

## HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS

### REVIEW OF THE FOUR MAJOR BANKS AND OTHER FINANCIAL INSTITUTIONS

#### Bank of Queensland

- BOQ34QW:** Westpac has publicly stated that it will defer repayments on credit cards for COVID-19 affected customers (Westpac Freezes Credit Card Charges for COVID-19 hit customers, *The Age*, 24 April 2020). Therefore, can you please advise:
- (a) What processes do you have in place to identify credit card customers who have been impacted by the COVID-19 pandemic?
  - (b) How many credit card customers have requested deferrals of repayments related to the COVID-19 pandemic?
  - (c) How many credit card customers have you identified as impacted by the COVID-19 pandemic?
  - (d) For those credit card customers that you have identified as impacted by the COVID-19 pandemic:
    - i. What is the accumulated value of the credit card debt?
    - ii. What is the average value of the credit card debt?
    - iii. What is the accumulated value of the credit card limit?
    - iv. What is the average value of the credit card limit?
    - v. What is the accumulated value of the credit card monthly repayments?
    - vi. What is the average value of the credit card monthly repayments?
  - (e) What deferral options are available for credit card customers that you have identified as impacted by the COVID-19 pandemic?
    - i. If none, do you intend on doing so?

**Answer:** Most BOQ credit cards are issued and provided by Citibank under a white-label arrangement, and we understand that the Citibank's response to the questions on notice includes data covering these. In addition, BOQ issues a limited number of its own credit cards through its BOQ Specialist business. Answers to the questions below cover credit cards issued by BOQ Specialist, but do not cover BOQ credit cards issued by Citibank.

- (a) In late March, BOQ announced Business Banking and Personal Banking Relief Packages to help support our customers during the COVID-19 crisis. BOQ Specialist customers are able to defer their minimum credit card repayments for three months. We have not sought to specifically identify individual customers impacted by COVID-19. Rather, the availability of our relief packages has been promoted to our customers, and customers who self-identified as being impacted have been able to seek relief.
- (b) As at 31 May, 164 BOQ Specialist customers had sought repayment relief for their credit card.
- (c) We have not identified COVID-19 impacted credit card customers beyond the 164 who have sought relief.
- (d) (i) As at 31 May, the total outstanding credit card balance for the 164 customers who have sought relief was \$2,615,907.30.  
(ii) As at 31 May, the average outstanding credit card balance for the 164 customers who have sought relief was \$13,914.40.

- (iii) As at 31 May, the total credit limit on the credits cards these 164 customers sought relief for was \$5,511,900.00.
- (iv) As at 31 May, the average credit limit on the credits cards these 164 customers sought relief for was \$29,318.62.
- (v) As at 31 May, the total minimum monthly repayments on the credits cards these 164 customers sought relief for was \$64,404.31.
- (vi) As at 31 May, the average minimum monthly repayments on the credits cards these 164 customers sought relief for was \$342.58.
- (e) Under our Relief Package, BOQ Specialist credit card customers impacted by the COVID-19 pandemic are able to defer minimum monthly repayments for an initial period of three months, with a possible further three month extension. During the relief period, interest will continue to accrue on the total amount owing, but fees will not be charged.
  - (i) Not applicable.