

Combined Credit Guide and Credit Proposal

For credit assistance by QT Mutual Bank Limited relating to the MyCard to be provided to you by Citigroup Pty Limited

Prepared on 1 October 2011

About us

Name: QT Mutual Bank Limited ABN 83 087 651 054
Address: 454 St Paul's Terrace, Fortitude Valley QLD 4006
Contact phone number: 13 29 30
Email address: qtmb@qtmb.com.au
Website: www.qtmb.com.au
Australian Credit Licence: 241195

QT Mutual Bank Limited ('QTMB', 'we', 'us', 'our') provides customers with credit assistance in relation to the Card and also gives assistance to customers in relation to credit limit increases for Cards. Citigroup Pty Limited ('the Lender') is the issuer and credit provider in relation to the Card. We assist members as part of our arrangements with the Lender.

The Lender is the only credit provider for which we provide credit assistance in relation to credit cards.

This Credit Guide is designed to assist you in deciding whether to accept our assistance in relation to the Card (including in relation to a proposed increase in the credit limit on the Card). This Credit Guide provides you with an overview of our obligations and your rights in assessing the suitability of the Card, or a credit limit increase on the Card, for you. This Credit Guide also outlines the procedure for making a complaint.

Fees or charges you must pay

You will not have to pay us, the Lender, or any other person any fees or charges in relation to the credit assistance or other services we provide to you.

If you obtain the Card, fees and charges may be payable in connection with it. These will be disclosed in the credit contract you will receive from the Lender.

Our fees

We do not charge you any amount to assist you in obtaining the Card or assisting you in making changes to the Card.

Commissions in relation to the credit assistance

We estimate that the total amount of commissions we are likely to receive for business activities in relation to your Card is more than \$11. We receive a one-off payment of up to \$71, depending on the product and extent of our involvement in a card application; plus an amount calculated on the basis of all Cards issued by the Lender to our customers, the amount of which cannot be estimated or ascertained. Please contact us if you would like further information regarding our commission arrangements.

This payment reflects profit that we might earn if we provided our own credit card services, and partly compensates for our expenses in distributing Cards. Any net revenue is used to provide services to customers.

Our employees receive salaries that are not affected by whether this credit assistance is provided. We do not pay any third party an amount in relation to the credit assistance we provide.

Commissions from the lender

In order to minimise our operating costs, we have historically made arrangements with specialist credit card companies so that our customers can access credit cards. We have a commercial revenue sharing arrangement with the Lender under which we earn some revenue when a Card is issued (the amount varies depending on the level of our involvement) and when a Card is used (the amount is determined by the use of all Card accounts that the Lender provides for our members over specified periods).

In part, this compensates us for our expenses in assisting with new Card applications. In part, it substitutes for profit we might make if we provided the Card service ourselves. Receiving these payments helps us to provide services to customers.

It is not possible to estimate the amount that we will receive. However it would usually be greater than \$11. We receive a one-off payment of up to \$71, depending on the product and extent of our involvement in a card application, plus an amount calculated on the basis of all Cards issued by the Lender to our customers, the amount of which cannot be estimated or ascertained. The commission arrangements may change over time. Please contact us if you would like further information about our commission arrangements.

Commissions to third parties

We are not likely to pay a commission to any third party for the introduction of credit business to us.

Making a complaint

If you have any complaints about the credit assistance we have provided or you want more information, the first step is to talk to one of our service representatives using the contact details contained in this Credit Guide.

You can ask us to review our advice in a number of ways:

- to re-explain our fees and charges; or
- to re-explain the amount of commission we receive from the Lender in relation to the Card.

If we refuse your request or you are otherwise unsatisfied with our response, you can contact our external dispute resolution scheme. You must attempt to resolve your complaint with us before contacting our external dispute resolution scheme.

The external dispute resolution is a free service established to provide you with an independent mechanism to resolve specific complaints.

Our external dispute resolution provider is Financial Ombudsman Service and can be contacted on 1300 78 08 08, info@fos.org.au, GPO Box 3, Melbourne VIC 3001.

Alternatively, you can go to court. You may wish to get legal advice, for example from your community legal centre or Legal Aid. You can also contact ASIC, the regulator, for information on 1300 300 630 or through ASIC's website at www.asic.gov.au.

Contacting us

For further information about this Credit Guide and our fees and charges, please contact one of our service representatives using the contact details contained in this Credit Guide.



QT Mutual Bank Limited
Head office: 454 St Paul's Terrace, Fortitude Valley, Qld 4006
Mail to PO Box 929, Fortitude Valley, Qld 4006
ABN 83 087 651 054 AFSL/ACL 241195

MyCard MasterCard Online Application Form

Credit cards are a flexible credit product allowing general purchases, to ensure your application is processed swiftly please complete the application in full.

PLEASE COMPLETE ALL SECTIONS OF THIS FORM IN CLEAR CAPITAL LETTERS.
For faster approval, include two most recent payslips with your request form.

YES... I want to apply for a:

MasterCard with Card Services Rewards (GB) (Income \$35,000 p.a. or over required) 750

For Card Services Qantas Rewards please complete section H on reverse 750

Before you complete this Application Form, please be sure you can say 'yes' to the initial approval to the initial approval criteria.

Are you at least 18 years of age? Do you have a good credit rating? Are you a permanent Australian resident?

INTERNAL USE ONLY

AGENT CODE:

SOURCE CODE
(Check one box)

Qantas Rewards

Rewards

A. Online members

7WX6BW61

9WX6BW61

TLP396NI

TLP396NI

MY CREDIT UNION DETAILS (Mandatory)

Credit Union Name:

Credit Union
BSB Number:

8 0 4

-0 0 2

Credit Union
Member Number:

A. YOUR PERSONAL DETAILS

Title	First name
Middle name	Surname
Date of birth / /	Driver's licence no.
Mother's maiden name	
Married <input type="checkbox"/>	Single <input type="checkbox"/>
Defacto <input type="checkbox"/>	Divorced/Separated <input type="checkbox"/>
Widowed <input type="checkbox"/>	
Number of dependents (including self)	

B. YOUR ADDRESS AND CONTACT DETAILS

PO Box not acceptable

Home address no.	Street
Suburb/Town	State Postcode
Years at current address	Years at previous address
Own home <input type="checkbox"/>	Rent <input type="checkbox"/>
Mortgage <input type="checkbox"/>	Boarding <input type="checkbox"/>

Home ☎ ()	I consent to being kept informed about products, services and offers via email and/or SMS.
Mobile ☎ ()	
Email address	

Name and address details of relative in Australia not living with you

Full name	
Home address no.	Street
Suburb/Town	State Postcode
Relative's ☎ ()	

C. YOUR MONTHLY FINANCIAL POSITION

This information will be used to determine your ability to make repayments on this credit facility.

MONTHLY INCOME

Total monthly gross salary (before tax)	\$
Other monthly gross income before tax (e.g. dividends)	\$

MONTHLY EXPENSES

1. Your share of general monthly living expenses (e.g. groceries, utilities, rent, transport, insurance, clothing etc.)	\$
2. Your share of other recurring expenses not included above (e.g. medical, school fees, child support)	\$
3. Total active credit card limits or total outstanding balances, whichever is the greater (exclude those that you intend to close upon opening this facility)	\$
4. Your share of other loan expenses (e.g. home loan, personal loan, car loan, Diners Club/American Express charge cards, excluding credit cards)	\$

Type	Outstanding balance	Your share of monthly repayments
e.g. Home Loan	\$200,000	\$500

Are there any significant foreseeable upcoming changes to your financial circumstances, which may impact your earnings or ability to make repayments (e.g. employment changes)?

If yes, by how much do you anticipate your monthly net disposable income to decrease?	\$
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D. PROFESSIONAL DETAILS

1. Primary employment details

Employment status:	full time <input type="checkbox"/>	part time <input type="checkbox"/>	casual <input type="checkbox"/>	self-employed <input type="checkbox"/>
	retired <input type="checkbox"/>	student <input type="checkbox"/>	home duties <input type="checkbox"/>	unemployed <input type="checkbox"/>

other

Current employer/trading name		
Employer/Trading address no.	Street	
Suburb/Town	State	Postcode
Job title		
Industry		
Work ☎ ()		
Months/Years with current employer		
Months/Years with previous employer		

2. Accountant's details

I authorise my accountant to verify my details to Card Services (mandatory if self employed or retired)

Name of accountant		
Accountant's trading name		
Accountant's address no.	Street	
Suburb/Town	State	Postcode
Accountant's ☎ ()		

E. YOUR ADDITIONAL CARD

I confirm the identity of, and apply for an Additional Card in the name of:

First name	
Middle name	Surname
Additional cardholder's date of birth / /	Signature X
Home address no.	Street
Suburb/Town	State Postcode

Additional Cardholder must be at least 16 years of age. The Primary Cardholder is responsible for all debts incurred by the Additional Cardholder. The Card may be cancelled at any time by phoning Card Services. This may not be effective until the Additional Card has been surrendered or the Primary Cardholder has taken all reasonable steps to have the Additional Card returned to Card Services.

F. MAXIMUM CREDIT LIMIT

Do you wish to specify a maximum credit limit?	\$
Product minimum is \$5000.	

Otherwise we will assign the maximum credit limit that is available to you according to our assessment.

PLEASE SIGN HERE

By signing below you confirm that: (1) This credit card application is for personal use (2) You are an Australian resident and are over 18 years of age (3) The information you have given in this application is truthful and complete (4) You have read and agree to the Privacy Consent enclosed (5) You authorise your employer/accountant to provide your income details to Card Services or its representatives for the purpose of assessing your application for a Card Services Credit Card account (6) If you don't qualify for the card you have selected, we will process this as an application for another card.

Signature X	Date / /
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PRINT NAME

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Please turn over to complete your application

G. CARDPROTECT CREDIT CARD INSURANCE (OPTIONAL)

Yes, I would like to receive further information and an application form for CardProtect.

A Product Disclosure Statement (PDS) will be sent to you.

With CardProtect if you were to experience a listed life event such as getting married or having a baby 5% of your outstanding balance may be covered.

CardProtect will cover 5% of your outstanding balance for up to 6 months in the event of your total and temporary disablement or involuntary unemployment.

In the event of your death, your balance may be paid up to \$50,000. CardProtect costs 59 cents per \$100 of your closing balance, as at the statement date.

The issuers of CardProtect are AIA Australia Limited ABN 79 004 837 861 AFSL No. 230043 and Great Lakes Reinsurance (UK) PLC ARBN 127 740 532 ABN 18 964 580 576 AFSL No. 318603. The distributor is Citigroup Pty Limited ABN 88 004 325 080 AFSL No. 238098 ACL No. 238098. Please read the Product Disclosure Statement to decide if the policy is right for you. This material contains general advice only and does not take into account your individual objectives, financial situation or needs, and you should consider whether it is appropriate for you. ©2011 Card Services is a division of Citigroup Pty Limited ABN 88 004 325 080 AFSL 238 098 ACL 238 098 which provides and administers credit.

H. CARD SERVICES QANTAS REWARDS (OPTIONAL)

Yes... I want to apply for a: MasterCard with Card Services Qantas Rewards (income \$35,000 p.a. or over required)
Qantas membership number* Qantas membership name*

Title	First name	Surname
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* If you select this rewards option you will not be able to redeem rewards offered in the Card Services Rewards program. Card Services Qantas Rewards allows you to automatically redeem your Card Services Reward points for Qantas Frequent Flyer points and have those points transferred directly to your Qantas Frequent Flyer account each month. Membership of Card Services Qantas Rewards does not entitle you to membership of the Qantas Frequent Flyer program. You must apply separately to Qantas Frequent Flyer for this. A joining fee applies. You must be a member of the Qantas Frequent Flyer program to earn or redeem points. Membership of the Qantas Frequent Flyer program is subject to Qantas Frequent Flyer terms and conditions.

+ You must complete these fields. Reward points may only be transferred to the Primary Cardholder's Qantas Frequent Flyer account. The name on the Primary Cardholder's card must be the same as the name on the Primary Cardholder's Qantas membership. If you do not supply your Qantas Frequent Flyer name and membership number your reward points will be held until you contact us with these details.

I. BALANCE TRANSFER AUTHORISATION

Accounts to be transferred I authorise Card Services Pty Limited (ABN 88 004 325 080 AFSL No. 238098 ACL No. 238098) to transfer the following amounts from my nominated account to my Card Services Credit Card Account in accordance with the Terms and Conditions.

Account name (eg. Mrs A.B. Smith)	Type of card/account (eg. ANZ Frequent Flyer VISA)	Card/Account number	Amount to be transferred (\$ value must be specified Min \$500)
1.			\$
Name and address of issuing organisation			
2.			\$
Name and address of issuing organisation			
TOTAL AMOUNT TO BE TRANSFERRED			\$

IMPORTANT INFORMATION

Please note that subject to your acceptance, you will be billed an annual fee, which is currently \$90 for the MasterCard with Card Services Rewards and \$15 for an Additional Card. For the Primary MasterCard with Card Services Qantas Rewards, the annual fee is \$118 and \$15 for an Additional Card. Allow up to 15 working days to process your Application subject to verification. Card Services may check employment details/income with your employer or accountant named above. Upon approval of your Credit Card we will notify you of how to meet the "Identification Check" as required by Federal legislation. Balances from an existing MasterCard of this Credit Union or from Credit Card issued by Citigroup can not be transferred through this introductory balance transfer offer.

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PRIVACY CONSENT

In this section, 'we', 'us' and 'Card Services' mean Citigroup Pty Limited and 'you' and 'your' mean all borrowers named in this application.

By signing this application form, you consent to the following:

Personal information and credit information

- We collect your personal information to assess this application and to administer the credit facility and related services. If you do not provide us with the information we ask for or the information provided is incorrect or incomplete, we may not be able to assess your application or provide or administer the products or services that you are seeking.
- To provide you with products and services and manage your account and relationship with us, we share your personal information with other Card Services affiliates, sales agents and other parties below. We will also share your information with other entities and organisations involved in any Card Services Rewards Program.
- We obtain your personal credit and commercial credit information from a credit reporting agency or other organisation that provides personal credit and commercial credit information.
- We may give or obtain your personal information, including your personal credit or commercial credit information, about your credit worthiness, credit standing, credit history or credit capacity with:
 - other credit providers;
 - any signatory to the facility for which you are applying;
 - broker, financial, legal or other adviser acting in connection with your facility or application;
 - a credit reporting agency or other business or other organisation that provides personal credit or commercial credit information (Information that we provide may include:
 - your identity particulars;

- you have applied for personal or commercial credit and the amount; Card Services is your current credit provider; your payments are overdue by more than 60 days and collection action has commenced; payments are no longer overdue (borrower only); cheques for \$100 or more that you have drawn have been dishonoured more than once; in Card Services' opinion you have committed a serious credit infringement; credit provided to me/us has been discharged;
 - any insurer relating to your facility including consumer credit insurance to arrange and administer consumer credit insurance or any trade insurer for any purpose relating to an application for commercial credit; any person in connection with funding financial accommodation by securitisation;
 - organisations wishing to acquire an interest in any part of Card Services' business for assessing any proposed acquisition; and
 - organisations that carry out functions on our behalf including mailing houses, data processors, researchers and collection agents, some of which may be located outside Australia.
- We may use your personal credit and commercial credit information: (a) to assess an application for credit; (b) to assess an applicant or guarantor; (c) to assist in avoiding any defaults under any credit obligations; (d) to tell other credit providers about defaults made by me/us; (e) to assess your credit worthiness.
 - We have the right to conduct reviews of your facility from time to time and at our sole discretion. You acknowledge that we will provide personal information to a credit reporting agency as permitted by the Privacy Act 1988 (Cth) for each review and that a credit report may be obtained from a credit reporting agency for the purpose of any such review. Citigroup is committed to upholding our privacy obligations to you.
 - You can view the Citibank Privacy Policy on our website www.cardservicesdirect.com.au or attain a copy by calling us on **1300 135 538**. You can access your personal information we hold by contacting us on the number above. A charge may apply for this access.

PRIVACY PREFERENCE

Card Services and its affiliates and partners may keep you informed about other products, services and offers, which may be of interest to you. If you do not wish these communications to be made to you please notify Card Services in writing or by telephone on 1300 135 538.

*Important note: If you have indicated that you wish to receive these communications by phone, you may be contacted even if you have registered your phone number on any governmental do not call register.

Verification By submitting this application you acknowledge that these acknowledgments and consents remain in force until the product(s) or facility(ies) to which they relate is/are at an end.

Call recording Your telephone calls and conversations with a Card Services representative may be recorded and monitored for quality, training and verification purposes.

BALANCE TRANSFER TERMS AND CONDITIONS

- Each Balance Transfer (BT) must be for at least \$500. BTs from your Account to any other Citigroup account are excluded as are foreign currency BTs and BTs to offshore accounts.
- We will transfer the BTs specified by you, in the order you have nominated, in full or part, as determined by us and your available Credit Limit. We reserve the right to refuse any request for a BT. For the full or part amount.
- BTs are repaid first before other transactions (subject to any Special Promotion). Interest rates on other transactions are at the prevailing applicable rate.
- Only one BT request form will be processed with this application.
- BTs will not be processed until you have activated your Account. We will not be responsible for any overdue balance on any of your nominated accounts due to delays in processing the BT. Any such balance on your nominated accounts after the BT is processed will be your responsibility.
- BTs will only be processed in the name of the Primary Account holder.