

BankVic General Terms and Conditions

November 2023.



For police, emergency
and health workers

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Introduction

About us

Police Financial Services Limited (ABN 33 087 651 661, trading as BankVic, AFSL and Australian Credit Licence 240293) (**BankVic**) is a mutual bank that is 100% owned by its Members. BankVic's services are extended to members of the police, health, emergency and public service sectors.

BankVic exists to strengthen the communities we serve. We aim to build healthy communities that are financially, socially and environmentally sustainable.

Eligibility for our products and services

Our products and services are generally available to our Members. Details about our how to become a Member is set out in Part B.

You can find out information about your rights as a Member by reading the Constitution.

The information included in this booklet

This booklet sets out the terms that govern your relationship with us (including about your rights and obligations) when:

- (a) You are a BankVic Members (see Part B);
- (b) You open, and transact on, your BankVic bank account (transactions or savings) or term deposit (Part C applies to all account and Part D applies to term deposits only);
- (c) You access your BankVic bank account or term deposit (including through Online Banking, BankVic App, Telephone Banking, BankVic Visa Card, BPAY) (see Part E); or
- (d) Other general things that apply to your relationship with us (see Part F).

Information about applicable interest rates, fees and transaction limits are set out in the BankVic Interest Rate, Transaction Limits and Fees & Charges tables on our website (bankvic.com.au).

It's important that you understand the information in this booklet, so you should read this booklet carefully.

General information only

Information in this document is general in nature and is not tailored to you. Before acting on this information, you should consider the appropriateness of the information, having regard to your personal circumstances (i.e. your objectives, financial situation or needs).

Want more information?

If you want more information about BankVic and our products and services, our Constitution, or your Membership or Accounts, please contact us (our details are on the back page).

Part A Glossary

1. What does that word mean?

Access Service means a service we provide (or arrange for others to provide) that you may use to access your BankVic account.

Account means a BankVic account denominated in Australian dollars that we open in the name of an Account Holder in respect of a bank account (transaction or savings) or term deposit.

Account Holder means the person nominated as holding the Account and who is responsible for the transactions on the Account.

Additional Cardholder, in respect of a BankVic Visa Card, is a person who is not the Account Holder and is issued with a BankVic Visa Card.

ATM means an automatic teller machine.

Authority to Operate, in respect of an Account, means a person nominated by the Account Holder to operate the Account.

Available Funds, in respect of an Account, means the total balance in the Account less any unsettled transactions (e.g. cheques deposited that have not yet been cleared or BankVic Visa Card transactions pending authorisation).

BankVic, we, us, our is Police Financial Services Limited (ABN 33 087 651 661, AFSL and Australian Credit Licence 240293), and its successors and assignees.

BankVic App means a mobile device application, which enables you to access and transact on your Linked Account.

BankVic Visa Card means a Visa branded debit card issued by us to enable access to your Linked Account, including the information printed on the card or displayed on any digital card.

BPAY means the BPAY bill payment service that allows you to pay bills electronically.

Business Day means a day that we are open for business, excluding a Saturday, Sunday and public holiday.

Cardholder means a person to whom a Card is issued.

Constitution means our constitution as approved by our Members.

eftpos means electronic funds transfer at point of sale.

eftpos Device means a device through which an electronic payment may be processed using a card acceptable to the merchant (for example, your BankVic Visa Card).

Electronic Banking Terminal means an ATM or eftpos Device.

Floor Limit is an amount above which a BankVic Visa Card payment requires approval by us in order for the payment to be processed.

Linked Account, in respect of an Access Service, means the Account you have with us to which you may obtain access to the funds available in the Account by use of the Access Service.

Member means:

- (a) a person who holds 10 shares in BankVic; or
- (b) a non-shareholder Member, being persons who, since 1 July 1999, are known as non-paid up members holding ten shares of nil 'paid up' value. Before this date, they were formerly recognised as non-shareholding members.

Maturity Date, in respect of a term deposit, means the day on which your deposit investment finishes.

Mistaken Internet Payment means a payment made through Online Banking where funds are paid into the account of an unintended recipient because the user has entered or selected a BSB number or other identifier that does not belong to the named recipient as a result of the user's error or the user being advised of the wrong details. This does not include BPAY payments.

NPP means the New Payments Platform operated by NPP Australia Limited.

Online Banking means an internet banking facility we provide, which enables you to access your Linked Account and to carry out financial transactions through the internet on your computer or device.

Passcode, for a person, means a PIN, code or word which is:

- (a) issued to the person by us, or selected by the person; and
- (b) used in conjunction with Online Banking or any other services we may advise you from time to time.

A Passcode includes your customer reference number, Member number or other BankVic identifier.

PayID is a memorable piece of information such as a mobile number, email address or ABN/ACN that is linked to a financial account.

PIN means a personal identification number.

Telephone Banking means the telephone banking services we provide, including our automated telephone banking services and the services we provide through our Contact Centre.

Visa means Visa Worldwide Pte. Limited.

Visa payWave refers to the contactless method by which a Visa card may be used to complete a transaction, which involves waving the Visa card over a merchant's Visa payWave enabled eftpos Device without the need for a PIN or signature.

you, your means an Account Holder, and if more than one person comprises the Account Holder, it means each of them separately, and all of them jointly.

2. Rules of interpretation

The following rules of interpretation apply throughout this booklet:

- (i) A reference to a day is to the 24 hour period that starts at 00:00 (Melbourne time).
- (ii) A reference to the singular includes the plural and the plural includes the singular.

Part B Membership with BankVic

This Part B applies to your Membership with BankVic. It includes information about:

- **our Membership eligibility criteria;**
- **how to become a Member;**
- **the products and services available to Members; and**
- **how, and what happens when, your Membership may end.**

3. When you can become a Member

(a) Different eligibility criteria applies to different entity types.

3.1 Individuals and sole traders

- (a) If you are an individual, you can become a Member if you are an Australian citizen or resident and either:
- (i) you are a member of a Police Force;
 - (ii) you are a person involved in Emergency Services, Health Work or Government departments;
 - (iii) you are a family member of a Member who is admitted to Membership under paragraph 3.1(a)(i) or 3.1(a)(ii).

3.2 Trusts

- (a) A trustee of a trust can apply for Membership [if the trustee or the beneficiary of the trust is a Member]. If there are multiple trustees, each trustee will need to be a Member.
- (b) If you open an Account as a trustee, you represent and warrant that:
- (i) you have the authority and necessary power to open and operate the Account;
 - (ii) you are the trustee of the trust;
 - (iii) no action has been taken to replace or remove you as trustee of the trust; and
 - (iv) you have an unrestricted right to be fully indemnified out of trust assets in respect of any liability that you may incur as trustee.

3.3 Incorporated bodies

- (a) If you are an incorporated body (such as a company, incorporated association or incorporated co-operative), you can become a Member if:
- (i) any officer or employee of the incorporated body is a Member; or
 - (ii) you are a body corporate registered with the Australian Securities and Investments Commission.

4. How to apply for Membership

- (a) You can apply for Membership if you satisfy our eligibility criteria (see paragraph 3).
- (b) When you submit your Membership application, you will also be required to:
- (i) provide documents and information that we ask you to provide, in a form satisfactory to us; and
 - (ii) subscribe for 10 preference shares in BankVic for a price of \$1.00 per share.

5. Your rights and obligations as a Member

- (a) As Member, you agree to be bound by the Constitution, which can be found at bankvic.com.au.

6. Products you can apply for

Customer	Deposit products ¹	Credit products ²
Individuals who are adults	✓	✓
Individuals who are minors (i.e. under 18 years old) ³	✓	✗
Sole traders	✓	✗
Partnerships	✓	✗
Trusts	✓	✗
Incorporated body	✓	✗ ⁴
Unincorporated body	✓	✗

1. Deposit products include BankVic's bank accounts (transaction and savings) and term deposits.

2. Credit products include BankVic's credit card, overdraft facility, personal loan and home loan.

3. The minor is the Account Holder.

4. Credit facilities are not generally available to incorporated bodies, however we may provide them to certain incorporated bodies – contact us for more information (our details are on the back page).

7. Ending your Membership

7.1 You can ask us to end your Membership

- (a) You may end your Membership by completing a Membership closure form.
- (b) Your Membership will end once we are reasonably satisfied that you have discharged all your obligations in respect of any Accounts you have with us.

7.2 We can end your Membership

- (a) We reserve the right, in the circumstances set out in the Constitution, to end your Membership with us. If we exercise this right, we will give you at least 21 days' prior notice of your Membership ending.

7.3 What happens when your Membership ends?

- (a) When your Membership ends your Accounts with us will be closed.

Part C Deposit product terms

This Part C applies to your Account (transaction, savings or term deposit).

8. Eligibility for an Account and name of the Account

- (a) You can apply for an Account if:
 - (i) you are a Member;
 - (ii) you are a partnership and all partners in the partnership are a Member; or
 - (iii) you are an unincorporated body, and a person associated with the unincorporated body (such as an officer or member) is a Member.
- (b) If we open an Account for an eligible Member, the name of the Account Holder will be the same as the name in which their Membership is held.

9. You'll have to provide information and documents we ask for

- (a) When you ask us to do something (such as open an Account, make changes to your Account, register for an Access Service or provide an instruction to us), we may ask you to provide information and documents (including to verify your identity) in a form satisfactory to us. We will not process your request until we receive the information or documents.

10. Verifying your information and ongoing information requests

- (a) We cannot open your Account, or allow you to transact on it, until we have successfully verified your identity.

For an Account held jointly, the identity of all joint Account Holders needs to be verified.

- (b) We will also need to verify the identity of any person who acts as your agent, or who is an Authority to Operate.
- (c) Sometimes we may ask you provide additional information or documentation (such as the source or origin of your funds, or how you plan to use your Account).

11. Your responsibility for the Account

- (a) As an Account Holder, you are responsible for all activity undertaken on your Account (including any activity undertaken as a result of an instruction given by an Authority to Operate). For this reason, you should give any Authority to Operate a copy of this booklet.
- (b) You agree that we are entitled to rely on the instructions given by you, or an Authority to Operate, by any means (including through the use of an Access Service).
- (c) You indemnify us for any loss arising out of your ownership or operation of your Account (unless we are responsible), and where there is more than one Account Holder, this indemnity is joint and several.

12. Adding funds to your Account

- (a) Depending on your Account type, you may make a deposit into your Account at our branches and at any Bank@Post location, through Online Banking or Telephone Banking or by arranging direct credits into your Account.
- (b) You can also send us a money instrument (such as a cheque or money order) by mail. We will only accept the money instrument where it is made out to you and it is not stale.
- (c) An amount deposited into your Account will be credited as Available Funds on the day that cleared funds are received by us. This means that the proceeds of any money instrument (such as a cheque or money order) will not be available until it is cleared. A deposit may take longer to be credited to your Account if we receive the deposit on a day that is not a Business Day or as a result of third party delays (for example, due to processing cycles of institutions involved and service interruptions).

13. Withdrawing funds, and making payments, from your Account

13.1 Overview

- (a) Depending on your Account type, you can withdraw funds (including by making payments) from your Account at an ATM, at our branches and at any Bank@Post location, through Online Banking (including the BankVic App) or Telephone Banking, by using your BankVic Visa Card, by arranging direct debits from your Account, by cheque or BPAY.
- (b) The maximum funds you may withdraw from your Account is the Available Funds (or if you have an overdraft facility on your Account, up to the approved overdraft facility limit). Daily transaction limits may also apply to an Access Service – refer to the Transaction Limits table on our

website (bankvic.com.au). You may ask us to vary a transaction limit – any variation will be subject to our approval.

- (c) You should make sure there are sufficient Available Funds to make a withdrawal or payment. If there are insufficient Available Funds to satisfy a withdrawal or payment, we may not make the withdrawal or payment (at all or until you have sufficient Available Funds). You may be charged a dishonour fee.
- (d) At times, a withdrawal may cause the Available Funds to fall below zero (that is, your Account may be 'overdrawn'). If this happens and there is no formal overdraft facility in place, you have to repay the overdrawn amount immediately.

13.2 Payment instructions

13.2.1 Authority to act on instruction

- (a) You authorise us to act on the instructions you provide, or any Authority to Operate provides, to us (including through an Access Service).

13.2.2 Making a payment

- (a) To make a payment (including a pay anyone, BPAY payment or NPP payment), you must provide us with a valid payment instruction. When we receive a valid payment instruction from you or an Authority to Operate (including an instruction provided through an Access Service):
 - (i) you ask us to act on the payment instruction; and
 - (ii) we will debit your Account (including the relevant Linked Account for an Access Service) with the amount of the payment.
- (b) We will treat a payment instruction as valid if you give, or the Authority to Operate gives us the information we have asked you to provide and our security requirements have been complied with (including the requirements set out in paragraph 22).
- (c) A payment instruction may be rejected where the recipient's financial institution does not accept the payment instruction (for example, a BPAY payment you make to a biller may be rejected where the biller has terminated their BPAY arrangement with their financial institution).
- (d) Where you are allowed to provide a payment description or reference in connection with any payment instruction, you must ensure that it does not contain, refer to or link to, any swearing, profanity or offence, discriminatory, threatening or abusive content.

13.2.3 When payments are processed

- (a) You should make sure that the payment instructions you give (including any payment instructions given under a recurring payment arrangement) are accurate and up-to-date as any error may result in the payment being made to an unintended recipient or the wrong account, and it may not be possible to recover the money.
- (b) We implement your payment instructions straight away, so, your opportunity to stop a payment instruction is limited. With that said, if you notice any errors, let us know straight away and we will attempt to recover the money on your behalf.

- (c) A payment instruction is treated as having been made, and is usually debited, on the same day where it is:
 - (i) an NPP Payment instruction that is received by us on a Business Day;
 - (ii) a BPAY payment instruction that is received by us before 3pm on a Business Day; or
 - (iii) any other payment instruction that is received by us before 2pm on a Business Day.
- (d) A delay may occur in processing a payment instruction, and the debiting of your Account, where it is received outside of the processing times referred to in paragraph 13.2.3(c) or as a result of third party delays (for example, due to processing cycles of institutions involved, or service interruptions).
- (e) If we are able to do so, we will:
 - (i) tell you if there are any delays in processing transactions or your transaction cannot be processed;
 - (ii) tell you when your transaction is likely to be completed (for example, because the PayID you use to make a NPP payment is no longer registered); and
 - (iii) give you the opportunity to cancel a transaction if it is delayed.
- (f) In the case of a BPAY payment, we will attempt to make sure that your payments are processed promptly by the BPAY participants (including those billers to whom your payments are to be made).

14 Recurring and future dated payments

14.1 Direct debits and PayTo payment agreements

- (a) Depending on your Account type, you may set up a recurring payment arrangement (i.e. a regular amount to paid from your Account at a nominated frequency to a specified payee). This arrangement may involve direct debits under a direct debit service agreement or PayTo payments under a payment agreement.
- (b) You are responsible for ensuring that the details you provide or approve to set up a recurring payment arrangement (including your PayID, BSB or account number) are accurate and up-to-date.
- (c) You may cancel a recurring payment arrangement by contacting the relevant third party debiting your Account. You may also ask us to cancel the arrangement and we will take action to help you cancel it.

14.2 Establishing and amending PayTo payment agreement

- (a) If a third party debiting your Account wishes to establish a PayTo payment agreement, we will notify you and you may approve or reject any request (if you don't approve or reject any request within the timeframe stipulated, the request may expire and it will be treated as being rejected by you).
- (b) If you have an existing direct debit arrangement with a merchant or payment initiator, you may be notified by them that future payments will be processed from your Account under PayTo. You are entitled to prior written

notice of a variation to your direct debit arrangement and changed processing arrangements, as specified in your direct debit service agreement, from the merchant or initiator. If you do not consent to the variation of the direct debit arrangement, you must advise the merchant or payment initiator. We are not obliged to provide notice of a migrated direct debit request mandate to you for you to confirm or decline. We will process instructions received from a merchant or payment initiator on the basis of a migrated direct debit request mandate. Once a direct debit arrangement migrates to a PayTo payment agreement, you may link that arrangement to another eligible account in your name, or pause, resume or cancel the payment arrangement by contacting us. If the third party debiting your Account proposes any amendments to that arrangement, we will notify you and you may approve or reject any amendment request (if you don't approve or reject any request within 5 days, the request may expire and it will be treated as being rejected by you).

- (c) If you think that any of the PayTo payment agreement details provided by a third party debiting your Account are incorrect, you should decline the request and ask them to resubmit a new PayTo payment agreement with the correct details.
- (d) You may, through Online Banking amend the Account details (such as your PayID, or BSB and account number) for a PayTo payment agreement by replacing them with the account details for another Account you hold with us. If you want to replace them with an account you have with another financial institution, you must cancel the PayTo payment agreement and create a new agreement with the new account details.
- (e) You or the third party debiting your Account may cancel, pause or resume a PayTo payment agreement. If you do these things, the third party debiting your Account will be notified and if the third party debiting your Account does any of these things, we will notify you.

14.3 Migrating a direct debit arrangement to a PayTo payment agreement

- (a) A third party debiting your Account under an existing direct debit arrangement may migrate that arrangement to a PayTo payment arrangement. You should receive a notice from the third party of any proposed migration, which asks for your consent to the migration. We are not required to provide you with notice of such migration and will process instructions that we receive as a result of such migration.

14.4 BankVic Visa Card

- (a) You can set up recurring payments using your BankVic Visa Card. If your card is replaced, you should give your new BankVic Visa Card details to the organisation debiting your BankVic Visa Card under a recurring payment arrangement.
- (b) If you want to cancel recurring payments linked to your BankVic Visa Card, you must contact the third party debiting your Account.

14.5 Future dated payments

- (a) You can set up recurring payments using your BankVic Visa Card. If your card is replaced, you should give your new BankVic Visa Card details to the organisation debiting your BankVic Visa Card under a recurring payment arrangement.

15. Interest

- (a) Depending on your Account type, we pay credit interest calculated on the daily opening balance. For our current interest rates, please see the BankVic Interest Rate tables on our website (bankvic.com.au).
- (b) Other than for term deposits, we usually pay credit interest on an Account on the last day of each month by crediting it to the Account (we will let you know if we credit interest on any other day). For information on when interest is paid on a term deposit – go to paragraph 32 (Interest).

16. Fees and charges

- (a) You must pay all fees and charges required by us, and we may debit your Account for those fees and charges – please see the BankVic Fees & Charges tables on our website (bankvic.com.au).
- (b) We may pass on to you any fees, charges, duties or taxes that are imposed by a government or regulatory authority.

17. Joint accounts

- (a) When an Account is held jointly, all funds standing to the credit of the Account will be owned by the joint Account Holders, jointly and severally, with the right of survivorship.
- (b) An Account may be operated under an 'all to operate' authority or an 'any to operate' authority. An 'any to operate' authority applies, unless you tell us otherwise.
- (c) Under a joint account this authority remains in effect until direction to the contrary is given to us by all surviving account holders and supersedes any existing authority.

18. Appointing third parties to operate or transact on your Account

18.1 Authority to Operate Account

- (a) You may appoint a third party as an Authority to Operate by completing an Account authority form and telling us what the person is authorised to do in respect of your Account. It can take up to three Business Days for us to process this request.
- (b) A person that is an Authority to Operate is not an Account Holder. However, they may be an Additional Cardholder.

18.2 When we treat authorities as being cancelled

- (a) The appointment of an Authority to Operate will be cancelled when we become aware that the Account Holder has died or become bankrupt.

19. Statements of account

- (a) We will provide statements every three months.
- (b) If you use Online Banking, we will give you an electronic statement and send you an email to let you know when a new statement is available in Online Banking.
- (c) If you do not use Online Banking, we will send a paper statement to your nominated mailing address.
- (d) You may be able to access a transaction list through an Access Service (such as Online Banking). Such list is not a statement of account and may not contain information about all transactions that have been processed to your Account at that time.

20. Check your Account transactions and tell us about any errors

20.1 Check your Account transactions

- (a) We do our best to ensure that our systems process transactions (including interest and fees) in accordance with this booklet. However, errors will sometimes occur (for example, due to errors or limitations in our systems or processes). If this happens, we may make adjustments to your Account to put you in the same position as if the transactions had been appropriately processed (this might involve changing the date on which a transaction is credited or debited, changing the amount credited or debited, changing the interest credited or changing the fees debited to your Account).
- (b) You should check your Account transactions carefully and regularly, including by checking your statements of account when you receive them and checking any transactions you have performed (including those using an Access Service).

20.2 Tell us straight away if you identify any errors or unauthorised transactions

- (a) If you believe a transaction is wrong or unauthorised, or your Account statement contains any instances of unauthorised transactions or errors, you should tell us straight away.
- (b) If, because of your delay in telling us about any errors or unauthorised transactions, we are not able to take advantage of any rights or remedies that may have otherwise been available to us to reverse or correct any such error (including any mistaken payment) or unauthorised transaction you will not be entitled to dispute your liability for such error or unauthorised transaction.
- (c) Any unreasonable delay in notifying us of any errors (including any mistaken payment) or unauthorised transaction may also affect your level of liability – that is, it may affect whether you will be liable for the actual loss or a portion of the loss.
- (d) If we find that an error was made, we will make the appropriate adjustments to your Account (including interest and charges, if any) and will tell you about the adjustments made.

- (e) If we are unable to resolve the matter to your satisfaction, you can tell us about your concerns. For further details, go to paragraph 54 (Tell us about your complaints and concerns so we can resolve them).

21. We are not required to open an Account, and may place restrictions on it or close it

21.1 When we might take these actions

- (a) We may decide not to open an Account, or place restrictions on (including by suspending or imposing a transaction limit) your Account or any Access Service (including any Access Service used by an Authority to Operate), or close your Account or Access Service where:
 - (i) you cease to be a Member;
 - (ii) in accordance with the circumstances set out in the Constitution;
 - (iii) you do not provide any information or documentation we require within the timeframe requested (including where we reasonably require it to determine your foreign tax residency status or manage risks associated with you (such as financial crime related risks, sanctions risks or regulatory risks));
 - (iv) the information you have given us (or information we have about you) is incorrect, misleading or has changed since we received it;
 - (v) your circumstances or affairs have changed adversely in respect of your ability to perform your obligations in respect of your Account;
 - (vi) having a business relationship with you (including by providing an account to you) would pose an unacceptable level of risk (such as risks relating to your foreign tax residency status, financial crime related risks, sanctions risk or regulatory risks);
 - (vii) we reasonably believe that fraudulent or illegal conduct is occurring on your Account, or has been accessed by a person that is not you or an Authority to Operate;
 - (viii) we reasonably believe that your Account is being used in a manner that will, or is likely to affect, our ability to continue providing our products or services to you or our other customers;
 - (ix) you do not comply with an obligation in this booklet which is capable of remedy and you do not remedy that non compliance within the timeframe we specify in the notice we give you specifying the non compliance which is to be remedied;
 - (x) you do not comply with an obligation in this booklet which is not capable of remedy;
 - (xi) you become bankrupt or insolvent;
 - (xii) we are not able to provide an Access Service to you (for example, our membership to the relevant card scheme is suspended, ceases or is cancelled for any reason);

- (xiii) we reasonably believe that the security of your Passcode or any Access Service has been compromised;
- (xiv) we reasonably believe that it is necessary to do so in order to prevent loss to us or you, including where we suspect payments are or will be used for fraud;
- (xv) we believe on reasonable grounds that you have conducted your Account in a manner we reasonably determine to be unsatisfactory and we reasonably consider that it is appropriate to cancel or suspend your Account or Access Service having regard to our legitimate business interest and/or the regulatory risk associated with not cancelling or suspending your Access Service;
- (xvi) where we, in our sole opinion, reasonably believe that the transactions are fraudulent or illegal, or would be inconsistent with the terms in this booklet, any other relevant rules (such as Visa card scheme rules) or any relevant law;
- (xvii) we believe on reasonable grounds that you are using the Account in a manner that will, or is likely to, adversely affect the integrity, stability or reputation of BankVic or any scheme (such as Visa or BPAY);
- (xviii) we are required to do so under the Bpay or Visa scheme rules, or otherwise as requested to do so by BPAY, Visa or any regulatory authority; or
- (xix) our membership to the BPAY or Visa scheme is suspended, ceases or is cancelled for any reason.

21.2 We are not liable to you when we take these actions

- (a) If we do any of these things and it is practical to do so, we will give prior notice to you and any relevant Authority to Operate. In some circumstances (such as fraud or court order), you may not receive notice before we do any of these things.
- (b) If we take any action under this paragraph:
 - (i) we are not liable for any loss suffered by you, any Authority to Operate or any third parties arising directly or indirectly as a result of our taking this action; and
 - (ii) it does not prejudice any claims either party may have against the other in respect of any non-compliance with this booklet, or otherwise affect the accrued rights or remedies of either party

22. Important points to remember to safeguard your Account

22.1 You should take steps to maintain the security of your Account

- (a) If you fail to safeguard any of your Passcodes or an Access Service (such as your BankVic Visa Card, Online Banking or cheque book), you may increase your liability for unauthorised use.

- (b) We strongly **recommend** that you take the following steps:
 - (i) You should choose a Passcode that is not easily identified with you (such as a recognisable part of your name or car registration, or your birthday or a birthday of a family member);
 - (ii) You should not disclose your Passcode to anyone, including a family member or friend;
 - (iii) You should memorise your Passcodes and then destroy any record of it;
 - (iv) You should not record your Passcode on or with a device (such as the computer, mobile device, tablet or similar device, or your BankVic Visa Card) that you use to access your Account (including Online Banking), or anything that is likely to be lost or stolen with the device;
 - (v) If you do make any record of your Passcodes:
 - (A) you should keep that record secure and you should ensure that the record is not misused, lost or stolen;
 - (B) you should not describe your Passcode as a 'password', 'access code' or something similar;
 - (C) you should not keep records of your Passcodes and other confidential information together – they must be kept separate and apart from each other; and
 - (D) you should not store or use a memory aid to store your Passcode in any low security electronic device of any kind (such as a calculator, personal computer or electronic organiser).
 - (vi) You should not permit anyone else to use your Passcode;
 - (vii) You should examine your account statement as soon as you receive it, and tell us immediately about any unauthorised transactions;
 - (viii) You should regularly change your Passcodes;
 - (ix) You should not leave any computer or mobile device, through which you access Online Banking, unlocked, unattended and logged onto Online Banking;
 - (x) You should sign your BankVic Visa Card immediately when you receive it and before you use it;
 - (xi) You should memorise your PIN and never store it with or near your BankVic Visa Card;
 - (xii) You should never write your PIN on your BankVic Visa Card;
 - (xiii) You should never lend your BankVic Visa Card to anyone;
 - (xiv) You should not choose a PIN that is merely a group of repeated numbers;
 - (xv) You should try to prevent anyone else seeing you enter your PIN into an ATM or eftpos Device;
 - (xvi) You should never leave your BankVic Visa Card unattended, (e.g. in your car or at work);
 - (xvii) You should immediately report the loss, theft or unauthorised use of your BankVic Visa Card to us; and

- (xviii) You should use anti virus software and implement security measures to prevent unauthorised access to your Account (including Online Banking and the BankVic App).
- (c) For security reasons, you should, on the cancellation or expiry date of a BankVic Visa Card:
 - (i) destroy your BankVic Visa Card by cutting it diagonally in half and cut through the chip; and
 - (ii) remove any digital BankVic Visa Card from any digital wallet or device.

22.2 What you should do if the security of any of your Passcodes or an Access Service (such as your BankVic Visa Card, Online Banking or cheque book) has been compromised

Please contact us straight away if you suspect any unauthorised use of your Account or Access Service, or the security of any Passcodes or Access Service has been compromised – call us on 13 63 73 (during business hours) or 1800 621 199 (available 24 hours a day).

If you are overseas and your BankVic Visa Card has been compromised – call Visa Global Customer Assistance using Visa’s worldwide network of toll-free telephone numbers available on bankvic.com.au and visa.com.au.

- (a) You must tell us straight away if any of the following things happen:
 - (i) You suspect any unauthorised use of your Account, Passcode or Access Service (such as your BankVic Visa Card, Online Banking or cheque book);
 - (ii) You suspect that the security of your Account, Passcode or Access Service (such as your BankVic Visa Card, Online Banking or cheque book) has been compromised;
 - (iii) Your BankVic Visa Card or cheque book has been lost or stolen;
 - (iv) You suspect that your Passcode is known, or has been used, by someone else;
 - (v) You become aware of any delays or mistakes in processing a payment; and
 - (vi) You suspect that you have been fraudulently induced to make a payment.
- (b) You should also take steps to protect your Account and Access Service (such as changing your Passcode).
- (c) You must provide us with assistance as may be reasonably necessary to conduct investigations in respect of any unauthorised electronic transactions. We may not be able to investigate any unauthorised transaction without your consent (for example, in the case of an unauthorised BPAY payment, you must first give us your written consent, addressed to the biller who received that payment, consenting to us obtaining from the biller information about your account with that biller or the payment, including your customer reference number and such information as we reasonably require to investigate the payment).

23. Unauthorised electronic transactions

23.1 When you will get your money back

- (a) You will get your money back for an unauthorised electronic transaction where:
 - (i) It is clear that you, or any other Authority to Operate, did not cause the loss;
 - (ii) Someone uses a BankVic Visa Card or Passcode before you, or any other Authority to Operate, received it;
 - (iii) A BankVic employee, or any other person involved in processing the transaction, is fraudulent or negligent;
 - (iv) The same transaction is debited to your Account more than once;
 - (v) The transaction involved faulty equipment, a forged or faulty card or device, or an expired or cancelled BankVic Visa Card or Passcode;
 - (vi) Someone uses a BankVic Visa Card or device after you, or an Authority to Operate, tells us that it was lost, stolen or misused, or that someone else might know the Passcode; and
 - (vii) The transaction did not need a Passcode or signature (unless you, or an Authority to Operate, did not tell us straight away that the BankVic Visa Card or device was lost or stolen).

23.2 When you will not get your money back

- (a) You will not get your money back for an unauthorised electronic transaction where:
 - (i) You or an Authority to Operate commit fraud;
 - (ii) You tell someone your Passcode;
 - (iii) An Authority to Operate tells someone their Passcode;
 - (iv) You or an Authority to Operate keeps an undisguised record of your or their Passcode;
 - (v) You or an Authority to Operate creates a Passcode that is easy to guess (for example, a Passcode based on their name or date of birth) or otherwise does not comply with the security obligations under the ePayments Code;
 - (vi) You or an Authority to Operate do not tell us straight away that your or their BankVic Visa Card or device was lost or stolen, or that someone else might know their Passcode (you will be responsible for transactions after you or the Authority to Operate should have told us); or
 - (vii) You or an Authority to Operate leave your or their BankVic Visa Card at an ATM.
- (b) If any of these things happen, we may hold you responsible for the transaction unless we are able to get a refund for you under the card scheme rules or the ePayments Code entitles you to a refund (for example, because the loss exceeds your available limit).
- (c) In addition, if you make a payment as a result of you being fraudulently induced to make a BPAY payment and any other person involved in the BPAY scheme committed, had actual knowledge of, or with reasonable diligence should have detected, the fraud, then the person should refund

you the amount of the fraud induced payment. However, if that person does not refund you the whole amount of the fraud induced payment, you must bear the loss.

23.3 When you will get some of your money back

- (a) When your situation does not fall with any of the situations referred to in paragraph 23.1 or 23.2, the maximum we can charge you is \$150 (where the ePayments Code permits) and we will refund the remainder.

24. Mistaken payments

- (a) If you make a mistake when providing a payment instruction (for example, when making a pay anyone payment you type in the wrong recipient's details, such as their BSB or account number or the recipient gave you the wrong details, or you provide the wrong details for a BPAY payment), let us know straight away and we will attempt to recover the money on your behalf. You must provide us with assistance as may be reasonably necessary to conduct investigations in respect of any mistaken payments.

24.1 Mistaken internet payments

- (a) If you tell us to make a payment or transfer, and after we have implemented your instructions you discover that:
 - (i) The amount you told us to pay or transfer was less than the amount required – you can make another payment or transfer to the recipient to make up the difference;
 - (ii) The amount you told us to pay or transfer was greater than the required amount – you must contact the recipient to obtain a refund (you cannot make a claim upon us);
 - (iii) The account you told us to make a payment or transfer to was incorrect – you can contact the recipient to obtain a refund or contact us (our details are on the back page). In which case, paragraph 24(a) will apply.
- (b) If paragraph 24(b)(iii) applies, then:
 - (i) We will attempt to recover the funds on your behalf but we are not liable unless we fail to comply with the process and timeframes set out below;
 - (ii) We will acknowledge receipt of your report and provide you with a reference number which you can use to verify that your report has been recorded by us and to enquire about progress of your claim;
 - (iii) Once we have the information we require and we are satisfied that you have made a payment to an unintended recipient, we will send a request for return of the funds to the unintended recipient's financial institution; and
 - (iv) If we are satisfied that a mistaken internet payment has been made into your Account and we have been advised of this within 7 months of the payment, we may (without your consent) debit your Account or place a hold on the available amount in order to return the payment to the payer.

24.2 Mistaken BPAY payments

- (a) If a BPAY payment is made to a person, or for an amount which is not in accordance with your instructions (if any) and your account was debited for the amount of the payment, we will credit that amount to your Account. However, if you were responsible for a mistake resulting in that payment and we cannot recover the amount of that payment from the person who received it within 20 Business Days of us attempting to do so, you must pay us that amount.

24.3 Acknowledgement

- (a) You acknowledge that the receipt by a recipient (such as a BPAY biller) of a mistaken payment or unauthorised transaction does not, or will not, constitute satisfaction of any underlying debt you owe to the recipient.

25. Limit of your liability for an unauthorised transaction or mistaken payment

- (a) Your liability is limited to the lesser of:
 - (i) the amount of the transaction;
 - (ii) the limit (if any) of your liability set out in this booklet; or
 - (iii) the limit (if any) of your liability imposed under the ePayments Code.

26. You may ask us to close your Account

- (a) You may ask us close your Account at any time.
- (b) To enable BankVic Visa Card transactions to be processed, a 45 day waiting period applies to the closure of the Account.
- (c) Your Account will be closed in accordance with your request as long as you have complied with all of your obligations in relation to your Account.

27. What happens when your Account is closed?

- (a) You remain liable for all transactions, bank fees, charges and/or government charges made before, when or after your Account is closed.
- (b) Upon closing your Account, we will pay you the Available Funds in your Account less any amounts you owe us.

28. Financial Claims Scheme protects your deposits

- (a) The Banking Act's Financial Claims Scheme covers deposit amounts (amounts held in a transaction, savings or term deposit account) subject to a limit per depositor. You may be entitled to payment under the Financial Claims Scheme in some circumstances.
- (b) For more information about the Financial Claims Scheme visit fcs.gov.au or call the Australian Prudential Regulation Authority on 1300 558 849.

Part D Term deposit terms

This Part D applies to a BankVic term deposit in addition to the Deposit Product Terms (set out in Part C).

29. Overview of features

	Term deposit	12 month income term deposit
Range of terms (this is the fixed term, which you select)	3 to 60 months	N/A
Minimum balance	\$5,000	\$5,000
Minimum subsequent deposit	\$2,000	\$2,000
All term deposits are lodged for a fixed term	✓	✓
Interest rate fixed for term of deposit	✓	✓
Interest rates applied vary according to	Term and amount of deposit	
Interest is payable	✓	✓
Interest is calculated	Daily	Daily
Interest is paid	Annually and/or on maturity	Monthly, quarterly or annually

30. Investment term

- (a) The fixed term (which you select) will apply to your term deposit.

31. Adding funds to your term deposit

31.1 When your term deposit is opened

- (a) We will open your term deposit after we receive your opening deposit in cleared funds.

31.2 We will give you a term deposit certificate

- (a) We will give you a term deposit certificate after your term deposit is opened and on each renewal of your term deposit.

32. Interest

- (a) We pay credit interest calculated daily on the amount invested in your term deposit. If you increase the amount of your term deposit after the maturity date, interest will accrue on the additional funds from the date those funds are deposited
- (b) The interest rate applicable to your term deposit will be set out in your term deposit certificate and will not change

during the investment term. For our current interest rates, please see the BankVic Interest Rate tables on our website (bankvic.com.au).

- (c) We usually pay credit interest on a term deposit:
- (i) at the date of maturity where the investment term is between 3 and 12 months; or
 - (ii) annually and/or at the end of maturity where the investment term is between 12 and 60 months.
- (d) We pay credit interest by paying it to your nominated Account you hold with us.

33. Early withdrawal

- (a) You may ask to withdraw your funds during the investment term (i.e. before the maturity date) by giving us at least 31 days advance notice.
- (b) If we approve your early withdrawal request and you withdraw your funds before the maturity date:
- (i) We will apply a reduction in the amount of interest payable on the funds for the relevant interest earning period. The maximum reduction will be the difference between the contracted interest rate for the redeemed funds and the rate payable on the everyday transaction account; and
 - (ii) We will transfer your funds to your nominated Account you hold with us.

34. What happens at maturity?

34.1 Maturity notice

- (a) We will, at least 2 weeks before the maturity date, send you a maturity notice.

34.2 Your options at maturity

- (a) You may give us a maturity instruction up to 2 weeks before maturity and up to 1 week after maturity. You may instruct us to:
- (i) Renew your term deposit (including any interest amount that is payable) for a further fixed investment term; or
 - (ii) Renew your term deposit with additional funds for a further investment term. The additional funds must be received in cleared funds at least 1 Business Day before maturity; or
 - (iii) Withdraw some of your funds and renew the remaining funds in your term deposit for a further fixed investment term; or
 - (iv) Close your term deposit and transfer the balance to your nominated Account you hold with us.
- (b) A 7 day grace period (which starts on maturity) applies to your maturity instructions. During this grace period, you can give alternative maturity instructions.
- (c) If you added additional funds to your term deposit and decide to reduce this amount during the grace period, interest will accrue on the daily balance of the term deposit at the existing interest rate.

Part E Access Service terms

This Part E applies to Access Services we make available to you in respect of your BankVic deposit product (transaction, savings, term deposit). It includes information about: Online Banking (including the BankVic App), BPAY, real time payments, BankVic Visa Cards and digital wallets, and cheques.

35. Registering for an Access Service

- (a) You may register for an Access Services that we make available to you in respect of your Account. Not all Access Services are available for all Account types.

36. Devices and communication services

- (a) In order to use an Access Service, you may need to use devices or services (such as communication services) that are not provided by us (such as your mobile phone, an eftpos Device or telecommunication services).
- (b) We are not responsible for any device or service that is not provided by us, including any loss or damage you suffer as a result of using such device or service. You are responsible for complying with the relevant terms of use of such device or service.
- (c) Your use of any device or service that is not provided by us may be subject to limitations, or fees or charges (such as international roaming services when you use your device overseas). You are responsible for any fees or charges, and we are not liable for them.
- (d) Where an eftpos Device is not working, the merchant may provide alternative manual processing of the transaction. You will be required to present your BankVic Visa Card and sign a voucher. The voucher authorises us to debit your Linked Account with the amount of the transaction (which will reduce the balance in your Linked Account).

37. BPAY

37.1 Availability

- (a) As a member of the BPAY Scheme, you can make BPAY payments (where available for your Account type), and use BPAY View to receive or access bills or statements electronically from participating BPAY billers. We will tell you if we are no longer a member of the BPAY Scheme or if we no longer offer BPAY.

37.2 BPAY View

37.2.1 Registering for and using BPAY View

- (a) You may register with us to use BPAY View, which will enable you to receive electronic bills and statements from a BPAY biller [through electronic communication, including through Online Banking and email]. You should contact the BPAY biller directly if you have any questions about a bill or statement.

- (b) By registering for BPAY View you agree to the handling (collection, use, disclosure) of your information (including any personal information) between us and the relevant BPAY biller as is necessary for you to use BPAY View.
- (c) By registering to receive a bill or statement through BPAY View, you confirm that you are entitled to receive a bill or statement which you register to receive, and you agree to receiving those bills or statements electronically. You will receive notice of the availability of a bill or statement through BPAY View by email or notice through Online Banking – you should check your email and Online Banking regularly to ensure that you do not miss any bills or statements.
- (d) You may receive a paper bill or statement from a BPAY biller in certain circumstances (for example, you may ask the biller to send you a paper copy or we become aware that you are unable to receive bills electronically).
- (e) We are not liable for any consequential loss or damage you suffer as a result of using BPAY.

37.2.1 BPAY error

- (a) If you notice any error in connection with the display of bills through BPAY View, you should take all reasonable steps to minimise any loss or damage caused by the error (including contacting the relevant biller and obtaining a correct copy of the bill if necessary).
- (b) Subject to any applicable law or code to which we subscribe, the party who caused the BPAY View error is responsible for correcting it, and paying any charges or interest which would ordinarily be payable to the relevant biller due to any consequential late payment and as a result of the billing error. You will be responsible for a BPAY View error where the error occurs as a result of an act or omission by you or the malfunction, failure or incompatibility of computer equipment you are using at any time to participate in BPAY View.

38. Real time payments

38.1 Making and receiving NPP payments

- (a) Depending on your Account type, you may make and receive NPP payments. You are not required to register, create or use PayID to make or receive an NPP payment.
- (b) If you have a PayID, any NPP payment that a person makes to that PayID will be directed to the account you have linked to your PayID. A PayID may only be linked to one account at a time, but an account can have multiple PayIDs allocated to it. For example, you can use your mobile number and email address as a PayID for your Account, but cannot (at the same time) use that mobile number or email address as a PayID for another account.
- (c) If you do not have a PayID, an NPP payment may be made using your BSB and account number.

38.2 PayID

38.2.1 Establishing your PayID

- (a) You may establish and register a PayID for your Account. We will not create a PayID without your prior consent.
- (b) To establish and register for PayID, you will need to hold an eligible Account and use Online Banking. The PayID types we support include your mobile number or email address and, if you are a business customer, your ABN (note that a PayID type is a piece of recognisable and memorable information that can be linked to a financial account to create a PayID).
- (c) When you create a PayID:
 - (i) you represent and warrant that you own or are otherwise authorised to use the PayID, and the PayID is current, accurate and complete;
 - (ii) you agree to your PayID being registered in the PayID service;
 - (iii) a name must be registered with your PayID.
- (d) We may refuse your request to create a PayID where:
 - (i) we have not yet verified, or are unable to verify, your identity;
 - (ii) we are not satisfied you own, or that you are authorised to use, that PayID;
 - (iii) we reasonably suspect that the PayID has been, or will be, used for a fraudulent purpose;
 - (iv) where we are requested to by law or the operator of NPP; or
 - (v) the PayID has already been created.
- (e) Where the PayID has already been created by someone else in the PayID service, we will try to assist to resolve this by contacting the other financial institution or entity that registered the PayID, who is then required to contact their customer to which the PayID has been registered. If that person cannot establish that they are the rightful owner of the PayID, their financial institution is required to close that PayID.
- (f) As part of establishing your PayID, we will contact you via your nominated mobile number or email to verify your details and complete the registration process.

38.2.2 Transferring a PayID to a different account

- (a) You can transfer your PayID to another Account with us or to an account with another financial institution.
- (b) You can transfer your PayID to another Account with us through Online Banking – such transfer will generally be effective immediately unless we tell you otherwise.
- (c) Transfer of your PayID to another financial institution is completed by that institution. You will need to follow that financial institution's PayID creation process. Until the transfer is completed, payment to your PayID will continue to be directed to your nominated Account with us. If the other financial institution does not complete the transfer within 14 days, the transfer will be deemed ineffective and your PayID will remain with your nominated

Account with us. You will be able to attempt to transfer your PayID again at any time.

- (d) There may be delays if our fraud services team need confirmation that it is the Member's transaction before releasing it.

38.2.3 Maintaining your PayID details

- (a) You must keep your PayID details current, accurate and complete.
- (b) You must close your PayID immediately if you no longer own or have authority to use your PayID.

38.2.4 Locking your PayID

- (a) You may wish to temporarily stop payments being made from or to your PayID. You can do this by contacting us.
- (b) We can lock your PayID at any time without prior notice to you if we reasonably suspect that your PayID is, or will be, utilised for fraudulent purposes.
- (c) You will not be able to transfer your PayID or receive NPP Payments addressed to your PayID while your PayID is locked.

38.2.5 Closing your PayID

- (a) You can close your PayID through Online Banking. Closing a PayID will remove the PayID from the PayID service.
- (b) We can close your PayID where:
 - (i) we are not satisfied that you own or are otherwise authorised to use that PayID;
 - (ii) we reasonably suspect that the PayID is or has been used for a fraudulent purpose;
 - (iii) your PayID has remained locked for a period that we reasonably consider to be excessive; or
- (iv) we are required to do so by law or by the operator of NPP.
- (c) We will automatically close your PayID if the nominated Account is closed.

38.2.6 Joint accounts

- (a) If you select a jointly held account as your nominated Account for your PayID, we will accept such registration even if the joint account requires the instruction of all Account Holders to process transactions. You indemnify us for any losses we may incur in acting upon your instructions.
- (b) When you direct an NPP payment to a PayID connected to a joint account, other Account Holders may be able to see the messages and notifications associated with the NPP payment. Similarly, depending on the settings you choose for your PayID, other Account Holders on your Account may be able to see messages and notifications associated with NPP payments addressed to your PayID.

38.2.7 Retaining information

- (a) In order to better provide you with NPP payments, we may retain certain information relating to PayIDs you use. For example, we may retain information relating to PayIDs you provide us in order to facilitate scheduled payments.

38.3 PayTo

- (a) We will send certain PayTo notifications by SMS or email, so make sure that we have your current details. If we do not have your current details, you will not receive some PayTo notifications from us.
- (b) If we receive a notification that a new PayTo payment arrangement has been created for your Account, we will let you know and ask for you to consent to the arrangement.
- (c) From time to time, we may request that you confirm that one or more of your PayTo payment agreements are accurate and up to date. You must promptly action and respond to any such request. If you fail to do so, we may pause the relevant PayTo payment agreement.
- (d) We may monitor your PayTo payment agreement for misuse, fraud and security reasons. You acknowledge and consent to us pausing or cancelling all or some of your PayTo payment agreements if we reasonably suspect misuse, fraud or security issues. We will promptly notify you if we pause or cancel a PayTo payment agreement for these purposes but only if we are legally permitted to do so. You must promptly respond to any notification that you receive from us regarding the pausing or cancellation of a PayTo payment agreement for misuse, fraud or for any other reason.
- (e) To the maximum extent permitted by law, we will not be liable to you or any other person for any loss suffered as a result of:
 - (i) processing payments under a PayTo payment agreement which you have approved or are deemed to have approved;
 - (ii) you failing to properly consider or promptly respond to any PayTo payment agreement creation request or amendment request we send you;
 - (iii) you failing to properly consider and action any notification we send you in relation to any PayTo payment agreement;
 - (iv) you or third party debiting your Account under a PayTo payment agreement pausing, resuming or cancelling a PayTo payment agreement; or
 - (v) any delay or failure by you in responding to any notification you receive from us regarding the pausing or cancellation of a PayTo payment agreement or migrated direct debit request mandate for misuse, fraud or for any other reason. We will not be responsible for any loss you suffer as a result of you not promptly responding to any such notification.

39. BankVic Visa Card

39.1 Using your card

- (a) Depending on your account type, you may ask us to attach other services to a BankVic Visa Card.
- (b) A BankVic Visa Card is generally accepted anywhere the Visa logo is displayed in Australia or overseas. We will tell you what kind of transactions you can perform at an Electronic Banking Terminal (such as cash withdrawals

and purchases – we will tell you what Electronic Banking Terminals you can use) or using BankVic Visa Card details (such as transactions through mail, online or telephone or under a recurring payment arrangement).

- (c) Generally, you may only perform a transaction using your BankVic Visa Card after it has been activated. A transaction may be processed on your BankVic Visa Card before it is activated or after it is cancelled where no electronic approval is required – for example, the transaction is conducted manually or is below the floor limit (a floor limit is an amount above which a BankVic Visa Card payment requires approval by us in order for the payment to be processed). If this occurs, you will be liable for the value of any transaction and the balance in your Linked Account will be reduced by the amount of any transaction that is processed. Fees may also apply – please see the BankVic Fees & Charges tables on our website (bankvic.com.au).
- (d) A transaction may only be processed at an Electronic Banking Terminal with a Passcode (such as a PIN) or by signing. If a BankVic Visa Card is Visa payWave enabled or a BankVic Visa Card is registered with a digital wallet, a transaction may be completed by holding the BankVic Visa Card or device (through which the digital wallet and BankVic Visa Card may be accessed) against a contactless reader – a limit may apply (please see refer to the Transaction Limits table on our website (bankvic.com.au)).
- (e) Once authorisation for a transaction is obtained, it will reduce the amount of Available Funds in your Linked Account. If circumstances occur where authorisation for a transaction is obtained but the relevant transaction is not completed, the Available Funds in your Linked Account may be reduced for a period of time.
- (f) A merchant offering Electronic Banking Terminal facilities has the right to impose certain conditions on the use of such facilities. This can include imposing their own transaction limits or restrictions on the amount of cash or value that you can obtain using your BankVic Visa Card.
- (g) We do not warrant or accept any responsibility if an Electronic Banking Terminal does not accept a BankVic Visa Card.
- (h) BankVic Visa Cards are registered with Visa Secure (a program designed to authenticate online transactions). When you use your BankVic Visa Card online to make a purchase at a Visa Secure participating merchant, your identity may need to be validated if the relevant transaction is deemed to be high risk. In certain circumstances, if your transaction is deemed to be very high risk, the transaction will be declined. If your identity is not validated, your BankVic Visa Card may be suspended.

39.2 Using your card overseas or with an overseas merchant

- (a) If a transaction is conducted overseas or with an overseas merchant, it will be converted into Australian dollars – it will either be converted directly into Australian dollars, or will be first converted to US dollars and then converted into Australian dollars, by Visa. The conversion rate used is either:

- (i) a rate selected by Visa from a range of rates available in wholesale currency markets for the applicable processing date, which may vary from the rate Visa receives; or
 - (ii) the government-mandated rate in effect for the applicable processing date.
- (b) A currency conversion fee may apply – please see the BankVic Fees & Charges tables on our website (bankvic.com.au).

39.3 Additional Cards

- (a) You may ask us to issue an additional BankVic Visa Card to an Authority to Operate (if we issue a card, they will be an Additional Cardholder).

39.4 Renewing and replacing a card

- (a) We will send you, and any Additional Cardholder, a replacement BankVic Visa Card:
- (i) before the expiry date of the current card, unless we choose to exercise our right under paragraph 20 (Check your Account transactions and tell us about any errors); or
 - (ii) at any other time – we typically do this where we reasonably believe that the security of your BankVic Visa Card or Passcodes (such as your PIN) has been compromised or as a result of any payment scheme rule changes.
- (b) If you do not require a replacement BankVic Visa Card (either for yourself or an Additional Cardholder), you should tell us before the expiration date of your current BankVic Visa Card. You must give us a reasonable time to arrange cancellation of the issue of a replacement BankVic Visa Card.

39.5 Cancellation and return of a card

- (a) A BankVic Visa Card is our property at all times. You must return or destroy the physical BankVic Visa Card if we ask you to do so – we may ask you to do this if we choose to cancel a BankVic Visa Card issued to you or an Additional Cardholder as a result of us exercising our right under 20 (Check your Account transactions and tell us about any errors).
- (b) We may also capture your BankVic Visa Card at any Electronic Banking Terminal. In these circumstances, we will notify you that your BankVic Visa Card has been cancelled.
- (c) You may cancel your BankVic Visa Card, or an additional BankVic Visa Card of an Additional Cardholder, at any time by contacting us. For security reasons, you should, on cancellation:
- (i) destroy the BankVic Visa Card by cutting it diagonally in half and cut through the chip; and
 - (ii) remove any digital BankVic Visa Card from any digital wallet or device.

- (d) You must not use your BankVic Visa Card, and ensure that an Additional Cardholder does not use their additional BankVic Visa Card:
- (i) after the card has been cancelled; or
 - (ii) after the expiry date shown on the face of the card.

39.6 Visa zero liability

- (a) In addition to the limits placed on your liability pursuant to the ePayments Code and described in paragraph 23 (Unauthorised electronic transactions), under the Visa scheme rules your liability for an unauthorised transaction will be nil in the following circumstances – this is called the Visa zero liability policy.
- (i) The unauthorised transaction was not effected at an ATM and was processed by Visa (and will include a transaction effected prior to us receiving notice from you of the unauthorised transaction or that your BankVic Visa Card has been lost or stolen).
 - (ii) You have not contributed to any loss caused by unauthorised use of your BankVic Visa Card. For example:
 - (A) You have not voluntarily disclosed your PIN to anyone, including a family member or friend;
 - (B) You have not voluntarily allowed someone else to observe you entering your PIN into an Electronic Banking Terminal;
 - (C) You have not written or indicated your PIN on your BankVic Visa Card;
 - (D) You have not written or indicated your PIN (without making any reasonable attempt to disguise the PIN) on any article carried with your BankVic Visa Card or likely to be lost or stolen at the same time as your BankVic Visa Card;
 - (E) You have not allowed anyone else to use your BankVic Visa Card;
 - (F) You have not unreasonably delayed notification of:
 - (I) your BankVic Visa Card or PIN record being lost or stolen;
 - (II) unauthorised use of your BankVic Visa Card; or
 - (III) the fact that someone else knows your PIN; or
 - (G) in relation to a transaction carried out at an ATM, you have used an ATM that incorporated reasonable safety standards that mitigated the risk of a card being left in the ATM.
 - (iii) You have provided all reasonably requested documentation to us, which may include provision of a statutory declaration and police report.
- (b) Where the Visa zero liability policy applies, we will endeavour to refund the amount of any unauthorised transaction within 5 Business Days, subject to:
- (i) you having provided all reasonably requested information to us;
 - (ii) you satisfying the Visa zero liability policy criteria (as set out in paragraph 39.6(a)) and have not otherwise not complied with that criteria; and

- (iii) we have not reasonably determined that further investigation is necessary before refunding the amount of the unauthorised transactions based on:
 - (A) the conduct of the Linked Account;
 - (B) the nature and circumstances surrounding the unauthorised transaction; and
 - (C) any delay in notifying us of the unauthorised transaction.
- (c) Any refund is conditional upon the final outcome of our investigation of the matter and may be withdrawn by us where we consider that the Visa zero liability policy will not apply as a result of that investigation.

39.7 Transaction record slips

- (a) A transaction record slip should be available for each financial transaction carried out with your BankVic Visa Card at an Electronic Banking Terminal.
- (b) You should obtain, check and retain all transaction record slips including sales and cash advance vouchers issued to you for checking against your statements.

39.8 Digital wallets

- (a) You may add your BankVic Visa Card, and an Additional Cardholder may add their BankVic Visa Card, to compatible digital wallets and devices at any time. BankVic is not the provider of, and is not responsible for the operation of any digital wallet, device or telecommunications.
- (b) We do not charge a fee to allow you to use your BankVic Visa Card with your digital wallet, device or telecommunications provider.

40. Cheques

- (a) You may withdraw money from your Account using a cheque:
 - (i) from a personal cheque book issued to you on request and linked to your Account; or
 - (ii) obtained by you on request over the counter in branch.
- (b) You must ensure that all cheques drawn by you are properly authorised and completed. A cheque may be dishonoured if:
 - (i) a cheque is unauthorised or incomplete;
 - (ii) a cheque presented for payment exceeds the Available Funds at the time the cheque is presented; or
 - (iii) in the case of a bank cheque we receive a reasonable or justified direction from the financial institutions that help us to provide our bank cheque service that the cheque cannot be honoured or the bank cheque service is no longer available.
- (c) If we, for any reason, pay a correctly authorised and presented cheque that exceeds the Available Funds at the time the cheque is presented, you have to immediately repay us the amount by which the cheque exceeds the Available Funds.

41. Security of our Access Services

- (a) We use reasonable measures to help ensure the security of the Access Services. However, we cannot guarantee that any of the Access Services (including any data transmission) is absolutely secure.

42. What happens if an Access Service malfunctions?

- (a) If you are aware, or should have been aware, that an Access Service was unavailable for use or was malfunctioning, we will not be liable to you for any loss caused by your use of the Access Service (although we will correct any errors in your Account and the refund of any charges or fees imposed on you as a result of the error).

43. Information made available through an Access Service

- (a) We take all reasonable steps to ensure that the information that we make available to you through an Access Service is correct and updated regularly.
- (b) However, this information may be inaccurate, or contain errors or omissions, as a result of matters that are outside our reasonable control (such as communication network errors or equipment errors) – in these circumstances, we will not be liable for any such inaccuracy, errors or omissions.
- (c) Information that we give you through an Access Service may not contain information about all transactions that have been processed to your Account at that time.

Part F Other important information

44. Changes to this booklet

- (a) We may change any of the terms and conditions in this booklet at any time, for any reason. Some of the reasons why we may change the terms and conditions in this booklet include:
 - (i) to comply with any change or anticipated change in any relevant law, code of practice, guidance or general banking practice;
 - (ii) to reflect a change in our systems or procedures, including for security reasons;
 - (iii) to reflect changes to the features and operation of your Account, including by adding benefits or new features, or removing benefits or features; or
 - (iv) to make them clearer.
- (b) If you are unhappy with any change we make, you may close your Account (see paragraph 26 (You may ask us to close your Account)) or, in the case of a term deposit, choose not to renew your term deposit at maturity.
- (c) We will tell you about changes to this booklet by:
 - (i) sending a communication to your last known address (email or mailing address);
 - (ii) sending a communication to you electronically (such as through Online Banking or an Electronic Banking Terminal);
 - (iii) announcing the changes in our newsletter, our website (bankvic.com.au) or through the media (such as an advertisement in a national or local newspaper); or
 - (iv) providing details in a statement of account we give to you.
- (d) We will give you at least 21 days' notice before any of the following changes occur:
 - (i) We introduce a new fee or charge, or increase an existing fee or charge;
 - (ii) We reduce the number of fee free transaction permitted on an Account;
 - (iii) We change the minimum balance to which an account keeping fee applies;
 - (iv) We change the method by which interest on your Account is calculated;
 - (v) We change the circumstances when interest is debited or credited to your Account;
 - (vi) We increase your liability for losses relating to transactions, or make changes that would increase your liability for losses relating to transactions; or
 - (vii) We introduce, remove or change a daily or other periodic limit on transactions, a facility or electronic equipment (for example, limits on the number or value of ATM withdrawals).

A reference to fee or charge does not include fees or charges payable under a law of the Commonwealth, or of a State or Territory (government fees or charges). If there is a change to any government fees or charges (for example, it is introduced or an existing one is varied), we will tell you about this reasonably promptly after the government notifies us (unless the government itself publicises the introduction or change).

- (e) We will tell you about other changes, usually before they occur. This includes changes to:
 - (i) the interest rate that applies to your Account; or
 - (ii) the frequency with which statements of account are provided.
- (f) In some circumstance, we may not be able to give you prior notice or any notice. For example, we might have to make an amendment to restore or maintain the security of our systems or accounts.

45. Tell us about changes to your details

- (a) You have to promptly tell us about any change in your details, including:
 - (i) any changes to your name (including any name you are known by);
 - (ii) your contact details (including your address and phone numbers) or any other personal information; or
 - (iii) any changes to your tax residency status.
- (b) You can tell us about changes to your details by contacting us (our details are on the back page).

46. What happens if you open an Account as a minor?

- (a) If an Account was opened before you were 14 years old, the persons named as the Authority to Operate will be in place. Once you turn 18, you can remove third party access to your Account
- (b) If an Account was opened when you were between 14 and 18 years old, you can appoint a third party to operate and transact on your Account in accordance with paragraph 18 (Appointing third parties to operate or transact on your Account).

47. You cannot assign your rights

- (a) You may not assign your rights under this booklet to any other person.
- (b) We may assign our rights or transfer the contract to another person. If we assign or transfer our rights, this contract will apply to the transferee or assignee as if it were named as us.

48. Account combination or set off

- (a) We may without prior notice:
 - (i) Set off the whole or any part of your Account balance to satisfy any amount you owe us under other accounts (including loan accounts) held in the same name; or

(ii) Combine your Account with such other accounts.

These rights do not apply to a loan account regulated by the National Credit Code, but we may exercise our banker's right to combine accounts.

- (b) If we combine your accounts, you will have just one balance. If that balance is negative, you have to repay us this amount.
- (c) We will give you notice promptly after exercising any right to combine your accounts.

49. Codes of practice

- (a) We follow various industry codes of practice to which we subscribe.
- (b) For example, when you carry out an electronic transaction (for example, a purchase transaction or transaction using Online Banking or Telephone Banking), we comply with ASIC's ePayments Code.

50. Financial difficulty

50.1 Tell us if you are experiencing financial difficulty as we may be able to help you

- (a) You should always contact us promptly if you are ever in financial difficulty, especially if you are repaying a loan or have an overdraft account with us. In certain circumstances, the law says that we must take reasonable steps to assist you if you are finding it difficult to repay a loan.
- (b) For example, we may permit you to reduce your repayments and increase the term of your loan. Even if you are only experiencing temporary difficulties, we may be able to reduce your repayments or give you a payment free period until you get back on your feet. For more information refer to our website bankvic.com.au/get-help/financial-hardship

50.2 Working with your representative

- (a) We will work with any duly authorised representative of a Member, such as a financial counsellor, community worker, solicitor, family member or carer.
- (b) Access by such a representative requires our consideration of what we are permitted to disclose in accordance with your authorisation and under the Privacy Act, anti-money laundering legislation and general law. We may seek your written authorisation to work with your representative.

51. Switching service

- (a) We will assist you in switching from another financial institution by providing a switching service. This service, will incorporate:
- (i) an industry standardised 'change of account' letter template for you to give organisations with whom you have arrangements for direct debits, direct credits or periodical payments;
- (ii) assistance in obtaining from your current financial institution a list of all direct debit arrangements, direct credit arrangements and periodical payments currently in effect;

(iii) notifying the direct entry user's financial institution of the changed account details; and

(iv) advising you of any action required to be taken by you, including identifying BPAY Payments and any debit or credit card arrangements which are excluded from the switching service.

52. Unclaimed monies

- (a) Where an Account has had no transactions for a period of 7 years, your Account is considered unclaimed. Unless you tell us to keep your Account open, your Account will be closed and if the amount held in your Account is more than \$500, those funds will be transferred to the Australian Securities & Investments Commission.
- (b) If you want to reactivate your Account and claim your funds, where the amount held in your Account on the date it became unclaimed was:
- (i) less than \$500, you should contact us to reactivate your Account; or
- (ii) \$500 or more, you should contact us to claim your funds. We will then liaise with the Australian Securities & Investments Commission, so getting your funds back might take some time.

53. How we communicate with you

- (a) By making an application, you agree to receive communications from us in digital form (including via SMS to your mobile number, email or the BankVic App with a copy of, or a hyperlink to, the relevant communication) or by mail.
- (b) We will send communications to the address which you last notified us of (including any mobile number, email address or mailing address you last provided to us, and told us was the address to which you wished to receive notices).
- (c) If you are a joint Account Holder, we can send communications to any of the Account Holders. When we send a communication to one Account Holder, the communication will be taken to have been given to all of you.
- (d) If you have not provided your current details to us, you may not receive notices about your Accounts and the services we provide to you. We will not be responsible for any loss or error that may arise because you have not provided your current details and we have not been able to notify you.

54. Tell us about your complaints and concerns so we can resolve them

Please contact us straight away if you suspect an error on your Account, or you have experience any other problem concerning your Account or Access Service.

54.1 Raising a complaint or concern

- (a) We try to get things right the first time – but if we do not, we will do what we can to fix it and to help you. Most problems can be sorted out by talking to us – so, if you need to make a complaint, please contact us (our details are on the back page).
- (b) We can help you with problems you have had regarding your Membership, any unauthorised transactions or mistaken payments, our Access Services (including Online Banking and Telephone Banking), NPP payments and BPAY payments.
- (c) We will:
- (i) Keep a record of your complaint; and
 - (ii) Give you a name, reference number and contact details for you to follow up if you want; and
 - (iii) Give our final response within 30 days.
- You can find out more about our complaints handling procedures by contacting us (our details are on the back page).

- (d) If we can't give you our response within 30 days, we will let you know why and give you the details of the Australian Financial Complaints Authority – a free, independent dispute resolution service that you can contact if you are not happy with how we handled your complaint. Their details are set out below:

Web: www.afca.org.au

Phone: 1800 931 678 (free call)

Email: info@afca.org.au

Post: GPO Box 3, Melbourne, Victoria, 3001

AFCA is not able to deal with your complaint unless you have attempted to resolve the issue with us first.

54.2 Concerns about your BankVic Visa Card

- (a) If you dispute a transaction on your BankVic Visa Card and have been unable to resolve it with the merchant, we may claim a refund from the merchant on your behalf (this is known as a 'chargeback').
- (b) We can only claim a chargeback if:
- (i) you pressed 'credit' in store, or transact online, over the phone or overseas; or
 - (ii) you set up a recurring payment arrangement with a merchant and those payments are processed via the Visa scheme as a 'credit' transaction.

BPAY payments made on your BankVic Visa Card have no chargeback rights.

- (c) The process and timeframes for reporting are set out in the Visa debit scheme rules. As a guide, these are generally between 45 and 120 days from the transaction date, depending on the transaction type. It's important to report any disputed transaction within the required timeframe to ensure that we retain the right to claim a chargeback. In certain circumstances where the ePayments Code applies, there may be no set time limit for reporting a disputed transaction.

54.3 Concerns about BPAY

- (a) If you are concerned that a BPAY payment made from your Account is unauthorised, you need to give us your written consent (addressed to the biller who received the payment) stating that we can obtain information about your Account with the biller, including the BPAY payment and your customer reference number and any other information we need to investigate the payment.
- (b) If you do not give us your consent, the biller is not legally required to give us the information we need to investigate or rectify the BPAY payment.

54.4 Concerns about a recurring payment arrangement

- (a) If you are concerned that any payment made under a recurring payment arrangement is unauthorised or is irregular, you can let us know and we will take steps to help you resolve your concerns.
- (b) You should also raise your concerns with the third party debiting your Account under the relevant recurring payment arrangement.

54.5 Disputes about goods and services you buy

- (a) We are not responsible for any dispute you have with goods or services you buy from a merchant or biller, or the terms of any agreement that you have with a person who debits your Account under a recurring agreement (including any payment and notice giving obligations or termination requirements).
- (b) In first instance, you should contact the merchant or biller to resolve your dispute. If you cannot resolve it, we have the ability (in certain circumstances) to investigate disputed transactions on your behalf and attempt to obtain a refund for you.

54.6 Indemnity

- (a) You indemnify us against any loss or damage we may suffer due to a claim, demand or action of any kind brought against us arising directly because you have acted negligently or fraudulently in connection with this booklet.

General enquiries

Monday to Friday, 8am to 7pm (AEST)
& Saturday, 9am to 5pm (AEST)
13 63 73
info@bankvic.com.au

Overseas
+613 9268 9373

GPO Box 2074, Melbourne VIC 3001

Lost or stolen cards

Monday to Friday, 8am to 7pm (AEST)
& Saturday, 9am to 5pm (AEST)
13 63 73

If it's outside of business hours,
call the VISA 24hr Emergency Hotline
1800 621 199

Overseas
+612 9959 7686 or
+1303 967 1090

Online enquiries & feedback

If you would like more information on any of our products or services, please fill out our Online Enquiries & Feedback form available at bankvic.com.au/get-in-contact.html

Police Financial Services Limited ABN 33 087 651 661 trading as
BankVic | AFSL and Australian Credit Licence 240293

GPO Box 2074, Melbourne, Vic 3001

T 13 63 73 **E** info@bankvic.com.au **W** bankvic.com.au
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