

COMPETITION AND CONSUMER ACT 2010

Section 56GD(2)

Exemption from provisions of the *Competition and Consumer*

(Consumer Data Right) Rules 2020

1. The Australian Competition and Consumer Commission (the Commission), pursuant to section 56GD(2) of the *Competition and Consumer Act 2010* (the Act), hereby exempts

Bank of Queensland Limited (ACN 009 656 740) (BOQ)

as a data holder, from the following provisions of the *Competition and Consumer (Consumer Data Right) Rules 2020* (the Rules):

- (a) Rule 1.13(1) of Part 1 of the Rules (the obligation to provide a consumer data request service);
- (b) Rule 1.15(1) of Part 1 of the Rules (the obligation to provide a consumer dashboard);
- (c) Rule 1.15(5) of Part 1 of the Rules (the obligation to provide additional online services if the consumer data request is from a secondary user of an account);
- (d) Rule 3.4(3) of Part 3 of the Rules (the obligation to disclose required consumer data in relation to a consumer data request made by an eligible consumer);
- (e) Rule 3.5(2) of Part 3 of the Rules (the obligation to inform CDR consumers of a refusal to disclose required consumer data in response to a consumer data request);
- (f) Rule 4.5(3) of Part 4 of the Rules (the obligation to ask eligible CDR consumers to authorise disclosure);
- (g) Rule 4.6(4) of Part 4 of the Rules (the obligation to disclose required consumer data in relation to a consumer data request made by an accredited person);
- (h) Rule 4.7(3) of Part 4 of the Rules (the obligation to inform accredited persons of a refusal to disclose required consumer data in response to a consumer data request);
- (i) Rule 4A.5(2) of Part 4A of the Rules (the obligation to provide disclosure options for joint accounts);
- (j) Rule 4A.6(1) of Part 4A of the Rules (the obligation to provide disclosure option management service);
- (k) Rule 4A.13(1) of Part 4A of the Rules (the obligation to provide a consumer dashboard for joint account holders);
- (l) Rule 4A.14(2) and (3) of Part 4A of the Rules (the obligation to provide notifications for consumer data requests on joint accounts);

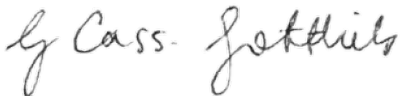
(m) Rule 9.3(1)(e) of Part 9 of the Rules (the obligation to keep and maintain records); and

(n) Rule 9.4(1) of Part 9 of the Rules (the obligation relating to reports that must be prepared by the data holder);

to the extent that these provisions would apply to the CDR data described in clause 2 of this instrument.

2. For the purposes of clause 1, the CDR data that is the subject of this instrument is required consumer data that is:
 - a. held on the legacy platforms; and
 - b. in respect of a customer account issued under the ME Bank brand that:
 - i. is hosted on the digital platform; and
 - ii. was previously hosted on the legacy platforms.
3. The terms used in this instrument of exemption have the meanings given in the Rules and the Act, unless otherwise defined.
4. In this instrument of exemption, the term:
 - a. 'Legacy platforms' refers to the ME Bank on-premises core banking platforms (including the associated CDR API platform); and
 - b. 'Digital platform' refers to the BOQ BaaS cloud-based core banking platform (including the associated CDR API platform).

Dated: 26 February 2024



Gina Cass-Gottlieb

Chair

Australian Competition and Consumer Commission