

Supplementary Brochure: Business Banking Product Information Brochure

This Supplementary Brochure dated 18 March 2024, is issued by Queensland Country Bank Limited ABN 77 087 651 027 AFSL 244 533 and updates the Queensland Country Business Banking Product Information Brochure dated 1 October 2020, by inserting the following:

Amendment to Business Banking Product Information Brochure

Effective 18 March 2024

Page 2 - Chequebooks

As of 18 March 2024, new chequebook facilities will no longer be available. Members with existing facilities will continue to be able to reorder and utilise chequebooks.

Page 4 – New Product: Business Bank Guarantee

Our Business Bank Guarantee is an alternative to providing a deposit or bond directly to a supplier, vendor or landlord. It is an unconditional undertaking given by Queensland Country Bank, on behalf of our Member, to pay the recipient of the guarantee the amount of the guarantee on written demand. It gives them certainty of payment and you the ability to increase your cash flow.

Account Features:

- Ability to avoid paying the full amount of a deposit in cash, for things like security deposits or contract performance guarantees.
- Keep your cash flow for other purposes to help run and grow your business.
- Flexible terms and Security options.

Effective 1 November 2022

Page 4 – Business Loans, Overdrafts, Line Of Credit and Credit Cards

Replace 'Business Visa Credit Card' with 'Business Visa My Rewards Credit Card'.

Replace 'Free rewards program -Rewarder Business.' with 'Rewards program included – My Rewards'.

Page 5 – Rewarder Business

Replace current section with:

Visa Business My Rewards Credit Card

The Queensland Country My Rewards program (My Rewards) is automatically included with your Visa Business My Rewards Credit Card* at no additional cost and allows you to earn reward dollars when you make eligible purchases on your Credit Card.

My Rewards provides a great opportunity to reward your business by putting all your business expenditure onto your Business Visa My Rewards Credit Card. Reward dollars are accumulated by spending with your Visa Business My Rewards Credit Card, earning one reward dollar for every \$150 Australian dollars you spend on eligible purchases.

My Rewards dollars are credited directly to your Visa Business My Rewards Credit Card account each month.

For further information on My Rewards refer to the Queensland Country My Rewards Terms and Conditions.

*If you pay your account in full by the due date each month. Normal lending criteria and fees and charges apply. Rate subject to change. Please visit your nearest branch or queenslandcountrybank.com.au for full details.

Business Banking

Product Information Brochure

Making Business Banking
easier for you



**Queensland
Country**
Bank

Effective from 1 October 2020

Everyday Business Banking and Savings Accounts

Our simple range of business transaction and savings accounts allows you to choose the accounts that are best suited to your business and its changing needs.

	Business Basic	Business Platinum	Business Online Saver
Ideal if you	<ul style="list-style-type: none"> Are a business wanting to manage your funds by separating accounts with minimal fees. Are a business that has low transaction requirements. 	<ul style="list-style-type: none"> Have high volume transaction needs for your business. Are considering an overdraft facility. 	<ul style="list-style-type: none"> Want a high interest rate on funds that are at call. Prefer to transact via online methods.
Monthly Account Service Fee	Yes	Yes Waived if minimum monthly balance is over \$20,000. Waived for non-profit organisations. Conditions apply.	No
Number of free transactions per month*	2	40	Unlimited free internet, mobile banking and phone banking transactions.
Cheques	✓	✓	X
Visa Debit card can be linked to account ¹	✓	✓	X
Overdraft facility	X	✓	X
Direct debit	✓	✓	✓
Internet banking transfer	✓	✓	✓
Staff assisted withdrawal	✓	✓	✓*
EFTPOS	✓	✓	X
ATM	✓	✓	X
BPAY®**	✓	✓	✓
Periodical payments/Auto transfers	✓	✓	X
Internet Banking ABA file (imported bulk payment file e.g. payroll payments) individual payments to another financial institution	✓	✓	✓
Tiered interest	✓	✓	✓
Interest calculated on	Min monthly balance	Min monthly balance	Daily balance
Interest paid	Annually	Annually	Monthly

* Fees and charges apply. Refer to our Fees and Charges brochures.

** Registered to BPAY Pty Ltd ABN 69 079 137 518

¹ Visa Debit Cards can only be issued on accounts where method of operation is any one to sign. Visa Debit Cards can only be issued in the personal names of the authorised card holders.

Free transaction limit

In this document, where it is stated that the number of free transactions is subject to a monthly free transaction limit or alternatively, is described as 'unlimited', not all transaction types are included in this limit. Some transactions will incur a fee per transaction regardless of the number performed during the month.

Business Loans, Overdrafts, Line Of Credit and Credit Cards

	Ideal if you want	Account features
Business Loans	<ul style="list-style-type: none"> To secure financing to grow the business operations or start new business ventures. To maintain existing operating cash flow to cover expenses while expanding your business. Funding for major projects, new business facilities or technology upgrades. 	<ul style="list-style-type: none"> Fixed or Variable interest rates are available providing flexibility to tailor the loan to your business needs. Borrow as little as \$10,000 for business purposes with an ability to redraw extra payments.
Business Overdraft	<ul style="list-style-type: none"> Greater control and flexibility in respect to your day-to-day finances. An account that has the ability to cover expected and unexpected expenses as well as cashflow shortfalls. An account that allows you to operate in debit when required up to an agreed limit. 	<ul style="list-style-type: none"> Flexible repayments – there are no mandatory monthly repayments and you can pay as much or as little as you like as long as the overdraft remains below the credit limit. Ability to pay bills or make purchases and withdraw cash.
Business Line of Credit	<ul style="list-style-type: none"> A revolving loan that allows access to a pre-set amount of capital for the use of short-term business demands. A useful business tool to finance short-term working capital requirements. A cost effective alternative that provides the flexibility to deal with occasional business finance needs. 	<ul style="list-style-type: none"> Flexible repayments – there are no mandatory monthly repayments and you can pay as much or as little as you like as long as the balance remains below the credit limit. Ability to pay bills or make capital purchases and withdraw cash.
Business Visa Credit Card	<ul style="list-style-type: none"> A variety of access methods to your account. A convenient and flexible way to manage your day to day business finances. To streamline your expense management. To have multiple cardholders all with individual limits. To reduce transaction fees by receiving unlimited free credit purchases and BPAY payments. 	<ul style="list-style-type: none"> The same interest rate for purchases and cash advances. Free rewards program - Rewarder Business. Free additional cards for business partners or staff. Up to 55 days interest free* on credit purchases.

Rewarder Business

Rewarder Business is automatically included with your Visa Business Credit Card* at no additional cost and allows you to earn reward points with our rewards program – Rewarder Business.

Rewarder Business provides a great opportunity to reward you, your team or your business by putting all your business expenditure onto your Business Visa Credit Card. Reward points are accumulated by spending with your Queensland Country Visa Business Credit Card, earning one point for every dollar you spend.

You can redeem your points using your separate Rewarder card on anything, anywhere in Australia, providing you have enough points and there is an EFTPOS terminal available.

For further information on the Rewarder Business program refer to the Business Rewarder Conditions of Use brochure.

*If you pay your account in full by the due date each month. Normal lending criteria and fees and charges apply. Rate subject to change. Please visit your nearest branch or queenslandcountry.bank for full details.



Other services

Other business requirements	Queensland Country Solutions
Receiving payments	<p>We offer businesses access to a number of payment facilities available in the marketplace. Through our BPAY® Biller facility you will join a national bill payment service so your customers can pay their invoices electronically anywhere anytime.</p> <p>For a complete list of how BPAY® Biller can benefit your business please see your local Queensland Country branch.</p>
Internet banking	<p>For businesses who require co-signing of batches and payments such as payroll, we provide security tokens which act like a digital signature(s) to sign for and approve financial transactions on Business Accounts.</p> <p>For more information on these security tokens, please contact your local Queensland Country branch. The tokens are simple and easy to use with no technical training required.</p>
Merchant facilities	<p>In today's world most of your customers will want to pay you by card. So we've teamed up with third parties in order to offer you a full range of EFTPOS solutions that will allow your business the ability to collect payment from most major credit & debit cards.</p> <p>To find out more on the EFTPOS facilities available and the benefits that these may bring to your business please see your local Queensland Country branch.</p>
Paying staff and creditors	<p>Via our internet banking facility (available 24 hours a day, 7 days a week), we offer easy, convenient, and cost-effective ways to electronically pay your employees and/or creditors.</p> <p>To find out more about how Queensland Country Bank can help you pay your staff wages or creditors please see your local branch.</p>

Financial Claims Scheme

The Financial Claims Scheme (FCS), also referred to as the Australian Government Deposit Guarantee, applies to deposits held in all Authorised Deposit-taking Institutions (ADIs) incorporated in Australia and authorised by the Australian Prudential Regulation Authority (APRA). This includes credit unions, building societies and banks.

The FCS is an Australian Government scheme that protects total eligible deposits up to a limit of \$250,000 for each account holder at each ADI. If an account holder has multiple accounts under the same name at the same ADI that are protected under the FCS, then the total combined amount of these accounts would be covered up to the FCS limit of \$250,000.

Queensland Country Bank Limited is an ADI incorporated in Australia and authorised by APRA and the deposit accounts provided are covered under the FCS.

Further information about the FCS can be obtained from the APRA website www.apra.gov.au and by contacting the APRA hotline on 1300 131 060.

Complaints handling procedures

Internal dispute resolution

Queensland Country has an internal dispute resolution scheme established to resolve any complaints or disputes relating to our products and services or the complaints handling process itself, where a response or resolution is expected. The expression 'complaint', for the purpose of this document means both 'complaint' and 'dispute' as defined under the relevant laws and regulatory requirements.

Process overview

1. Wherever possible we will resolve your complaint at the time it is received. You should direct any complaint concerning the Bank, or its authorised representatives, to the person you are dealing with at Queensland Country, or their Manager, in the first instance.
2. If the issue is not resolved, we encourage you to lodge a formal complaint by completing a Complaint Notification Form (QCM0033) at any Queensland Country branch, although such notification is not required to be provided in writing.
3. You will receive acknowledgement of receipt of your complaint, in writing or orally, within 3 business days of its receipt and will be advised of the procedure for investigating and handling the matter.
4. We will write to you within 21 days of receiving your complaint, unless a different timeframe applies by law, to advise you of the outcome. Alternatively, we will advise you that a further period of time, not exceeding 24 days, will be required to conduct further investigations, with our formal proposal to resolve the matter being provided in writing to you no later than 45 days from when your complaint was first received.

External dispute resolution

If you are not satisfied with our final response you may lodge a complaint, free of charge, with the Australian Financial Complaints Authority (AFCA). AFCA is an external dispute resolution scheme and can be contacted:

Online: afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678

Mail: Australian Financial Complaints Authority

GPO Box 3, Melbourne VIC 3001.

Time limits may apply to complain to AFCA so you should act promptly or consult the AFCA website to find out if or when the time limit relevant to your circumstances expires.

If you have any complaints or disputes concerning the services provided by third parties or our business partners (including insurers or service providers) we encourage you to make enquiries direct with these third parties. Please contact us direct if you have any problems with the handling of third party complaints.

How to contact us

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

Branch Visit our website for a listing of all our branches

Post PO Box 679, Aitkenvale QLD 4814

Phone 1800 075 078

Website queenslandcountry.bank

Email info@queenslandcountry.bank



Queensland Country Bank

Conditions of use

If you would like information about the fees and charges or other information relating to the products mentioned in this brochure, please ask any of our branch staff for the relevant brochure.

Tax File Number: Interest earned on all savings accounts must be declared for income tax purposes. If you do not provide us with your Tax File Number or Tax File Number Exemption or Australian Business Number (ABN), we must deduct tax at the highest personal income tax rate plus the Medicare Levy from your interest earned. You are not obliged to provide your Tax File Number or Tax File Number Exemption or ABN.

Business Definition: A business is defined as a body corporate or person involved in a commercial activity including a company, partnership or sole trader with an ABN, incorporated association or co-operative.

If you wish to have both business and personal accounts with Queensland Country, these will need to be opened and operated separately. Members seeking the waiver of the Monthly Account Service Fee due to not-for-profit or charitable status will be required to substantiate their not-for-profit status. A minimum of interest only repayments are required on the Business Overdraft if the balance is at the facility limit.

Read with

This document is to be read in conjunction with: Fees and Charges brochure; Financial Services Guide, Account & Access Facility Conditions of Use; Business Interest Rate Schedule; Visa Debit Card Conditions of Use; CueCard Conditions of Use; Internet Banking, Phone Service and Mobile Banking Terms Conditions of Use and Visa Business Credit Card Conditions of Use.

The information in this document does not take into account your objectives, financial situation or needs. Before acting on the information you should consider whether it is right for you and seek your own advice.