

Qantas Points Banking Rewards Terms and Conditions



Please read these Terms and Conditions carefully. They set out the circumstances in which Qantas Points may accrue based on the balance of your Qantas Points Banking Account, be credited to your Qantas Frequent Flyer Program Account or be cancelled.

The Qantas Points Banking Rewards Program (Program) that is described in these Terms and Conditions applies only to Primary Account holders of Qantas Point Banking Accounts.

To earn points in the Program, you (as the Primary Account holder) must be a member of the Qantas Frequent Flyer Program and have supplied to Qudos Bank your valid Qantas Frequent Flyer Membership Number. You cannot supply a Qantas Frequent Flyer Program membership number of any joint Account holder, account signatory or other third party. You will only be credited with Qantas Points you have earned after you have advised us of your Qantas Frequent Flyer Membership Number. Qantas Points cannot be credited to your Qantas Frequent Flyer account until you provide us with your Qantas Frequent Flyer Membership Number. Qantas Points will not be credited to your account retrospectively.

1. Introduction

These Terms and Conditions govern your participation in the Program.

The use of your Qantas Points Banking Account (for example depositing or withdrawing funds) will be taken to signify your understanding and acceptance of these Terms and Conditions.

2. Definitions

In these Terms and Conditions:

Average Balance means the total of each closing daily balance during the calendar month, less the closing daily credit balance in any linked loan offset account (where applicable), divided by the number of days in the calendar month, subject to any limit in accordance with these Terms and Conditions. Where an account is opened or closed during a calendar month the closing daily balance before opening or after closing the account is \$0.

Bonus Qantas Points means Qantas Points allocated to your Rewards Account in addition to Ordinary Qantas Points in response to a special promotion or marketing activities, as communicated to you from time to time.

Ordinary Qantas Points means Qantas Points earned and allocated to your Rewards Account in accordance with these Terms and Conditions.

Primary Account holder means the person nominated as the primary owner of a Qantas Points Banking Account.

Program means the Qantas Points Banking Rewards Program which allows Primary Account holders to earn Qantas Points on a Qantas Points Banking Account.

Qantas means Qantas Airways Limited ABN 16 009 661 901.

Qantas Frequent Flyer Membership Number means the Qantas Frequent Flyer Program membership number assigned by Qantas to the Primary Account holder.

Qantas Frequent Flyer Program means the Qantas Frequent Flyer program operated by or on behalf of Qantas.

Qantas Frequent Flyer Program Account means the Qantas Frequent Flyer Program account held in the name of the Primary Account holder with Qantas.

Qantas Frequent Flyer Terms and Conditions means the Terms and Conditions entered into between Qantas and a person that wishes to participate in the Qantas Frequent Flyer Program (as amended or substituted from time to time by Qantas). For details visit qantas.com/terms.

Qantas Points means points in the Qantas Frequent Flyer Program.

Qantas Points Banking Account means a Qantas Points Home Loan Package, Qantas Points Car Loan, Qantas Points Saver, or other banking product nominated by Qudos Bank from time to time held in the name of the Primary Account holder with Qudos Bank.

Qudos Bank/We/Us/Our means Qudos Mutual Limited, ABN 53 087 650 557 AFSL/Australian Credit Licence 238 305, trading as Qudos Bank.

Rewards Account means the account we establish in the Primary Account holder's name for the purposes of recording Qantas Points in accordance with these Terms and Conditions.

3. Program Membership

3.1 Membership of the program is only available to individuals who have a residential address in Australia. Membership of the program is not open to families, groups, companies, trusts, partnerships, sole traders, superannuation funds, self managed superannuation funds, other entities, government departments or agencies.

- 3.2 You are automatically a member of the Program if you are the Primary account holder of any Qantas Points Banking Account. Any joint account holders and authorised signatories of Qantas Points Banking Accounts are not eligible for membership of the Program. There can only be one Primary Account holder per Qantas Points Banking Account.
- 3.3 Your membership of the Program is at Qudos Bank's discretion and we may cancel or suspend your membership of the Program at any time, including where your membership of the Qantas Frequent Flyer Program has been cancelled or suspended.
- 3.4 Your membership of the Program is automatically cancelled if all of your Qantas Points Banking Accounts are closed.
- 3.5 You will not be eligible to participate in the Program during any period in which you are in breach of your contract for any of your Qantas Points Banking Accounts, or if your Qantas Points Banking Account has been declared dormant by Qudos Bank, and for any month in which you are in breach or the account is dormant your Rewards Account will be suspended and points will not be allocated to your Rewards Account or credited to your Qantas Frequent Flyer Program Account. This includes if you are in arrears, exceed your credit limit or are overdrawn on any of your Qantas Points Banking Accounts. Your Rewards Account will not be re-activated and you will not earn points until the month after you have remedied any breach or your account is no longer dormant.
- 3.6 Qudos Bank reserves the right to charge an annual fee for your membership of, and participation in, the Program.
- 3.7 You cannot transfer your membership of the Program to any other person.

4. Qantas Points

- 4.1 To earn and/or redeem Qantas Points, you must be a member of the Qantas Frequent Flyer Program and we must have received your Qantas Frequent Flyer Program Membership Number. Membership of the Qantas Frequent Flyer Program is subject to the Terms and Conditions of that program. All references to earning or redeeming Qantas Points in these Terms and Conditions are subject to the above requirements.
- 4.2 Qantas Points earned in a calendar month will be credited to your Qantas Frequent Flyer Program Account in accordance with clause 4.9 below. In order for us to credit Qantas Points to your Qantas Frequent Flyer Program Account you acknowledge and authorise Qudos Bank and Qantas to exchange your personal information with each other (including your name, address, email address, date of birth and Qantas Frequent Flyer Program membership details) to ensure that you can earn Qantas Points under and subject to these Terms and Conditions and the Qantas Frequent Flyer Program Terms and Conditions and so that you can be provided with the benefits of both programs.
- 4.3 Qantas Points are offered at Qudos Bank's discretion and do not constitute your property. You cannot transfer your Qantas Points to any other person or entity. In the case of your death or bankruptcy, any Qantas Points that you have earned (whether or not allocated to your Rewards Account) but which have not been credited

to your Qantas Frequent Flyer Program Account will automatically be forfeited and cannot be used by any other person.

- 4.4 Qantas Points have no cash or monetary value. Once credited to your Qantas Frequent Flyer Program Account, Qantas Points are subject to the Terms and Conditions of the Qantas Frequent Flyer Program.
- 4.5 Any air travel undertaken as a result of participation in the Qantas Frequent Flyer Program is subject to the Qantas Frequent Flyer Program Terms, Conditions and Qantas' conditions of carriage and any other applicable Terms and Conditions as amended from time to time.
- 4.6 A Primary Account holder may only earn Qantas Points for one Rewards Account which must be in the same name as the corresponding Qantas Frequent Flyer Program Account and the Primary Account holder name.
- 4.7 Qudos Bank will allocate Qantas Points to your Rewards Account from the first day of each calendar month for your Qantas Points Banking Account(s) in accordance with the procedures set out in these Terms and Conditions.
- 4.8 Qantas Points earned in a calendar month will be submitted to Qantas by Qudos Bank for crediting to your Qantas Frequent Flyer Program Account shortly after the end of that calendar month. Usually your Qantas Points are credited to your Qantas Frequent Flyer Program Account within four weeks of the end of the applicable calendar month.
- 4.9 Qudos Bank will allocate Ordinary Qantas Points in accordance with the following table:

Product	Number of Ordinary Qantas Points
Qantas Points Home Loan Package	150 Ordinary Qantas points per annum for each \$1,000 of the Average Balance in debit.
Qantas Points Car Loan	1000 Ordinary Qantas Points per annum for each \$1,000 of the Average Balance in debit.
Qantas Points Saver	400 Ordinary Qantas Points per annum for each \$1,000 of the Average Balance in credit, up to a total Average Balance per Member of \$1,000,000.

Ordinary Qantas Points will be calculated on a monthly basis using the following formula:

$$(Average\ Balance\ for\ relevant\ account / 1000) \times (number\ of\ Ordinary\ Qantas\ Points\ for\ relevant\ product / 12) = monthly\ points$$

Bonus Qantas Points may also be allocated at Qudos Bank's absolute discretion, including any limits on the number of Bonus Points that can be earned.

- 4.10 If the Average Balance of a Qantas Points Banking Account that is a savings account is in debit, or the Average Balance of a Qantas Points Banking Account that is a loan account is in credit, no Ordinary Qantas Points will be earned or credited.
- 4.11 The number of Ordinary Qantas Points credited per calendar month is rounded down to the nearest whole Ordinary Qantas Point. Fractions of Ordinary Qantas Points will not be credited and will not be carried forward to the next month.
- 4.12 If your Qantas Points Banking Account is closed or your membership of the program is cancelled or suspended, any Qantas Points that have not been credited to your Qantas Frequent Flyer Program Account in respect of that Qantas Points Banking Account at that time are forfeited.
- 4.13 If Qudos Bank terminates the Program or you cancel your membership of the Program, your membership of the Program is automatically cancelled and any Qantas Points that have not been credited to your Qantas Frequent Flyer Program Account at that time are forfeited.
- 4.14 Qudos Bank reserves the right to reverse or cancel any Qantas Points credited incorrectly, or not in accordance with, or in breach of, these Terms and Conditions at any time.
- 4.15 You, any joint Account holder and any authorised signatory may use the online services provided by Qudos Bank to:
 - a. obtain information about Qantas Points you have earned; and
 - b. perform other functions authorised by us.
- 4.16 Where you, any joint Account holder or any authorised signatory use the online services provided by Qudos Bank, you agree they are governed and bound by the Terms and Conditions of those services.
- 4.17 Qudos Bank will provide you with a statement of the Qantas Points to be credited to your Qantas Frequent Flyer Program Account for a calendar month with your statement of account for that period. If you are registered to use Qudos Bank's online services you may check the number of Qantas Points you have earned from your Qantas Points Banking Accounts using that service.




5. Redeeming Qantas Points

- 5.1 Qantas Points can only be credited to your Qantas Frequent Flyer Program Account. Qantas Points cannot be otherwise transferred, credited or redeemed. Qantas Points can only be redeemed through the Qantas Frequent Flyer Program. All redemptions of Qantas Points are to be made through the Qantas Frequent Flyer Program and are subject to the Terms and Conditions of that program (as amended or substituted from time to time by Qantas). For details visit qantas.com/frequentflyer.

6. General

- 6.1 Qudos Bank may change these Terms and Conditions at any time, including suspending or terminating the Program. A change will either be advertised in the national press, in our newsletter, on our website, within our online services or be provided to you in writing no later than the day on which the change takes effect, unless any applicable law or code of conduct requires us to do something different.
- 6.2 All complaints regarding Qantas Points or any other matter under these Terms and Conditions will be resolved by us in accordance with Qudos Bank's dispute resolution processes.
- 6.3 You are responsible for any taxation liability or other government charge or reporting requirement arising from the Program or from the earning or redemption of Qantas Points. We do not offer any advice or accept any responsibility with respect to these matters.
- 6.4 The failure by us to enforce a particular term or condition does not constitute a waiver of that term or condition by us.
- 6.5 By using your Qantas Points Banking Account you confirm your request to have the Primary Account holders Qantas Frequent Flyer Program Account linked to your Qantas Points Banking Account and your acceptance of the Terms and Conditions of that program and this Program. It is your obligation to ensure that we have the correct Qantas Frequent Flyer Membership Number on file for the Primary Account holder. Please contact us if your information changes, if we do not have your correct Qantas Frequent Flyer Membership Number or if you start using your Qantas Points Banking Account and your Qantas Points are not being credited to your Qantas Frequent Flyer Program Account within 8 weeks of you starting to use your Qantas Points Banking Account.

For more information:

-  Call us on 1300 747 747
-  Visit qudosbank.com.au
-  Drop into your nearest branch

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