

DEALER FINANCE UPDATE

COVID-19 Response Update-Wholesale/Floorplan

Bulletin 160

Dear Dealer Business Owners

BOQ is committed to continuing to support our customers impacted by COVID-19. As part of a number of BOQ's assistance packages, BOQ Dealer Finance is offering dealers a deferment on your monthly bailment fees (commonly referred to as interest charges) and curtailments for a period of up to six months.

How do I apply?

If you believe your dealership has been affected adversely by COVID-19, please let us know by contacting your Territory/Relationship Manager directly or emailing dealerfinancerelief@boqfinance.com.au

If you don't require assistance there is no need for you to contact us.

Who is eligible?

All dealers are eligible to apply for relief.

However, you will be assessed on a case by case basis if:

- Your limit is above \$3 million *or*
- Your account is currently in arrears for more than 60 days

Continued over page.

DEALER FINANCE UPDATE

Bulletin 160

What can I apply for?

You can apply to have your monthly bailment fees (**interest**) and/or any upcoming curtailments deferred for a period up to six months.

What happens at the end of 6 months for my monthly bailment fee (interest) charges?

If requested, any bailment fees (interest) due between now and 30 September 2020 will be deferred until October 2020. From 1 October 2020 you will have the ability to repay the total deferred amount over the next 12 months in monthly repayments.

For any curtailments between now and 30 September 2020, we are extending the due date by six months. For example, if curtailments were due to begin in April 2020 they will now commence in October 2020. If a unit was already in the curtailment period, you will not be required to pay anymore curtailments until October 2020.

Will bailment fees continue to accrue on my account?

Yes. Each unit will continue to have the regular bailment fees charged as usual.

Do I need to pay for sold stock?

Yes. It is imperative that you continue to pay for sold stock immediately. If you don't, your account may be placed in default and normal default management action will commence. It is also a condition of any agreed deferment that you pay for stock as sold.

Continued over page.

DEALER FINANCE UPDATE

Bulletin 160

What assistance is available to any consumers with BOQ Retail Finance?

BOQ Group has also activated its **Fast Track Hardship Assistance** offering for consumer customers who are experiencing financial difficulty due to COVID-19. These customers should contact our **Customer Assistance Team** on **1800 079 866** for more information.

Questions?

Should you require any further information or clarification please feel free to contact your local Territory Manager

NSW	Stephen Connolly	0427 400 276	stephen.connolly@boqfinance.com.au
NSW	Jon- Paul Powrie	0447 099 546	jon-paul.powrie@boqfinance.com.au
VIC/SA/WA	Paul Stewart	0427 400 298	paul.stewart@boqfinance.com.au
QLD	Michelle Warrander	0407 415 967	michelle.warrander@boqfinance.com.au
TAS & DA	Fay Hill	0409 673 146	fay.hill@boqfinance.com.au
DA	Luke Osborne	0405 056 650	luke.osborne@boqfinance.com.au

Dealer Solutions	dealersolutions@boqfinance.com.au
Retail Credit	retailcredit@boqfinance.com.au
Wholesale (Floorplan)	wholesale@boqfinance.com.au
Dealer Assist	dealerassist@boqfinance.com.au
Retail Settlements	dealersettlements@boqfinance.com.au
Customer Service	customer.service@boqfinance.com.au