. What if my credit provider and I cannot agree on a suitable arrangement?**

If the credit provider refuses your request to change the repayments, you can ask the credit provider to review this decision if you think it is wrong.

If the credit provider still refuses your request you can complain to the external dispute resolution scheme that your credit provider belongs to. Further details about this scheme are set out below in question 25.

## **24. Can my credit provider take action against me?**

Yes, if you are in default under your contract. But the law says that you cannot be unduly harassed or threatened for repayments. If you think you are being unduly harassed or threatened, contact the credit provider's external dispute resolution scheme or ASIC, or get legal advice.

## **25. Do I have any other rights and obligations?**

Yes. The law will give you other rights and obligations. You should also READ YOUR CONTRACT carefully.

**If you have any complaints about your credit contract, or want more information, contact your credit provider. You must attempt to resolve your complaint with your credit provider before contacting your credit provider's external dispute resolution scheme. If you have a**

**complaint which remains unresolved after speaking to your credit provider you can contact your credit Provider's external dispute resolution scheme or get legal advice.**

External dispute resolution is a free service established to provide you with an independent mechanism to resolve specific complaints. Your credit provider's external dispute resolution provider is Australian Financial Complaints Authority Limited ABN 38 620 494 340 and can be contacted at GPO Box 3 Melbourne VIC 3001, by phoning 1800 931 678, or at [www.afca.org.au](http://www.afca.org.au).

Please keep this information statement. You may want some information from it at a later date.

*\* The Form 5 Information Statement is applicable to personal credit facilities only.*





# 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](http://queenslandcountry.bank)

**Email** [info@queenslandcountry.bank](mailto:info@queenslandcountry.bank)



Queensland Country Bank

## Conditions of Use

If you have any queries concerning these Terms and Conditions of Use, the PDS document or any other matter concerning our products and services, please ask any of our branch staff for the relevant brochure.

These terms and conditions form part of your contract with Queensland Country when you take out one of our products.

## Read with

This brochure should be read with the following related documents as applicable:

Account and Access Facility Conditions of Use

The product brochure for your chosen card account

Credit card schedule

Loan interest rates schedule

Financial Services Guide

Credit Guide