



BOQ SPECIALIST
Distinctive banking

BOQ Specialist Velocity Rewards Program

Terms and Conditions

Effective November 2023



Terms and Conditions

1. Important

- 1.1 Please read these Terms and Conditions carefully. They set out the circumstances in which your Velocity Points will accrue, be credited to your Velocity Frequent Flyer Membership Account or be cancelled.
- 1.2 The BOQ Specialist Velocity Rewards Program that is described in these Terms and Conditions applies only to cardholders that hold a BOQ Specialist Visa Signature Credit Card or a BOQ Specialist Visa Platinum Credit Card (BOQ Specialist Credit Card).
- 1.3 To earn Velocity Points in the BOQ Specialist Velocity Rewards Program, you (as the Primary Cardholder) must be a member of the Velocity Frequent Flyer Program and have supplied to BOQ Specialist your valid Velocity Frequent Flyer Membership Number. See section 5 for more information. You cannot supply a Velocity Frequent Flyer Program Membership Number of any additional Cardholder or other third party. You will only be credited with Velocity Points you have earned after you have advised us of your Velocity Frequent Flyer Membership Number which will include the Velocity Points earned prior to you advising us of your Velocity Frequent Flyer Membership Number. Velocity Points cannot be credited to your Velocity Frequent Flyer Membership Account unless you provide us with your Velocity Frequent Flyer Membership Number.

2. General

- 2.1 These Terms and Conditions govern your participation in the BOQ Specialist Velocity Program.
- 2.2 The activation of your BOQ Specialist Credit Card will be taken to signify your understanding and acceptance of these Terms and Conditions.
- 2.3 In the event of any inconsistencies between these Terms and Conditions and the remainder of the Conditions of Use document, these Terms and Conditions will apply to the extent of the inconsistency.
- 2.4 Words that are capitalised in these Terms and Conditions are defined in either section 3 of these Terms and Conditions or Part A of the Conditions of Use document.

3. Definitions

- **Base Points** means the minimum number of Velocity Points which would be earned for an eligible activity or transaction.
- **Bonus Partner** means a merchant or business with which BOQ Specialist has entered into an arrangement for the provision of certain benefits to Primary Cardholders of the BOQ Specialist Credit Card.

- **Bonus Program** means a program that BOQ Specialist offers from time to time whereby additional or bonus Velocity Points are earned, either for special goods or services or for transactions with a specific merchant.
- **Bonus Transaction** means an Eligible Transaction that falls within the Bonus Program that BOQ Specialist offers from time to time.
- **BOQ Specialist** means BOQ Specialist - a division of Bank of Queensland Limited ABN 32 009 656 740 AFSL and Australian Credit Licence No. 244616.
- **BOQ Specialist Velocity Rewards Program** means the rewards program that is administered by BOQ Specialist in partnership with Velocity and is described in these Terms and Conditions.
- **Calendar Month** means each month or part thereof where you accrue Velocity Points in accordance with these Terms and Conditions.
- **Conditions of Use** means the document entitled "Conditions of Use" which governs the use of the BOQ Specialist Credit Card, as amended from time to time.
- **Eligible Transaction** means the purchase of goods or services from merchants accepting your BOQ Specialist Credit Card (including GST payable for those goods or services by you) or a transaction deemed by BOQ Specialist to be an Eligible Transaction.
- **Eligible International Transaction** means the purchase of goods or services in a currency other than Australian dollars from merchants located outside of Australia accepting your BOQ Specialist Credit Card.
- **Eligible Spend** means an Eligible Transaction.
- **Monthly Rewards Balance** means the total number of Velocity Points that you have earned during a Calendar Month.
- **Non-Bonus Transaction** means an Eligible Transaction that does not form part of any Bonus Program that BOQ Specialist is offering from time to time.
- **Non-Eligible Transactions** means the following transactions unless BOQ Specialist at its discretion deems them to be an Eligible Transaction:
 - a. Cash Advances;
 - b. Balance Transfers;
 - c. Special Promotions;

- d. Purchase of foreign currency or traveller's cheques;
 - e. Any payments made to the Australian Tax Office;
 - f. Interest and finance charges that are payable or paid on your Card Account;
 - g. Transactions which are disputed, fraudulent or involve abuse of your Credit Card;
 - h. Payments and Purchases which are refunded or reimbursed;
 - i. Payments made by using BPAY¹;
 - j. Transactions made in operating the Card Account where it is more than \$25,000 in credit;
 - k. Gambling Transactions; and
 - l. Government Spend.
- **Terms and Conditions** means this document and includes any other version of this document that replaces an earlier version.
 - **Velocity** means Velocity Frequent Flyer Pty Ltd ACN 601 408 824 951 (or such other company that operates the Velocity Frequent Flyer Program from time to time).
 - **Velocity Frequent Flyer Membership Account** means the Velocity Frequent Flyer Membership Account of the Primary Cardholder.
 - **Velocity Frequent Flyer Membership Number** means the Velocity Frequent Flyer Program membership number assigned by Velocity to the Primary Cardholder.
 - **Velocity Frequent Flyer Program** means the loyalty frequent flyer program of that name that is operated by Velocity.
 - **Velocity Frequent Flyer Terms and Conditions** means the terms and conditions entered into between Velocity and a member that wishes to participate in the Velocity Frequent Flyer Program (as amended or substituted from time to time by Velocity). For details visit www.velocityfrequentflyer.com/content/TermsConditions/index.htm
 - **Velocity Points** means reward points in the Velocity Frequent Flyer Program.
 - **Virgin Australia Conditions of Carriage** means the terms called Virgin Australia Conditions of Carriage as amended from time to time.

¹ © Registered to BPAY PTY LTD ABN 69079137518

4. How You can earn Velocity Points

4.1 Subject to sections 5 and 6 below and these Terms and Conditions, you will:

- a. Earn Velocity Points each time you or an Additional Cardholder uses the BOQ Specialist Credit Card for Eligible Transactions or Eligible International Transactions, whether in Australia or in any other country; and
- b. Velocity Points earned will be credited to your Velocity Frequent Flyer Membership Account, which may be redeemed for rewards in the Velocity Frequent Flyer Program in accordance with the Velocity Frequent Flyer Terms and Conditions.

4.2 We allocate Points for each whole Australian dollar of the total value of the Eligible Transaction which is debited to your Account during the Statement Period as follows:

Card Type	Transactions	Eligible Transaction	Eligible International Transaction
BOQ Specialist Credit Card - Signature	Non-Bonus Transaction	1 Point per AU\$1 for first \$10 000 spent each Statement Period and 0.5 Points per AU\$1 for spend above \$10 000 (no cap) each Statement Period	1.5 Points per AU\$1 (no cap)
BOQ Specialist Credit Card - Platinum	Non-Bonus Transaction	0.5 Points per AU\$1 for first \$10 000 spent each Statement Period and 0.25 Points per AU\$1 for spend above \$10 000 (no cap) each Statement Period	1 Point per AU\$1 (no cap)
Signature and Platinum Credit Card	Bonus Transactions	As advised to you by BOQ Specialist from time to time in accordance with the Bonus Program	

4.3 From time to time, BOQ Specialist may offer a Bonus Program. Where BOQ Specialist does so, BOQ Specialist will make the Bonus Program available on such terms and conditions as BOQ Specialist reasonably determines, including the period of time the relevant Bonus Program is available.

5. Velocity Frequent Flyer Program

5.1 To be credited with Velocity Points earned through the BOQ Specialist Velocity Rewards Program, you (as the Primary Cardholder) must be a member of the Velocity Frequent Flyer Program and have supplied to BOQ Specialist your valid Velocity Frequent Flyer Membership Number. The name on your Velocity Frequent Flyer Membership Account and your BOQ

Specialist Credit Card account must be identical for us to credit Velocity Points earned to your Velocity Frequent Flyer Membership Account. The Velocity Frequent Flyer Program is available only to individuals. Membership of the Velocity Frequent Flyer Program and Velocity Points are subject to the Terms and Conditions of the Velocity Frequent Flyer Program. For your complimentary membership, please visit www.velocityfrequentflyer.com/content/ProgramBenefits/JoinNow

- 5.2 Velocity Points earned through the BOQ Specialist Velocity Rewards Program are offered in accordance with these Terms and Conditions and do not constitute your property. Velocity Points you accrue have no cash or monetary value. You cannot transfer your Velocity Points to any other person or entity.
- 5.3 Any air travel undertaken as a result of participation in the Velocity Frequent Flyer Program is subject to the Terms and Conditions of the Velocity Frequent Flyer Program and the Virgin Australia Conditions of Carriage as amended from time to time. For details visit www.virginaustralia.com/au/en/about-us/legal-policies/conditions-of-carriage/.
- 5.4 You acknowledge and authorise BOQ Specialist and Velocity to exchange your personal information (including your name, address, email address, date of birth and Velocity Frequent Flyer Program membership details) in accordance with the Velocity Privacy Policy which can be found at <http://www.velocityfrequentflyer.com/content/Privacy/index.htm>. You acknowledge that the exchange of this information is necessary and will be limited to the extent required to ensure that you can earn Velocity Points under and subject to these Terms and Conditions and the Velocity Frequent Flyer Program Terms and Conditions www.velocityfrequentflyer.com/content/TermsConditions/index.htm and that you can be provided with the benefits of the Velocity Frequent Flyer Program including information on it and available rewards.

6. How Velocity Points are transferred to Your Velocity Frequent Flyer Membership Account

- 6.1 If the Primary Cardholder supplies to BOQ Specialist their Velocity Frequent Flyer Membership Number, at the end of each statement period, BOQ Specialist will calculate your Monthly Rewards Balance. BOQ Specialist will then arrange for your Monthly Rewards Balance to be sent to Velocity and the Velocity Points earned will be credited to your Velocity Frequent Flyer Membership Account. This may take up to approximately 21 days.
- 6.2 Velocity Points that you have accrued during a Calendar Month will be automatically transferred to your Velocity Frequent Flyer Membership Account in accordance with these Terms and Conditions.

If the Primary Cardholder does not supply BOQ Specialist with their Velocity Frequent Flyer Membership Number prior to making Eligible Transactions using their BOQ Specialist Credit Card, Velocity Points

that would otherwise be earned from Eligible Transactions will accrue until such time as the Primary Cardholder supplies the Velocity Frequent Flyer Membership Number to BOQ Specialist. At that time, all accrued Velocity Points will be added to the current month's Monthly Rewards Balance and credited to your Velocity Frequent Flyer Membership Account in accordance with section 6.1.

- 6.3 Subject to section 6.1, once your Velocity Points are successfully transferred to your Velocity Frequent Flyer Membership Account, the Velocity Points are governed by the terms and conditions of the Velocity Frequent Flyer Terms and Conditions.
- 6.4 If you have a query in relation to Velocity Points (earned through BOQ Specialist Velocity Program) either not showing up on your Monthly Rewards Balance or not being credited to your Velocity Frequent Flyer Membership Account, please contact us on 1300 160 160.
- 6.5 Any questions or queries in relation to the Velocity Frequent Flyer Program generally, must be referred to Velocity.
- 6.6 When you obtain a refund or reimbursement in respect of an Eligible Transaction pursuant to which you earned Velocity Points (for example, as a result of returned goods or services or a disputed transaction), your Velocity Points in that period will be reduced accordingly. Any negative balance will be carried over to the next month.

7. When you will not earn Velocity Points

7.1 You will not earn Velocity Points:

- if your BOQ Specialist Card account is in arrears for more than 30 days;
- if you are in default under the Conditions of Use document or these Terms and Conditions and have been provided with notice by BOQ Specialist of this default;
- from the date that your BOQ Specialist Credit Card account is suspended or terminated in accordance with the Conditions of Use;
- for Eligible Transactions and Eligible International Transactions that arise after the expiry date of your BOQ Specialist Credit Card;
- if you lose your BOQ Specialist Credit Card, until such time as a new BOQ Specialist Credit Card is issued to you by BOQ Specialist;
- where you dispute an Eligible Transaction;
- for Transactions that are fraudulent; or
- for Non-Eligible Transactions.

If Velocity Points are allocated to you after any of the events set out in this section 7.1 apply, then BOQ Specialist will reduce your total Velocity Points accordingly.

8. Terminating Your Velocity points

- 8.1 BOQ Specialist may cancel your Velocity Points not yet credited to your Velocity Frequent Flyer Membership Account at any time if:
- you breach these Terms and Conditions or the Conditions of Use and you fail to remedy that default within 30 days after receiving a written notice from BOQ Specialist requesting you to remedy the default; or
 - if you close your BOQ Specialist Credit Card account.
- 8.2 BOQ Specialist may restrict the crediting of any available Velocity Points to your Velocity Frequent Flyer Membership Account in circumstances where:
- you are in default in accordance with section 8.1 above; and
 - BOQ Specialist has notified you of this default and advised you that it will restrict access to your Velocity Points if you do not rectify the relevant default in accordance with the timeframes set out in the notice BOQ Specialist provided to you.

9. Changes to these Terms and Conditions

- 9.1 BOQ Specialist reserves the right to change at any time the number of Velocity Points that you earn or the way in which you earn Velocity Points by giving you:
- at least 30 days' notice if BOQ Specialist reduces the number of Velocity Points that you will earn for each Australian dollar charged to your BOQ Specialist Credit Card account for Eligible Transactions in relation to Non-Bonus Transactions;
 - at least 30 days' notice if BOQ Specialist reduces the number of Velocity Points that you will earn for each Australian dollar charged to your BOQ Specialist Credit Card account for Eligible International Transactions in relation to Non-Bonus Transactions;
 - notice at such time as BOQ Specialist reasonably determines appropriate if it increases the number of Velocity Points that you will earn for each Australian dollar charged to your BOQ Specialist Credit Card account for Eligible Transactions in relation to Non-Bonus Transactions; and
 - notice at such time as BOQ Specialist reasonably determines appropriate if it increases the number of Velocity Points that you will earn for each Australian dollar charged to your BOQ Specialist Credit Card account for Eligible International Transactions in relation to Non-Bonus Transactions.
- 9.2 BOQ Specialist will give you at least 90 days' notice of the discontinuation of the BOQ Specialist Velocity Rewards Program.
- 9.3 BOQ Specialist may notify you of changes either through:
- an email to your email address as advised to BOQ Specialist;

- a letter to your last known address;
- notices on or sent with account statements; or
- press advertisements.

10. Tracking Your Velocity Points

You will be able to track the number of Velocity Points you earn by referring to your BOQ Specialist Credit Card statement or by logging on to www.velocityfrequentflyer.com and following the instructions for Velocity Frequent Flyer Program member log in.

11. Liability

BOQ Specialist does not warrant the performance by Velocity of the Velocity Frequent Flyer Program Terms and Conditions or the provision of any benefits which may be available under that program. All travel undertaken by you as a member of the Velocity Frequent Flyer Program will be at your own risk.

Velocity Frequent Flyer Program members are liable for any taxation implications relating to their participation in the Velocity Frequent Flyer Program. It is recommended that you consult a taxation adviser in relation to any taxation implications related to membership of the Velocity Frequent Flyer Program.

This page has been intentionally left blank

Client service centre
T 1300 160 160
boqspecialist.com.au

Adelaide
Suite 5
121–129 Hutt Street
Adelaide SA 5000
T +61 8 8203 9100
F +61 8 8227 0066

Brisbane
Level 8 Riverside
Centre 123 Eagle Street
Brisbane QLD 4000
T +61 7 3018 8100
F +61 7 3018 8108

Melbourne
Level 49
120 Collins Street
Melbourne VIC 3000
T +61 3 8660 1000
F +61 3 8660 1010

Perth
Level 3, Suite 31
22 Railway Road
Subiaco WA 6008
T +61 8 9214 4500
F +61 8 9214 4545

Sydney
Level 15
255 George Street
Sydney NSW 2000
T +61 2 9293 2000
F +61 2 9293 2166

