

Important information about changes to your Rewards Terms and Conditions and Rewards Program

It is important that you read this notice carefully and retain it for your records.

Changes to the Terms and Conditions for Suncorp Bank Rewards and Suncorp Bank Qantas Frequent Flyer Rewards for Suncorp Clear Options Personal Credit Cards (Rewards Terms and Conditions)

Changes to the definition of **'Eligible Transaction'**

- Effective 1 May 2016, BPAY transactions became no longer eligible to earn Points.
- Effective 15 June 2017, spend on government related transactions will no longer be eligible to earn Points. As such, the definition of **'Eligible Transaction'** is deleted and replaced with the following:

Eligible Transaction means any purchase excluding (but not limited to) Cash Advances, Balance Transfers, Special Promotions, BPAY payments, purchases of foreign currency and travellers cheques, transactions made in operating a business, payments to other Suncorp Bank accounts, bank fees and charges such as interest and ATM charges, transactions made using Points and government related transactions. Government related transactions include transactions with government or semi-government entities, or relating to services provided by or in connection with government (for example but not limited to transactions made at Australia Post, payments to the Australian Taxation Office, council rates, motor registries, tolls, parking stations and meters, fares on public transport, fines and court related costs).

Please note that whether or not a transaction is an Eligible Transaction will be determined based on information provided either by the merchant or the relevant financial institution (including information about the type of business conducted by the merchant). This means that, for example, spend with certain merchants may be characterised as spend with a government related entity and therefore not an Eligible Transaction, even if that merchant is not in fact a government related entity.

Changes to **Clause 3.3 (Accumulation of Points)**

- Effective 1 May 2016, **Clause 3.3 (Accumulation of Points)** has been replaced with the following:

The number of Points awarded is calculated by reference to the dollar amount of the Eligible Transaction. The accrual rate of the Reward points and the maximum number of Points that may be awarded to your Account in any twelve month period beginning and ending on the anniversary your Account is enrolled in the Rewards Program (please refer to table below):

Type of Card	Earn Rate for Suncorp Bank Rewards	Earn Rate for Suncorp Bank Qantas Frequent Flyer	Maximum Number of Points per 12 month period
Gold	1 Point per \$1.00 AUD spent up to \$1,500 each Statement Period and 0.5 Points per \$1.00 AUD thereafter	0.25 Points per \$1.00 AUD spent	65,000
Platinum	1.25 Points per \$1.00 AUD spent	0.5 Points per \$1.00 AUD spent	120,000

- Effective 15 June 2017, we are removing the points cap and replacing the earn rate for Suncorp Platinum Cardholders enrolled in Qantas Frequent Flyer Rewards. As such, **Clause 3.3 (Accumulation of Points)** will be replaced with the following:

The number of Points awarded is calculated by reference to the whole Australian Dollar amount spent on Eligible Transactions during the Statement Period as follows.

Type of Card	Earn rate for Suncorp Bank Rewards	Earn rate for Suncorp Bank Qantas Frequent Flyer
Gold	1 Point per \$1.00 spent up to \$1,500 and 0.5 Points per \$1.00 thereafter	0.25 Points per \$1.00 spent
Platinum	1.25 Points per \$1.00 spent	0.5 Points per \$1.00 spent up to \$8,000

Changes to **Clause 6.1 and 6.2 (General)**

- Effective 1 January 2017, Clause 6.1 and 6.2 have been replaced with a new clause 6.1:

We may vary these Rewards Program Terms and Conditions from time to time. For example we may:

- change the way Reward points are earned;
- change the way Reward points are redeemed;
- introduce or change program features, fees and specific Rewards conditions; and/or
- make changes as a result of changes made by our suppliers or partners.

We will provide at least 30 days prior notice of changes, unless we reasonably consider the change to be non-material in nature. For any changes we consider to be non-material, you will be notified on our website at the time you redeem your Reward. Where the change is as a result of an increase in third party costs or the continued availability of a Reward, we will give you as much notice as is reasonably practical.

Clauses 6.3 to 6.6 were renumbered accordingly.

Other changes to Suncorp Bank Rewards Program – Reward redemption

- Effective 15 June 2017, for Cardholders enrolled in Suncorp Bank Rewards, we will be making changes which will increase the number of Points required to redeem a range of gift cards and merchandise available in Suncorp Bank Rewards. The new number of Points required will be published on the rewards website at that time.