

UPDATE ON BUSINESS PERFORMANCE AND BANKING RELIEF PACKAGE DEFERRALS

Tuesday, 8 December 2020, Sydney: Bank of Queensland Limited (BOQ) today provided an update on business performance and on COVID-19 Banking Relief Package deferral data for November 2020 ahead of the Annual General Meeting scheduled for 11am (AEDT).

Managing Director and CEO George Frazis noted “BOQ continues to execute on its transformation program with the family and friends phase 1 launch of the Virgin Money digital bank going live this week. We reconfirm the FY21 outlook for BOQ to deliver broadly neutral jaws.”

COVID-19 Banking Relief Package Deferrals

BOQ is committed to supporting customers throughout this challenging period and is providing a range of options to customers as they reach the end of their loan deferral periods.

As at 30 November 2020 BOQ has 2,500 housing loans remaining in deferral with balances of \$889m. These balances represent 3% of BOQ’s housing loan portfolio. BOQ has 3,300 SME loans remaining on deferral with balances of \$390m as at 30 November 2020. These balances also represent 3% of BOQ’s total SME lending.

“It is really pleasing to see the vast majority of our customers who accessed the banking relief package resuming repayments. We will continue to work with the remaining 3% of customers still accessing our banking relief packages to support them in their recovery,” George Frazis commented.

Further information on BOQ’s banking relief packages is included in Appendix 1.

Amendment to Annual Report – Security Holders

The distribution schedule in the Shareholding Details section on page 187 of the Annual Report is amended in accordance with listing rule 4.10.7 as follows:

Distribution of Security Holders as at 23 September 2020

Category	Ordinary Shareholders			Capital Noteholders		
	2020	% of IC	2019	2020	% of IC	2019
1 – 1,000	60,991	5.02%	57,361	5,547	45.20%	5,148
1,001 – 5,000	34,022	18.61%	31,527	397	21.61%	403
5,001 – 10,000	8,334	13.28%	6,764	26	5.20%	30
10,001 – 100,000	5,413	25.38%	4,017	28	19.80%	26
100,001 – and over	120	37.72%	93	2	8.20%	1
Total	108,880	100%	99,762	6,000	100%	5,608

For further information please call:

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Analysts

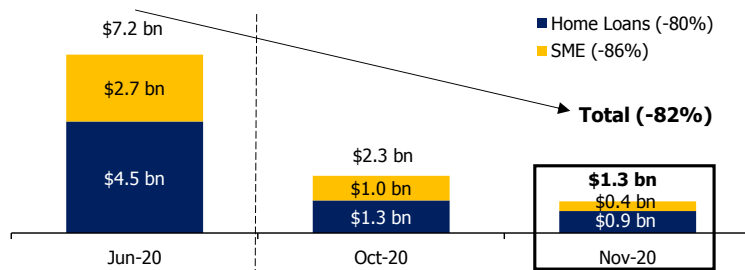
Cherie Bell, General Manager Investor Relations
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ENDS

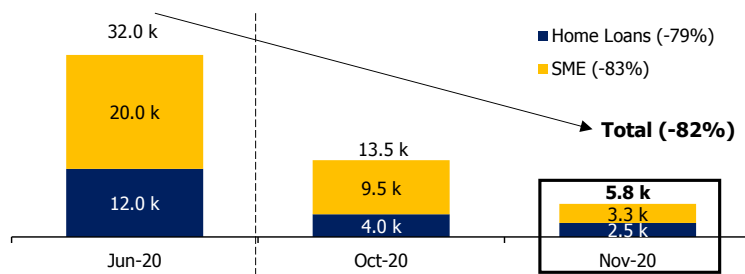
Authorised for release by: The Chairman, Bank of Queensland Limited

Appendix 1: Banking Relief Package Information

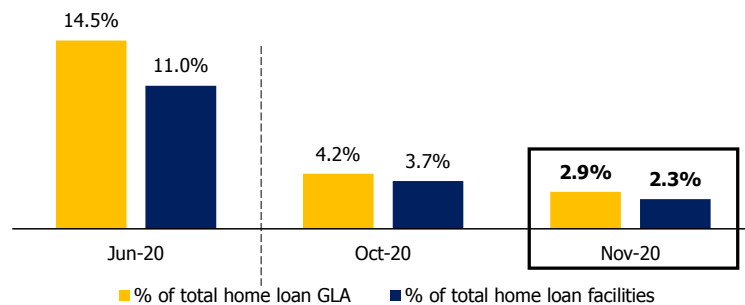
Total Deferrals – Gross Loans & Advances (GLA)



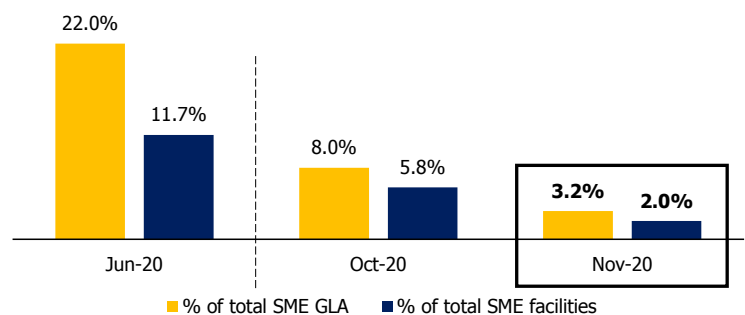
Total Deferrals - Facilities



Housing Loan Deferrals



SME Loan Deferrals



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