

Changes to our Complaints Process

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

Impacted terms and conditions

Specific changes to your Terms and Conditions effective 5 October 2021	Relevant Terms and Conditions
Removing resolution time*	<ul style="list-style-type: none"> • BOQ Banking Package Terms and Conditions • Online Banking Terms and Conditions
Complaint contact methods	<ul style="list-style-type: none"> • BOQ Specialist Transaction and Savings Account Overdraft Facility Terms and Conditions (60111) • Personal Loan Facility Agreement Terms and Conditions - Consumer (60100) • Master Asset Finance Agreement Terms and Conditions (A1) • Facility Agreement Terms and Conditions (A2) • Loan with Specific Security Agreement Terms and Conditions (A2b) • Facility Agreement - Construction Terms and Conditions (A3) • Practice Overdraft Agreement Terms and Conditions (A4) • Practice Overdraft Agreement Terms and Conditions (A4a) (Variations) • Bank Guarantee Facility General Terms and Conditions (A6b) • Facility Agreement Terms and Conditions - Consumer (B2) • Loan with Specific Security Agreement Terms and Conditions - Consumer (B2b) • Practice Overdraft Agreement General Terms and Conditions - Consumer (B3) • Home Loan Agreement Terms and Conditions B5 • Facility Agreement - Consumer Terms and Conditions B6 • Basic Home Loan Agreement Terms and Conditions B7 • Guarantee and Indemnity Terms and Conditions - Consumer (D2) • Guarantee and Indemnity Terms and Conditions BOQ Specialist Credit Card

*Resolution times are reducing, information on resolution times is being removed from terms and conditions and will be included in BOQS Complaints Guide launching 5 October