Addendum to Virgin Money Rewards Terms and Conditions

Virgin Money + Velocity Exclusive Offer

Loaded Home Loan
Go Account

Effective 18 August 2026

Virgin Money Australia, a division of Bank of Queensland Limited ABN 32 009 656 Australian Credit Licence Number 244616.

1. Introduction

This Virgin Money + Velocity Exclusive Offer Addendum (**"Addendum**") forms part of, and must be read in conjunction with, the Virgin Money Rewards Terms and Conditions ("**Rewards Terms**").

Customers agree to be bound by this Addendum and the Rewards Terms when applying for an Eligible Loaded Home Loan and/or an Eligible Go Account (each an "**Eligible Product**").

2. Definitions

- **Eligible Loaded Home Loan** means a new home loan provided by Virgin Money that meets the criteria set out in section 6.
- **Eligible Go Account** means a new transaction account provided by Virgin Money that meets the criteria set out in section 7.
- **Eligible Customer** means:
  a) For Loaded Home Loans – the customer(s) who meet the Customer Eligibility Conditions set out in section 6 (also referred to as a "**Borrower**").
  b) For Go Accounts – the customer who meets the Customer Eligibility Conditions set out in section 7.
- **Home Loan Enquiry Form** means the form to book a banker to assist with the submission of a Loaded Home Loan application.
- **Loan Account** means the account or accounts we open in the Borrower name(s) on our books and records for the purposes of the Eligible Loaded Home Loan.
- **Net Loan Balance** means the outstanding balance of a Loan Account less the credit balance of any linked Offset Account(s).
- **Offset Account** means any Go Account linked to a Loan Account as an offset account.
- **Offer** means the Virgin Money + Velocity Exclusive Offer as set out in this Addendum.
- **Total Loan Amount** means the 'total loan amount' in the loan schedule that forms part of your home loan contract.
- **Valid** means the first and last name of the Velocity Member attached to the Velocity Membership Number provided matches the first and last name of the Eligible Customer(s).
- **Velocity** means **Velocity Rewards Pty Ltd** ACN 116 089 448 as Trustee for the Loyalty Trust ABN 79 580 890 951 or its related body corporate.
- **Velocity Member** means an individual whose application for membership to the Velocity Program has been accepted and whose membership has not been closed, cancelled or terminated in accordance with the Velocity Membership Terms and Conditions.
- **Velocity Membership Number** means the Velocity Program membership number.
- **Velocity Points** means the points of the Velocity Program that can be earned and redeemed by a Velocity Member in accordance with the Velocity Membership Terms and Conditions.
- **Velocity Program** means the Velocity Frequent Flyer Loyalty Program operated by Velocity (as that program may be amended, renamed or replaced from time to time).

Other words used in the document have the same meaning as in the Rewards Terms and Conditions. In the event of any inconsistency, the provisions in this Addendum prevail.

3. Overview of the Offer

The Offer is a points-based promotional offer available to customers who meet the eligibility and qualifying criteria in relation to a Virgin Money Loaded Home Loan and/or a Virgin Money Go Account as set out in this Addendum.

These products are issued by Virgin Money Australia, a division of Bank of Queensland Limited ABN 32 009 656 740 ("**Virgin Money**"). Velocity does not hold an Australian Credit Licence or an Australian Financial Services Licence, and is not a credit representative or authorised representative of Virgin Money.

For the purposes of this Offer, Virgin Money Points:

(i) are awarded by us subject to you meeting the applicable requirements in this Addendum and in accordance with the Rewards Terms; and

(ii) will be converted to Velocity Points, subject to the provisions of section 5.

4. Velocity Membership

Eligible Customers will be requested to provide their Velocity Membership Number when applying for their Eligible Product, as follows:

- Loaded Home Loan – in the Home Loan Enquiry Form.
- Go Account – in the application form.

Ascenda (on our behalf) will validate the provided Velocity Membership details directly with the Velocity Program.

If the Velocity Membership Number is Valid, we will arrange for the total balance of Virgin Money Points in your Rewards Account to be converted to Velocity Points in accordance with section 5 below.

If the Velocity Membership Number is not Valid, we will contact the Eligible Customer to update these details within the Virgin Money app and re-try validation.

Velocity Membership and Velocity Points are subject to the Velocity Membership Terms and Conditions available at https://www.velocityfrequentflyer.com/member-support/terms-conditions. You can also call the Velocity Membership Contact Centre on 131 875 for a copy. The Terms and Conditions of the Velocity Frequent Flyer program may be amended by Velocity from time to time.

5. Auto-redemption of Virgin Money Points to Velocity Points

We will turn on auto-redemption to Velocity Points

Under this Offer, you agree that if you have provided your Valid Velocity Membership Number when applying for an Eligible Product, we will switch on the auto-redemption to Velocity Points feature in the Rewards Hub of your Virgin Money app, whereby your Virgin Money Points balance will be automatically transferred to Velocity to be redeemed for Velocity Points on the last calendar day of each month ("**Auto-Redemption Date**").

We will change your auto-redemption option from Points to Cash to Velocity Points

Under this Offer, you agree that if you have provided your Valid Velocity Membership Number when applying for an Eligible Product and have the existing feature auto-redemption Points to Cash turned on, whereby your Virgin Money Points are automatically converted to cash to credit one of your Virgin Money accounts on the last calendar day of each month, that we will update your auto-redemption option to instead have your Virgin Money Points transferred to Velocity Points on the Auto-Redemption Date.

Auto-redemption to Velocity Points applies to your whole Virgin Money Points balance

Important – Please note that the auto-redemption to Velocity Points as provided in section 5 will also extend to any existing Virgin Money Points balance already in your Virgin Money Rewards account as at the Auto-Redemption Date.

Turning off and/or changing your auto-redemption selection

If you do not wish for your Virgin Money Points granted under this Offer to automatically be converted to Velocity Points, you can opt out of this auto-redemption feature yourself within the Virgin Money app at any time. This includes changing back to the option of auto-redemption of Points to Cash, or manually transferring your Virgin Money Points to Velocity Points at the time and quantity of your choosing. However, any change needs to be completed the day before the applicable Auto-Redemption Date.

6. Virgin Money Loaded Home Loan

The Loaded Home Loan Offer

The Offer is as follows:

Offer	Virgin Money Points	Velocity Points conversion
Settlement Bonus Points Note: This Offer replaces the amount of Bonus Points earned when we Settle a Loaded Home Loan as set out in the Rewards Terms	**4,000** Virgin Money Bonus Points per full $10,000 of the Total Loan Amount advanced on the Settlement Date.	The award of 4,000 Virgin Money Bonus Points per full $10,000 of the Total Loan Amount advanced can be transferred for **2,000** Velocity Points.
Anniversary Bonus Points	**4,000** Virgin Money Bonus Points per full $10,000 of Net Loan Balance for each Loan Account allocated annually for the first 3 anniversaries after the Loaded Home Loan is Settled.	The award of 4,000 Virgin Money Bonus Points per full $10,000 of Net Loan Balance for each Loan Account can be transferred for **2,000** Velocity Points.

This Offer is in addition to the ability of each Borrower to earn 2,000 Monthly Bonus Virgin Money Points for holding your Loaded Home Loan as set out in the Rewards Terms ("**Ongoing Loaded Monthly Bonus Points Offer**") which can be transferred for **1,000** Velocity Points.

Customer Eligibility Conditions

To be eligible for this Offer:

(i) Each Borrower agrees to be enrolled to participate in the Virgin Money Rewards Program (if not already enrolled);

(ii) At least one Borrower must have accessed the Offer via the Velocity linked Offer page and submitted a request to commence an application for a Loaded Home Loan via the Virgin Money Home Loan Offer page;

(iii) Each Borrower must meet the Loaded Home Loan eligibility criteria specified in the application process;

(iv) You must be approved by us and Settle an Eligible Loaded Home Loan, which means a new Loaded Home Loan for either an owner-occupied or investment purpose, whether for purchase or refinance, subject to the restrictions set out below;

(v) All Loan Accounts remain open until the Virgin Money Points are credited; and

(vi) Each Borrower must be eligible to receive Virgin Money Points under the Rewards Terms.

Joint Accounts

The Offer applies for each Loaded Home Loan taken out by one or more Borrowers.

Where there is more than one Borrower, the amount of Settlement Bonus Points and Anniversary Bonus Points will be split and evenly allocated between the Borrowers.

Loaded Home Loan Offer Restrictions

BOQ Group Lending

This Offer is not available where any of the total loan amount proceeds are for the refinance, restructure, switches, or top-ups of existing home loans from Virgin Money or from other lenders within the Bank of Queensland Ltd (**BOQ**) Group.

Splitting your Loaded Home Loan

If you split your Eligible Loaded Home Loan after you Settle into two or more separate Loan Accounts, the following will apply for the purposes of Anniversary Bonus Points.

- The original Eligible Loaded Home Loan account will retain its Settlement Date and, if it remains an Eligible Loaded Home Loan, may continue to earn Anniversary Bonus Points.
- The new Loan Account created as a result of the split will not be eligible to earn Anniversary Bonus Points.

Top-Ups to your Existing Loaded Home Loan

If you increase the balance of your existing Eligible Loaded Home Loan ("**Top-Up**") after you Settle and no new Loan Account is created:

- The Top-Up does not change the original Settlement date for the purposes of payment of Anniversary Bonus Points under this Offer.
- The Top-Up after payment of Anniversary Bonus Points will not result in Bonus Points being awarded retrospectively for previous anniversaries.

Top-Ups to your Loaded Home Loan Through a New Loan Account

If a Top-Up results in a new Loaded Home Loan account being created:

- The new Loan Account will be treated as a separate loan for the purposes of this Offer, but will not be eligible to receive Settlement Bonus Points.
- Eligibility for Anniversary Bonus Points will be assessed by reference to the Settlement Date of the new Loan Account.

The original Loaded Home Loan account (if still open and eligible) will continue to be assessed for Anniversary Bonus Points using its original Settlement Date.

Switching from a Loaded Home Loan to Lite Home Loan

If you switch your Loaded Home Loan to a Lite Home Loan after you Settle, you will no longer be eligible for Anniversary Bonus Points under this Offer from the date your Loaded Home Loan account is closed.

Consolidating your Home Loans

If you consolidate multiple Eligible Loaded Home Loans into a single Eligible Loaded Home Loan:

- Anniversary Bonus Points under this Offer will only apply to the Loaded Home Loan account that remains open after consolidation.
- The date used to assess eligibility and award Anniversary Bonus Points is the Settlement Date of the Loaded Home Loan account that remains open after consolidation.

Default on your Home Loan(s)

You will not be eligible for Anniversary Bonus Points if, at the relevant anniversary date:

(i) your Eligible Loaded Home Loan is 30 days or more in arrears, or

(ii) you are otherwise in Default under any home loan contract you have with us.

External Refinancing of your Loaded Home Loan

If you refinance your Eligible Loaded Home Loan with another lender, your home loan with us will be closed and you will no longer be eligible to earn Points.

7. Go Account Offer

The Go Account Offer

The Offer is as follows:

Offer	Virgin Money Points	Velocity Points conversion
Upfront Points for spend on 'Eligible Transactions' # within first 60 days of account opening.	**20,000** Virgin Money Bonus Points if you spend $1,500 in Eligible Transactions # in days 1 to 60 of account opening.	The award of 20,000 Virgin Money Bonus Points for meeting the spend criteria in days 1-60 of account opening can be transferred for **10,000** Velocity Points.
Ongoing Points for spend on 'Eligible Transactions' # within 61 to 360 days of account opening.	**2,000** Virgin Money Bonus Points for each rolling 30 day period within which you meet the spend criteria of $1,500 in Eligible Transactions # commencing on day 61 and ending on day 360 of account opening.	The award of 2,000 Virgin Money Bonus Points for meeting the spend criteria within each rolling 30 day period for days 61 to 360 can be transferred for **1,000** Velocity Points.

This Offer is in addition to your ongoing ability to earn 8 Standard Virgin Money Points for any Eligible Transaction # made on your Go Account as set out in the Rewards Terms ("**Ongoing Go Account Base Points Offer**") which can be transferred for **4** Velocity Points.

'Eligible Transactions' are as defined in the Rewards Terms.

Customer Eligibility Conditions

To be eligible for this Offer, you must:

(i) agree to be enrolled to participate in the Virgin Money Rewards Program;

(ii) be a single applicant only (not be applying in joint names) and meet the Go Account eligibility criteria specified in the application process;

(iii) have accessed the Offer via the Velocity linked Offer page and applied for the Go Account or Go Account Boost Saver bundle;

(iv) do not currently hold, nor have ever held any Virgin Money product (home loan, deposit, savings or credit card) that is accessible on the Virgin Money app either solely or jointly in your name.

(v) be eligible to receive Virgin Money Points under the Rewards Terms.

Go Account Offer restrictions

The Offer only applies to one Go Transaction Account for each Eligible Customer. Offers on multiple Go Accounts held in the same name and capacity are not permitted.

If you have an existing Go Account with the Offer and are applying for an Eligible Loaded Home Loan, you are also eligible for the Loaded Home Loan Offer.

If you are applying for the Offer on a new Go Account at the same time as, or subsequent to, applying for the Offer on an Eligible Home Loan (including for offset purposes) you will not be eligible for the Offer on the Go Account (but will be eligible for the Ongoing Go Account Base Points Offer).

8. Timeframes for crediting of Virgin Money Points

We will credit Points earned under this Offer to your Virgin Money Rewards Account as follows:

- Loaded Home Loan Anniversary Bonus Points – within 60 business days of the anniversary of the Loaded Home Loan Settlement Date.
- All other Points owing under the Offers – up to 5 business days after the applicable earn criteria is met.

9. Changes

We may vary the terms of this Addendum from time to time including by:

(i) withdrawing or replacing the benefit that is available under the Offer;

(ii) changing the value of the Offer, including but not limited to, applicable Points conversion rates; or

(iii) changing the Customer Eligibility Conditions and Offer restrictions.

Changes that may be unfavourable to you are subject to 30 days' advance notice. We will notify you in accordance with the methods set out in the Rewards Terms.

Velocity can suspend or terminate the Velocity Frequent Flyer program in accordance with the terms of the Velocity Frequent Flyer program. In such a case, we will give such advance written notice to Eligible Customers as is reasonably practicable.

10. Suspension and Termination

We may suspend or terminate the Offer if we (acting reasonably) form the view that:

(i) your conduct or dealings in connection with the Eligible Product or the Offer may be fraudulent, illegal or otherwise involve misrepresentation; or

(ii) You or someone acting on your behalf has tampered with or manipulated the Offer process including in order to meet the Offer eligibility or earn criteria; or

(iii) you are otherwise in breach of this Addendum, the Rewards Terms or the Eligible Product terms.

This Addendum does not form part of the contract for the Eligible Product(s). If there is any inconsistency between this Addendum and those that apply to the Eligible Product(s), the terms and conditions of the Eligible Product(s) will prevail to the extent of the inconsistency.

11. No Responsibility

Virgin Money pays Velocity for Velocity Points issued in relation to this Offer.

We assume no responsibility for:

(i) Points transferred from Virgin Money Rewards to your Velocity Frequent Flyer account after the Velocity Points have been received into your Velocity Frequent Flyer account, or for the actions of Velocity in connection with its Velocity Frequent Flyer program or otherwise. Once received into your Velocity Frequent Flyer account, Velocity Points are subject to the Velocity Membership Terms & Conditions available at https://www.velocityfrequentflyer.com/member-support/terms-conditions; and

(ii) Any loss of whatever nature resulting from the redemption of Points from Velocity.

12. Privacy

You agree that, subject to the Privacy Act 1988 (Cth), we may provide personal information to Velocity and its agents, affiliates and related companies for the purposes of our marketing, planning, product development and administration of the Offer and seek from and exchange with such organisations personal information about you, and in the case of Velocity, provide personal information for the purpose of maintaining your Velocity Account.

We treat all personal information with care and in accordance with our privacy policy, which is available at http://virginmoney.com.au/help/privacy-and-security

A copy of the Velocity Privacy Policy is available at https://www.virginaustralia.com/au/en/about-us/policies/privacy/privacy-policy/

virginmoney.com.au

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