



HOLIDAYCOAST

credit union

ACCOUNT & ACCESS FACILITY Conditions of Use

This document must be read together with the Fees & Charges Access Limits Summary of Accounts and Availability of Access Facilities.

Together these documents form the Conditions of Use for the Holiday Coast Credit Union Account and Access Facilities.

Effective Date: 28th August 2018

it's where you belong...

Holiday Coast Credit Union Ltd
ABN 64 087 650 164
AFSL: 240782
ACL: 240782

HOW TO CONTACT US

Visit us at any of our branches – visit our website at www.hccu.com.au for our branch details or at our Registered Office at 1 Commerce Street, Wauchope, NSW, 2446

Phone us on 1300 365 7 24

Write to us at Private Mail Bag 9, Wauchope, NSW 2446

Fax us on (02) 6585 3843

Email: ubelong@hccu.com.au

TO REPORT THE LOSS , THEFT OR UNAUTHORISED USE OF YOUR VISA DEBIT CARD, VISA CREDIT CARD OR REDICARD

IN AUSTRALIA

Call the VISA card or RediCARD Hotline on 1800 648 027, 24 hours a day, 7 days a week. Please also contact us to report the loss, theft or unauthorised use.

OVERSEAS

Call the VISA card or RediCARD Hotline on +61 2 8299 9101, 24 hours a day, 7 days a week. You can call us in Australia during our office hours.

CODES OF CONDUCT

We warrant that we will comply with the Customer Owned Banking Code of Practice and ePayments Code where that code applies. Please see the relevant sections for more detail.

PRIVACY

We have a privacy information statement that sets out:

- our obligations regarding the confidentiality of your personal information; and
- how we manage your personal information.

We will give you the privacy information statement whenever we request personal information from you. Our Privacy Policy is available on request and you can download it from our website at www.hccu.com.au.

HOW OUR CONDITIONS OF USE BECOME BINDING ON YOU

Please note that by opening an account or using an access facility you become bound by these conditions of use.

ACCESSING COPIES OF THE CONDITIONS OF USE

Please keep these Conditions of Use in a safe place so you can refer to it when needed. Alternatively, you can view and download our current Conditions of Use from our website at www.hccu.com.au.

FINANCIAL CLAIMS SCHEME

The Financial Claims Scheme (FCS) protects depositors through the provision of a guarantee on deposits (up to the cap) held in authorised deposit-taking institutions (ADIs) incorporated in Australia and allows quick access to their deposits if an ADI becomes insolvent.

The Credit Union is an ADI. Depositors with the Credit Union may be entitled to receive a payment from the FCS, subject to a limit per depositor. For further information about the FCS visit the website www.fcs.gov.au.

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SETTING UP AN ACCOUNT WITH US

Section 1

WHAT IS A HOLIDAY COAST CREDIT UNION LTD ACCOUNT AND ACCESS FACILITY?

The Holiday Coast Credit Union Account and Access Facility is a facility that gives you transaction, savings and term deposit accounts as well as these facilities for accessing accounts:

- Direct debit requests.
- VISA Debit card
- VISA Credit card
- BPAY® (registered to BPay Pty Ltd ABN 69 079 137 518)
- Osko® Payments
- Telephone and Internet banking
- EFTPOS and ATM access
- Direct deposits and credits
- Cheques
- American Express GlobalTravel Card (reloadable prepaid card suitable for anyone considering travelling internationally)

Please refer to the Fees & Charges and Access Limits brochure for available account types, the conditions applying to each account type and the access methods attaching to each account type.

Section 2

OPENING AN ACCOUNT

You will need to become a member of our Credit Union before we can open an Account. To become a member, you may need to complete an application form. You will also need to:

- Provide required documentation to verify your identity; and
- Subscribe for a member share in our Credit Union at a cost of \$10

Membership confers rights and obligations under the Credit Union's Constitution, a copy of which you may also obtain at www.hccu.com.au. If you are under 18, you only pay 20% of the subscription price being \$2 for your member share. However, you authorise us to debit your account for the balance of the subscription price on your 18th birthday.

Section 3

PROOF OF IDENTITY

The law requires us to verify your identity when you open an account or the identity of any person you appoint as a signatory to your account.

In most cases you can prove your identity by showing us one of the following photo identity documents:

- a Photo card (NSW only);
- a State or Territory drivers licence or proof of age card;
- an Australian current passport or one that has expired within the last 2 years;
- a photo drivers licence issued by a foreign government;
- a passport issued by a foreign government, the United Nations or a UN agency;
- a national ID card, with photo and signature, issued by a foreign government, the United Nations or a UN agency.

If you do not have photo ID please contact us to discuss what other forms of identification may be acceptable.

The law does not allow you to open an account using an alias without you also giving us all the other names that you are commonly known by.

If you want to appoint a signatory to your account, the signatory will also have to provide proof of identity, as above.

Section 4

WHAT ACCOUNTS CAN I OPEN?

Please refer to the Fees & Charges and Access Limits brochure for the different account types available, any special conditions for opening, and the features and benefits of each account type.

Section 5

JOINT ACCOUNTS

A joint account is an account held by two or more persons. The important legal consequences of holding a joint account are:

- the right of survivorship – when one joint holder dies, the surviving joint holders automatically take the deceased joint holder's interest in the account (for business accounts different rules may apply - see Note below).
- joint and several liability – if the account is overdrawn, each joint holder is individually liable for the full amount owing.

You can operate a joint account on an 'all to sign' or 'either/or to sign' basis:

- 'all to sign' means all joint holders must sign withdrawal forms, cheques, etc
- 'either/or to sign' means any one joint holder can sign withdrawal slips, cheques, etc.

All joint account holders must consent to the joint account being operated on an 'either/or to sign' basis. However, any one joint account holder can cancel this arrangement, making it 'all to sign'.

Note: The right of survivorship does not automatically apply to joint business accounts, such as partnerships. A partner's interest in a business joint account would normally pass to beneficiaries nominated in the partner's will or next-of-kin if there is no will.

If you are operating a business partnership joint account, you should obtain your own legal advice to ensure your wishes are carried out.

Despite any instructions you may give us to the contrary we may insist that the joint account only be operated on the signatories on all joint account holders if:

- one of the joint account holders requests us to do so, or
- we are notified by one of the joint account holders of any dispute between the joint account holders.

Section 6

TRUST ACCOUNTS

You can open an account as a trust account. However:

- We are not taken to be aware of the terms of the trust; or
- We do not have to verify that any transactions you carry out on the account are authorised by the trust.

You agree to indemnify us against any claim made upon us in relation to, or arising out of that trust.

Section 7

WHAT FEES AND CHARGES ARE THERE?

Please refer to the Fees & Charges and Access Limits brochure for our current fees and charges. Fees and charges, including payment of an applicable government taxes and charges that may be payable will be deducted from your account.

We may vary fees or charges from time to time. Please see the section Notifying Changes for details of how and when we will notify you of these changes.

Section 8

WHAT INTEREST CAN I EARN ON MY ACCOUNT?

Please refer to our Interest Rates brochure for the current deposit and savings interest rates payable. You can obtain information about current deposit and savings interest rates from us at any time or by visiting our website www.hccu.com.au.

Our Fees & Charges and Access Facility brochure discloses how we calculate and credit interest to your account. We may vary deposit or savings interest rates from time to time.

We may vary deposit or savings interest rates, terms and conditions of our accounts from time to time. Such variations will not impact any existing term deposit funds until the then current maturity date.

Section 9

WHAT ARE THE TAXATION CONSEQUENCES?

Interest earned on an account is income for the account owner and may be subject to income tax.

When you apply for an account with us, we will ask whether you want to disclose your Tax File Number or exemption. If you disclose it, we will apply your TFN to each of your accounts that you have at that time.

You are not required to disclose your TFN . If you chose not to disclose your TFN, we are required by law to deduct withholding tax at the highest marginal rate of tax from any interest you earn.

For a joint account, all parties will need to quote Tax File Numbers and/or exemptions, otherwise withholding tax applies to the whole of the interest earned on the joint account.

For business accounts and charities, you need only quote your ABN.

Section 10

ACCESS TO YOUR ACCOUNT BY OTHER PEOPLE

You can authorise us at any time to allow another person to operate on your accounts. However, we will need to verify this person's identity before they can access your account.

You can specify which of your accounts under the Credit Union Fees & Charges and Access Facilities you give the authorised person authority to operate on. You are responsible for all transactions your authorised person carries out on your account. You should ensure that the person you authorise to operate on your account is a person you trust fully.

You may revoke the authorised person's authority at any time by giving us written notice.

OUR SERVICES AND ACCESS FACILITIES

Section 11

MAKING DEPOSITS TO YOUR ACCOUNTS

You can make deposits to the account:

- By cash or cheque at any of our customer service centres;
- By direct credit, eg from your employer for wages or salary;
- By transfer from another account with us;
- By transfer from another financial institution;
- By cash or cheque at a National Australia Bank branch using a specially encoded deposit book;
- By cash or cheque at selected ATMs, if your account is linked to an access card;
- Via Bank@Post.

Section 12

DEPOSITS USING ELECTRONIC EQUIPMENT

We are responsible for a deposit into a facility received by our electronic equipment or a device, from the time you complete the deposit, subject to verification of the amount or amounts deposited.

If there is a discrepancy between the amount recorded as being deposited by the electronic equipment and the amount recorded by us as being received, we will contact you as soon as practicable about the difference.

Note that electronic deposits may not be processed on the same day.

Section 13

WITHDRAWING OR TRANSFERRING FROM THE ACCOUNT

You may make withdrawals from the account:

- Over the counter at any Customer Service Centre;
- By direct debit;
- By cheque, if your account is linked to a cheque book;
- By telephone or internet banking;
- By BPAY® and Osko® to make a payment to a biller;
- At selected ATMs, if your account is linked to an access card;
- Via selected EFTPOS terminals, if your account is linked to an access card (note that merchants may impose restrictions on withdrawing cash);
- Via Bank@Post).

Our fees and charges, applicable daily cash withdrawal limits and other transaction limits and restrictions on withdrawals on certain accounts are set out in our Fees & Charges and Access Limits brochure available on request or you can download it from our website at www.hccu.com.au.

We will require acceptable proof of your identity before processing withdrawals in person or acceptable proof of your authorisation for other types of withdrawal transactions.

13.1 Debiting Transactions Generally

We will debit transactions received on any one day in the order we determine in our absolute discretion. Transactions will not necessarily be processed to your account on the same day.

We have the right to decline to accept your authorisation for any transaction if we are uncertain for any reason of the authenticity or validity of the authorisation or your legal capacity to give the authorisation. We will not be liable to you or any other person for any loss or damage which you or such other person may suffer as a result of our action.

If you close your account before a transaction debit is processed, you will remain liable for any dishonour fees incurred in respect of that transaction.

13.2 Over The Counter Withdrawals

Generally, you can make over-the-counter withdrawals in cash or by buying a Credit Union corporate cheque. Please refer to the Fees & Charges and Access Limits brochure for any restrictions on withdrawals applying to certain accounts.

13.3 Access Limits

We limit the amount of daily withdrawals or payments you may make using electronic methods, either generally or in relation to a particular facility. These transaction limits are set out in the Fees & Charges and Access Limits brochure.

Please note that merchants, billers or other financial institutions may impose additional restrictions on the amount of funds that you can withdraw, pay or transfer.

We may also require you to apply for new transaction limits if you change any pass code. We will require you to provide proof of identity that satisfies us. We may reduce transaction limits to zero for security reasons.

Section 14

OUR CHEQUE FACILITIES

14.1 Depositing Cheques

You can only access the proceeds of a cheque when it has cleared. This usually takes 3 business days (or if the cheque deposit is via Bank@Post - 7 business days) and a minimum of 45 days if it is a foreign currency cheque. However, you can ask us for a special clearance for which we may charge a fee. Please refer to our Fees & Charges and Access Limits brochure for our current fee for special clearances.

14.2 Withdrawals Using Our Corporate Cheques

Corporate cheques are a cheque we draw payable to the person you nominate. You can purchase a corporate cheque for a fee as set out in the Fees & Charges and Access Limits brochure.

If a corporate cheque is lost or stolen, you can ask us to stop payment on it. You will be required to give us evidence of the loss or theft of the cheque. You will also be required to give us an indemnity – the indemnity protects us if someone else claims that you wrongfully authorised us to stop the cheque.

We cannot stop payment on our corporate cheque if you used the cheque to buy goods or services and you are not happy with them. You must seek compensation or a refund directly from the provider of the goods or services. You should contact a Government Consumer Agency if you need help in this regard.

14.3 Personal Cheque Facility (Chequing)

We can issue you with a chequebook and authorise you to draw cheques on your account to make payments. We will debit your account for the value of cheques you draw and any fees and charges applicable.

We may not give you access to a personal chequing facility if your banking history with us or another financial institution is not satisfactory, or if you are under 18 years of age.

If you have insufficient funds in your nominated account we may dishonour your cheque. However, we have a discretion to allow the cheque to be paid and to overdraw your account for this purpose. If you overdraw your account, we will charge you interest and fees. Please refer to the section on Overdrawing Your Account.

ACCOUNT OPERATION INFORMATION

Section 15

OVERDRAWING YOUR ACCOUNT

You must keep sufficient cleared funds in your account to cover your cheque, direct debit and electronic transactions. If you do not, we can dishonour the transaction and charge dishonour fees, see the Fees & Charges and Access Limits brochure.

Alternatively, we can honour the transaction and overdraw your account. If we choose to overdraw your account to honour the transaction we will charge you:

- Interest at our current overdraft rate, calculated on the daily closing balance, or
- A fee: see the Fees & Charges and Access Limits brochure.

'Cleared funds' are cash deposits, direct credits and the proceeds of cheque deposits to your account, once the cheque is cleared.

Section 16

SWEEP FACILITY

You can elect to have a sweep facility placed on your membership. The sweep will debit/credit your nominated accounts to honour a transaction unless otherwise advised. There is an initial set up fee which will be debited from your nominated account, please see Fees & Charges and Access Limits brochure.

The Sweep Facility authority will remain in force until cancelled by you.

We will endeavour to effect the transfer of funds, but shall not incur any liability through the refusal or omission to make any transfer.

We may in our absolute discretion determine the order of priority of payment by us or any moneys pursuant to this or any other order, which you have or may give us to draw on your account.

Section 17

ACCOUNT STATEMENTS

We will send you account statements at least every 6 months. You can ask us for an account statement at any time. We may charge a fee for providing additional statements or copies of statements: see the Fees & Charges and Access Limits brochure.

When you register for our Internet banking we will make your statements available through the Credit Union's Internet Banking platform and we will send you an email using the email you have provided when the statements become available.

If you are not registered with the Credit Union's Internet banking a paper statement will be issued.

You should check your account statement as soon as you receive it. Immediately notify us of any unauthorised transactions or errors.

Section 18

WHAT HAPPENS IF I CHANGE MY NAME AND/OR ADDRESS

We recommend that if you change your name or address, you let us know immediately.

Section 19

DORMANT MEMBERSHIPS

If no transactions are carried out on your membership for at least 12 months (other than transactions initiated by us, such as crediting interest or debiting fees and charges) we may write to you asking if you want to keep the membership open. If you do not reply we will treat your account as dormant.

Once your membership becomes dormant, we may:

- Charge a dormancy fee and annual dormancy fee,
- Stop paying interest or reduce the amount of interest.

If your membership remains dormant for 7 years, we have a legal obligation to remit balances exceeding \$500 to the Australian Securities and Investment Commission as unclaimed money.

Section 20

COMBINING YOUR ACCOUNTS

If you have more than one account with us, we may apply a deposit balance in any account to any other deposit account in the same name which is overdrawn.

When you cease to be a customer, we may combine all your accounts (whether deposit or loan accounts) you have with us provided the accounts are all in the same name.

We will not combine accounts if to do so would breach the Code of Operation for Centrelink Direct Credit Payments and any successor code (both when enforcing indebtedness owed to us and, to the law permits, when facilitating enforcement by a third party judgement creditor.)

We will give you written notice promptly after exercising any right to combine your accounts.

Section 21

CLOSING ACCOUNTS AND CANCELLING ACCESS FACILITIES

You can close your account or cancel an access facility at any time. However, you will have to surrender your chequebook and any access card(s) at that time. We may defer closure and withhold sufficient funds to cover payment of outstanding cheques, electronic transactions and fees, if applicable.

You can cancel any access facility on request at any time.

We can:

- Close your Holiday Coast Credit Union Account and Access Facility in our absolute discretion by giving you at least 14 days' notice and paying you the balance of your account; or
- Cancel any access facility for security reasons or if you breach these Conditions of Use.

Section 22

NOTIFYING YOU OF CHANGES

We may change fees, charges, interest rates and other conditions at any time. The following table sets out how we will notify you of any change.

TYPE OF CHANGE	NOTICE
Increasing any fee or charge	20 days
Adding a new fee or charge	20 days
Reducing the number of fee-free transactions permitted on your account	20 days
Changing the minimum balance to which an account keeping fee applies	20 days
Changing the method by which interest is calculated	20 days
Changing the circumstances when interest is credited to your account	20 days
Increasing your liability for losses relating to ePayments (see the ePayments Conditions of Use)	20 days
Imposing, removing or changing any periodic transaction limit	20 days
Changing any other term or condition	When we next communicate with you

We may use various methods, and combinations of methods, to notify you of these changes such as:

- Notification by letter;
- Notification on or with your next statement of your account;
- Notification on or with your next newsletter;
- Advertisements in the local or national media;
- Notification on our website.

However, we will always select a method or methods appropriate to the nature and extent of the change, as well as the cost effectiveness of the method of notification.

Section 23

HOW WE SEND NOTICES & STATEMENTS

We may send you notices and statements:

- by post, to the address recorded in our records or to a mailing address you nominate;
- by fax;
- by email;
- by advertisement in the media, for some notices only.

If you agree, we may, instead of sending you a notice or statement, post notices or statements to our website for you to retrieve. We will tell you when information is available for you to retrieve, either at the time or on setting up a facility that will have regular postings to our website.

You can change your nominated email address at any time or cancel arrangements to receive notices or statements by email or by retrieval from our website.

Section 24

OUR COMPLAINT HANDLING PROCESS

We aim to provide members with the highest standard of service and support at all times.

Should your experience with us not live up to your expectations and you wish to lodge a complaint or voice a concern, we encourage you to notify us through the most convenient channel available to you. Complaints can be raised by any of the following:

- Visiting your nearest branch;
- Call us on 1300 365 7 24;
- Email ubelong@hccu.com.au;
- Send a letter to the Complaints Manager, Private Mail Bag 9, WAUCHOPE, 2446.

We have a dispute resolution system to deal with any complaints you may have in relation to your Holiday Coast Credit Union Account and Access Facility or transactions on the account. Our dispute resolution policy requires us to deal with any complaint efficiently, speedily and sympathetically. If you are not satisfied with the way in which we resolve your complaint, or if we do not respond speedily, you may refer the complaint to our external dispute resolution centre the Financial Ombudsman Service (FOS) (see page 19).

Our staff have a duty to deal with your complaint under our dispute resolution policy. Our staff must also advise you about our complaint handling process and the timetable for handling your complaint. We also have an easy to read guide to our dispute resolution system available to you on request.

Section 25

DIRECT DEBIT

25.1 Direct Debit

You can authorise a participating biller to debit amounts from your account, as and when you owe those amounts to the biller. The biller will provide you with a Direct Debit Request (DDR) Service Agreement for you to complete and sign to provide them with this authority.

To cancel the DDR Service Agreement, you can contact either the biller or us. If you contact us we will promptly stop the facility. We suggest that you also contact the biller.

If you believe a direct debit initiated by a biller is wrong you should contact the biller to resolve the issue. Alternatively, you may contact us. If you give us the information we require we will forward your claim to the biller. However, we are not liable to compensate you for your biller's error.

If you set up the payment on your Visa card, please contact us directly about unauthorised or irregular debits.

We can cancel your direct debit facility, in our absolute discretion, if 3 consecutive direct debit instructions are dishonoured. If we do this, billers will not be able to initiate a direct debit from your account under their DDR Service Agreement. Under the terms of their DDR Service Agreement, the biller may charge you a fee for each dishonour of their direct debit request.

25.2 Paypal

When you use PayPal you are authorising PayPal to debit amounts from your account as a biller under Direct Debit. Please note that:

- you are responsible for all PayPal debits to your account;
- if you dispute a PayPal debit, you can contact PayPal directly or ask us to do so;
- we are not responsible for compensating you for any disputed PayPal debit, or for reversing any disputed PayPal debit to your account;
- if you want to cancel your direct debit arrangement with PayPal, you can contact PayPal directly or ask us to do so;
- when you ask us to pass on a disputed transaction to PayPal, or your request to cancel your direct debit arrangement with PayPal, we will do so as soon as practicable but we are not responsible if PayPal fails to respond as soon as possible or at all.

Other third party payment services may operate in a similar way to PayPal.

Section 26

TERM DEPOSIT ACCOUNTS

You can make a deposit that guarantees an agreed interest rate on that deposit for the term you choose. You can speak to our staff or refer to our website for the Schedule of Interest Rates available on term deposit accounts.

If we quote you an interest rate for a term deposit account, the rate may differ if the deposit is not made on the same day as the quote.

Interest on term deposits remains fixed for the agreed term of the deposit. Interest is calculated daily and paid as agreed at the time of investment of funds either fortnightly, monthly, quarterly, yearly or at maturity depending on the term of the investment.

Maturity advice will be forwarded to you prior to the maturity outlining redemption or roll over options. If you do not provide instructions in relation to the particular term deposit on or before the maturity date, we will automatically reinvest the principal for a similar term at the then current rate. Interest will be paid in a similar manner as last advised.

You have up to 14 Days following lodgement or renewal of a term deposit where you may add to, withdraw from or change the term of your investment without any administrative fees or reduction in interest paid on the principal. Any additional funds deposited during this time will incur interest from the date you deposited those particular funds.

Transactions may not be processed on the same day that the Term Deposit matures should that date not be a business day. In such cases the transaction will be processed the next business day.

Funds may be withdrawn prior to maturity, however an Early Redemption Interest Adjustment and Administration Fee will apply. Interest will be paid to your nominated Holiday Coast Credit Union account. If any interest has been paid prior to the early redemption of a term deposit, any shortfall arising from the recalculation of interest in accordance with the early redemption will be deducted from the principal amount.

ELECTRONIC ACCESS FACILITIES AND EPAYMENTS CONDITIONS OF USE

Section 27 DEFINITIONS

Access card	an ATM card, debit card or credit card and includes our Visa Debit Card and RediCARD.
ADI	authorised deposit institution
ATM	automatic teller machine
Business day	a day that is not a Saturday, a Sunday or a public holiday or bank holiday in the place concerned
Device	device we give to a user that is used to perform a transaction. Examples include: <ul style="list-style-type: none"> • ATM card; • debit card or credit card; • token issued by a subscriber that generates a pass code
EFTPOS	electronic funds transfer at the point of sale—a network for facilitating transactions at point of sale.
Facility	an arrangement through which you can perform transactions.
Identifier	Identifier means information that a user: <ul style="list-style-type: none"> • knows but is not required to keep secret, and • must provide to perform a transaction • Examples include an account number or customer number.
Manual signature	a handwritten signature, including a signature written on paper and a signature written on an electronic tablet .
Pass code	a password or code that the user must keep secret, that may be required to authenticate a transaction or user. A pass code may consist of numbers, letters, a combination of both, or a phrase. Examples include: <ul style="list-style-type: none"> • personal identification number (PIN); • internet banking password; • telephone banking password; • code generated by a security token. • Osko Payments smart address (PayID). <p>A pass code does not include a number printed on a device (e.g. a security number printed on a credit or debit card).</p>
Regular payment arrangement	either a recurring or an instalment payment agreement between you (the cardholder) and a Merchant in which you have preauthorised the Merchant to bill your account at predetermined intervals (eg. monthly or quarterly) or at intervals agreed by you. The amount may differ or be the same for each transaction
Transaction	a transaction to which these ePayment Conditions of Use apply, as set out in section 29.
Unauthorised transaction	a transaction that is not authorised by a user.
User	you or an individual you have authorised to perform transactions on your account, including: <ul style="list-style-type: none"> • a third party signatory to your account; • a person you authorise us to issue an additional card to.

Section 28

INFORMATION ABOUT OUR EPAYMENT FACILITIES

You should follow the guidelines in the box below to protect against unauthorised use of your access card and pass code. These guidelines provide examples of security measures only and will not determine your liability for any losses resulting from unauthorised epayments. Liability for such transactions will be determined in accordance with the ePayments Conditions of Use and the ePayments Code.

Important Information You Need to Know Before Using a Device to Make Electronic Payments

Sign the access card as soon as you receive it.

Familiarise yourself with your obligations to keep your access card and pass codes secure.

Familiarise yourself with the steps you have to take to report loss or theft of your access card or to report unauthorised use of your access card, BPAY® or telephone or internet banking.

Immediately report lost, theft or unauthorised use.

If you change a pass code, do not select a pass code which represents your birth date or a recognisable part of your name.

Never write the pass code on the access card.

Never write the pass code PIN on anything which is kept with or near the access card.

Never lend the access card to anybody.

Never tell or show the pass code to another person.

Use care to prevent anyone seeing the pass code being entered on a device.

Keep a record of the VISA card number and the VISA Card Hotline telephone number for your area with your usual list of emergency telephone numbers.

Check your statements regularly for any unauthorised use.

Immediately notify us when you change your address.

ALWAYS access the telephone banking or internet banking service only using the OFFICIAL phone numbers and URL addresses.

If accessing internet banking on someone else's PC, laptop, tablet or mobile phone, ALWAYS DELETE your browsing history.

ALWAYS REJECT any request to provide or to confirm details of your pass code. We will NEVER ask you to provide us with these details.

If you fail to ensure the security of your access card, access facility and pass codes you may increase your liability for unauthorised transaction.

These ePayment Conditions of Use govern all electronic transactions made using any one of our access cards or facilities, listed below:

RediCARD

VISA Credit card

Osko Payments

Telephone Banking

VISA Debit card

BPAY®

Internet Banking

You can use any of these electronic access facilities to access an account, as listed in the Fees & Charges and Access Limits.

Visa Card

Visa card allows you to make payments at any retailer displaying the Visa card logo, anywhere in the world. You can also withdraw cash from your account, anywhere in the world, using an ATM displaying the Visa card logo. We will provide you with a PIN to use with your Visa card.

Visa card also allows you to:

- check your account balances;
- withdraw cash from your account;
- transfer money between accounts (Visa Debit card only);
- deposit cash or cheques into your account (Visa Debit card at select ATMs only).

We may choose not to give you a Visa card if your banking history with the Credit Union is not satisfactory or if you are under 18 years of age.

IMPORTANT INFORMATION ABOUT DISPUTES FOR VISA CARD

If you believe a Visa card transaction was:

- for goods or services and the merchant did not deliver them; or
- for goods and services which did not match the description provided by the merchant,

then you can ask us to 'dispute' the transaction, by reversing the payment to the merchant's financial institution. You can do so by telling us within 30 days after the date of the statement which shows the transaction and providing us with any information we may require.

You are not able to reverse a transaction authenticated using Verified by Visa unless we are liable as provided in the ePayments Conditions of Use.

You should inform us as soon as possible if you become aware of circumstances which might entitle you to a chargeback and let us have the cardholder's copy of the Visa transaction receipt in question.

Digital Wallet

You may load your Visa Card on to your mobile phone in a digital wallet app. Use of the Visa Card details, via the digital wallet, is governed by these Conditions of Use.

The Digital Wallet Provider is responsible for the functioning of the Digital Wallet, not us.

When you load the Card into Digital Wallet, there is a sharing of your personal information between us and the Digital Wallet Provider and between you and the Digital Wallet Provider.

Important Information You Need to Know When Using Your Digital Wallet on a Mobile Phone

You must protect and keep confidential your User ID, phone lock, passcode, passwords, and all other information required for you to make purchases with your Card using the Digital Wallet.

Always protect your passcode by using a unique number or pattern that is not obvious or can be easily guessed. Take precautions when using your Digital Wallet. Try to memorise your passcode or carefully disguise it. Never keep a record of your passcode with your device, on your device or computer, or tell anyone your passcode.

Our Conditions of Use require you to report these events to us immediately:

- if your Device has been lost or stolen
- you believe your security credentials have been compromised
- if you believe there are errors
- if you suspect fraud associated with your Digital Wallet

You may become liable for any unauthorised transactions if you unreasonably delay notifying us.

Section 29 TRANSACTIONS

29.1

These ePayment Conditions of Use apply to payment, funds transfer and cash withdrawal transactions that are:

- initiated using electronic equipment, and
- not intended to be authenticated by comparing a manual signature with a specimen signature.

29.2

Without limiting clause 29.1, these ePayment Conditions of Use apply to the following transactions:

- electronic card transactions, including ATM, EFTPOS, credit card and debit card transactions that are not intended to be authenticated by comparing a manual signature with a specimen signature;
- telephone banking and bill payment transactions;
- internet banking transactions, including 'Pay Anyone';
- online transactions performed using a card number and expiry date;
- online bill payments (including BPAY);
- direct debits;
- transactions using mobile devices.
- Osko Payments.

Section 30 WHEN YOU ARE NOT LIABLE FOR LOSS

30.1

You are not liable for loss arising from an unauthorised transaction if the cause of the loss is any of the following:

- fraud or negligence by our employee or agent, a third party involved in networking arrangements, or a merchant or their employee or agent;
- a device, identifier or pass code which is forged, faulty, expired or cancelled;
- a transaction requiring the use of a device and/or pass code that occurred before the user received the device and/or pass code (including a reissued device and/or pass code);
- a transaction being incorrectly debited more than once to the same facility;
- an unauthorised transaction performed after we have been informed that a device has been misused, lost or stolen, or the security of a pass code has been breached.

30.2

You are not liable for loss arising from an unauthorised transaction that can be made using an identifier without a pass code or device. Where a transaction can be made using a device, or a device and an identifier, but does not require a pass code, you are liable only if the user unreasonably delays reporting the loss or theft of the device.

30.3

You are not liable for loss arising from an unauthorised transaction where it is clear that a user has not contributed to the loss.

30.4

In a dispute about whether a user received a device or pass code:

- there is a presumption that the user did not receive it, unless we can prove that the user did receive it;
- we can prove that a user received a device or pass code by obtaining an acknowledgement of receipt from the user;
- we may not rely on proof of delivery to a user's correct mailing or electronic address as proof that the user received the device or pass code.

Section 31

WHEN YOU ARE LIABLE FOR LOSS

31.1

If Section 30 does not apply, you may only be made liable for losses arising from an unauthorised transaction in the circumstances specified in this section 31.

31.2

Where we can prove on the balance of probability that a user contributed to a loss through fraud, or breaching the pass code security requirements in section 32:

- you are liable in full for the actual losses that occur before the loss, theft or misuse of a device or breach of pass code security is reported to us;
- you are not liable for the portion of losses:
 - incurred on any one day that exceeds any applicable daily transaction limit
 - incurred in any period that exceeds any applicable periodic transaction limit
 - that exceeds the balance on the facility, including any pre-arranged credit
 - incurred on any facility that we and you had not agreed could be accessed using the device or identifier and/or pass code used to perform the transaction.

31.3

WHERE:

- more than one pass code is required to perform a transaction; and
- we prove that a user breached the pass code security requirements in section 32 for one or more of the required pass codes, but not all of the required pass codes

You are liable under clause 31.2 only if we also prove on the balance of probability that the breach of the pass code security requirements under section 32 was more than 50% responsible for the losses, when assessed together with all the contributing causes.

31.4

You are liable for losses arising from unauthorised transactions that occur because a user contributed to losses by leaving a card in an ATM, as long as the ATM incorporates reasonable safety standards that mitigate the risk of a card being left in the ATM.

Note: Reasonable safety standards that mitigate the risk of a card being left in an ATM include ATMs that capture cards that are not removed after a reasonable time and ATMs that require a user to swipe and then remove a card in order to commence a transaction.

31.5

Where we can prove, on the balance of probability, that a user contributed to losses resulting from an unauthorised transaction by unreasonably delaying reporting the misuse, loss or theft of a device, or that the security of all pass codes has been breached, you:

- are liable for the actual losses that occur between:
 - when the user became aware of the security compromise, or should reasonably have become aware in the case of a lost or stolen device, and
 - when the security compromise was reported to us.
- are not liable for any portion of the losses:
 - incurred on any one day that exceeds any applicable daily transaction limit;
 - incurred in any period that exceeds any applicable periodic transaction limit;
 - that exceeds the balance on the facility, including any pre-arranged credit;
 - incurred on any facility that we and you had not agreed could be accessed using the device and/or pass code used to perform the transaction.

Note: You may be liable under clause 31.5 if you were the user who contributed to the loss, or if a different user contributed to the loss.

31.6

Where a pass code was required to perform an unauthorised transaction, and clauses 31.2-31.5 do not apply, you are liable for the least of:

- \$150, or a lower figure determined by us;
- the balance of the facility or facilities which we and you have agreed can be accessed using the device and/or pass code, including any prearranged credit;
- the actual loss at the time that the misuse, loss or theft of a device or breach of pass code security is reported to us, excluding that portion of the losses incurred on any one day which exceeds any relevant daily transaction or other periodic transaction limit.

31.7

In deciding whether on the balance of probabilities we have proved that a user has contributed to losses under clauses 31.2 and 31.5:

- we must consider all reasonable evidence, including all reasonable explanations for the transaction occurring
- the fact that a facility has been accessed with the correct device and/or pass code, while significant, does not, of itself, constitute proof on the balance of probability that a user contributed to losses through fraud or a breach of the pass code security requirements in section 32
- the use or security of any information required to perform a transaction that is not required to be kept secret by users (for example, the number and expiry date of a device) is not relevant to a user's liability.

31.8

If a user reports an unauthorised transaction on a credit card account, debit card account or charge card account we will not hold you liable for losses under 31 for an amount greater than your liability if we exercised any rights we had under the rules of the card scheme at the time the report was made, against other parties to the scheme (for example, charge-back rights).

This clause does not require us to exercise any rights we may have under the rules of the card scheme. However, we cannot hold you liable under this clause for a greater amount than would apply if we had exercised those rights.

Section 32 PASS CODE SECURITY REQUIREMENTS

32.1

Section 32 applies where one or more pass codes are needed to perform a transaction.

32.2

A user must not:

- voluntarily disclose one or more pass codes to anyone, including a family member or friend
- where a device is also needed to perform a transaction, write or record pass code(s) on a device, or keep a record of the pass code(s) on anything:
 - carried with a device;
 - liable to loss or theft simultaneously with a device;
 - unless the user makes a reasonable attempt to protect the security of the pass code.
- where a device is not needed to perform a transaction, keep a written record of all pass codes required to perform transactions on one or more articles liable to be lost or stolen simultaneously, without making a reasonable attempt to protect the security of the pass code(s).

32.3

For the purpose of clause 32.2, a reasonable attempt to protect the security of a pass code record includes making any reasonable attempt to disguise the pass code within the record, or prevent unauthorised access to the pass code record, including by:

- hiding or disguising the pass code record among other records;
- hiding or disguising the pass code record in a place where a pass code record would not be expected to be found;
- keeping a record of the pass code record in a securely locked container;
- preventing unauthorised access to an electronically stored record of the pass code record.

This list is not exhaustive.

32.4

A user must not act with extreme carelessness in failing to protect the security of all pass codes where extreme carelessness means a degree of carelessness that greatly exceeds what would normally be considered careless behaviour.

Note 1: An example of extreme carelessness is storing a user name and pass code for internet banking in a diary, BlackBerry or computer that is not password protected under the heading 'Internet banking codes'.

Note 2: For the obligations applying to the selection of a pass code by a user, see clause 32.5.

32.5

A user must not select a numeric pass code that represents their birth date, or an alphabetical pass code that is a recognisable part of their name, if we have:

- specifically instructed the user not to do so;
- warned the user of the consequences of doing so.

32.6

The onus is on us to prove, on the balance of probability that we have complied with clause 32.5.

32.7

Where we expressly authorise particular conduct by a user, either generally or subject to conditions, a user who engages in the conduct, complying with any conditions, does not breach the pass code security requirements in section 31.

32.8

Where we expressly or implicitly promote, endorse or authorise the use of a service for accessing a facility (for example, by hosting an access service on our electronic address), a user who discloses, records or stores a pass code that is required or recommended for the purpose of using the service does not breach the pass CODE SECURITY REQUIREMENTS IN SECTION 32.

Section 33

LIABILITY FOR LOSS CAUSED BY SYSTEM OR EQUIPMENT MALFUNCTION

33.1

You are not liable for loss caused by the failure of a system or equipment provided by any party to a shared electronic network to complete a transaction accepted by the system or equipment in accordance with a user's instructions.

33.2

Where a user should reasonably have been aware that a system or equipment provided by any party to a shared electronic network was unavailable or malfunctioning, our liability is limited to:

- correcting any errors
- refunding any fees or charges imposed on the user.

Section 34

NETWORK ARRANGEMENTS

34.1

We must not avoid any obligation owed to you on the basis that:

- we are a party to a shared electronic payments network;
- another party to the network caused the failure to meet the obligation.

34.2

We must not require you to:

- raise a complaint or dispute about the processing of a transaction with any other party to a shared electronic network;
- have a complaint or dispute investigated by any other party to a shared electronic payments network.

Section 35

MISTAKEN INTERNET PAYMENTS

35.1

In this section:

- **direct entry** means a direct debit or direct credit;
- **mistaken internet payment** means a payment by a user through a 'Pay Anyone' internet banking facility and processed by an ADI through direct entry where funds are paid into the account of an unintended recipient because the user enters or selects a Bank/State/Branch (BSB) number and/or identifier that does not belong to the named and/or intended recipient as a result of:
 - the user's error, or
 - the user being advised of the wrong BSB number and/or identifier.This does not include payments made using BPAY.

- **receiving ADI** means an ADI whose customer has received an internet payment;
- **unintended recipient** means the recipient of funds as a result of a mistaken internet payment.

35.2

When you report a mistaken internet payment, we must investigate whether a mistaken internet payment has occurred.

35.3

If we are satisfied that a mistaken internet payment has occurred, we must send the receiving ADI a request for the return of the funds

Note: Under the ePayments Code, the receiving ADI must within 5 business days:

- acknowledge the request by the sending ADI for the return of funds, and
- advise the sending ADI whether there are sufficient funds in the account of the unintended recipient to cover the mistaken internet payment.

35.4

If we are not satisfied that a mistaken internet payment has occurred, we will not take any further action.

35.5

We must inform you of the outcome of the reported mistaken internet payment in writing and within 30 business days of the day on which the report is made.

35.6

You may complain to us about how the report is dealt with, including that we and/or the receiving ADI:

- are not satisfied that a mistaken internet payment has occurred
- have not complied with the processes and timeframes set out in clauses 35.2-35.5, or as described in the box below.

35.7

When we receive a complaint under clause 35.6 we must:

- deal with the complaint under our internal dispute resolution procedures
- not require you to complain to the receiving ADI.

35.8

If you are not satisfied with the outcome of a complaint, you are able to complain to our external dispute resolution scheme provider.

Note: If we are unable to return funds to you because the unintended recipient of a mistaken internet payment does not cooperate, you can complain to our external dispute resolution scheme provider.

Information about a receiving ADI's obligations after we request return of funds

This information explains the process for retrieving mistaken payments under the ePayments Code, setting out what the processes are, and what you are entitled to do.

This information does not give you any contractual entitlement to recover the mistaken payment from us or to recover the mistaken payment from the receiving ADI.

Process where funds are available & report is made within 10 business days

- If satisfied that a mistaken internet payment has occurred, the receiving ADI must return the funds to the sending ADI, within 5 business days of receiving the request from the sending ADI if practicable or such longer period as is reasonably necessary, up to a maximum of 10 business days.
- If not satisfied that a mistaken internet payment has occurred, the receiving ADI may seek the consent of the unintended recipient to return the funds to the holder.
- The sending ADI must return the funds to the holder as soon as practicable.

Process where funds are available & report is made between 10 business days & 7 months

- The receiving ADI must complete its investigation into the reported mistaken payment within 10 business days of receiving the request.
- If satisfied that a mistaken internet payment has occurred, the receiving ADI must:
 - prevent the unintended recipient from withdrawing the funds for 10 further business days, and
 - notify the unintended recipient that it will withdraw the funds from their account, if the unintended recipient does not establish that they are entitled to the funds within 10 business days commencing on the day the unintended recipient was prevented from withdrawing the funds.
- If the unintended recipient does not, within 10 business days, establish that they are entitled to the funds, the receiving ADI must return the funds to the sending ADI within 2 business days after the expiry of the 10 business day period, during which the unintended recipient is prevented from withdrawing the funds from their account.
- If the receiving ADI is not satisfied that a mistaken internet payment has occurred, it may seek the consent of the unintended recipient to return the funds to the holder.
- The sending ADI must return the funds to the holder as soon as practicable.

Process where funds are available and report is made after 7 months

- If the receiving ADI is satisfied that a mistaken internet payment has occurred, it must seek the consent of the unintended recipient to return the funds to the user.
- If not satisfied that a mistaken internet payment has occurred, the receiving ADI may seek the consent of the unintended recipient to return the funds to the holder.
- If the unintended recipient consents to the return of the funds:
 - the receiving ADI must return the funds to the sending ADI, and
 - the sending ADI must return the funds to the holder as soon as practicable.

Process where funds are not available

Where the sending ADI and the receiving ADI are satisfied that a mistaken internet payment has occurred, but there are not sufficient credit funds available in the account of the unintended recipient to the full value of the mistaken internet payment, the receiving ADI must use reasonable endeavours to retrieve the funds from the unintended recipient for return to the holder (for example, by facilitating repayment of the funds by the unintended recipient by instalments).

Section 36

USING TELEPHONE BANKING AND INTERNET BANKING

We do not warrant that:

- the information available to you about your accounts through our home banking service is always up to date;
- you will have 24 hours a day, 7 days per week, access to telephone banking or internet banking.
- data you transmit via telephone banking or internet banking is totally secure.

Section 37

HOW TO REPORT LOSS, THEFT OR UNAUTHORISED USE OF YOUR ACCESS CARD OR PASS CODE

37.1

If you believe your access card has been misused, lost or stolen or the pass code has become known to someone else, you must immediately contact us during business hours or the access card HOTLINE at any time. Please refer to How to Contact Us for our contact details.

37.2

The access card HOTLINE is available 24 hours a day, 7 days a week.

37.3

If the access card HOTLINE is not operating when you attempt notification, nevertheless, you must report the loss, theft or unauthorised use to us as soon as possible during business hours. We will be liable for any losses arising because the access card HOTLINE is not operating at the time of attempted notification, provided you report the loss, theft or unauthorised use to us as soon as possible during business hours.

37.4

If the loss, theft or misuse, occurs OUTSIDE AUSTRALIA you must notify an organisation displaying the VISA sign and also then confirm the loss, theft or misuse of the card

with us by telephone or priority paid mail as soon as possible; or by telephoning the VISA Card Hotline number for the country you are in. refer to the Contact Us section for details.

SECTION 38

HOW TO REPORT UNAUTHORISED USE OF TELEPHONE OR INTERNET BANKING

38.1

If you believe that your pass codes for telephone or internet banking transactions have been misused, lost or stolen, or, where relevant, your pass code has become known to someone else, you must contact us immediately.

38.2

If you believe an unauthorised transaction has been made and your access method uses a pass code, you should change that pass code.

Section 39

USING THE ACCESS CARD

39.1

You agree to sign the access card immediately upon receiving it and before using it as a means of preventing fraudulent or unauthorised use of access card. You must ensure that any other cardholder you authorise also signs their access card immediately upon receiving it and before using it.

39.2

We will advise you from time to time:

- what transactions may be performed using access card;
- what ATMs of other financial institutions may be used; and
- what the daily cash withdrawal limits are.

Please refer to the Fees & Charges and Access Limits brochure for details of current transaction limits

- You may only use your access card to perform transactions on those accounts we permit.
- We will advise you of the accounts which you may use your access card to access.
- The access card always remains our property.

Section 40

USING VISA OR REDICARD OUTSIDE AUSTRALIA

- All transactions made in a foreign currency on the Visa Card will be converted into Australian currency by Visa Worldwide, and calculated at a wholesale market rate selected by Visa from within a range of wholesale rates or the government mandated rate that is in effect one day prior to the Central Processing Date (that is, the date on which Visa processes the transaction).
- All transactions made in a foreign currency on the Visa Card or rediCARD are subject to a conversion fee. Please refer to the Fees & Charges and Access Limits brochure for the current conversion fee.
- Some overseas merchants and electronic terminals charge a surcharge for making a transaction using your Visa card. Once you have confirmed that transaction you will not be able to dispute the surcharge. The surcharge may appear on your statement as part of the purchase price.
- Some overseas merchants and electronic terminals allow the cardholder the option to convert the value of the Transaction into Australian dollars at the point of sale, also known as Dynamic Currency Conversion. Once you have confirmed the transaction you will not be able to dispute the exchange rate applied.

Section 41

ADDITIONAL ACCESS CARD

You may authorise us, if we agree, to issue an additional access card to an additional cardholder provided this person is over the age of 18 (unless we agree to a younger age).

- You will be liable for all transactions carried out by this cardholder.
- We will give each additional cardholder a separate pass code.
- You must ensure that any additional cardholders protect their access card and pass code in the same way as these ePayment Conditions of Use require you to protect access card and pass code.

To cancel the additional access card you must notify us. However, this cancellation may not be effective until the additional access card is returned to us or you have taken all reasonable steps to have the additional access card returned to us.

You will not be liable for the continued use of the additional access card from the date that you have:

- notified us that you want it cancelled; and
- taken all reasonable steps to have the additional access card returned to us.

Please note that if you are unable to return the additional access card to us, we may require you to make a written statement describing the steps you have taken to return the card.

Section 42

USE AFTER CANCELLATION OR EXPIRY OF ACCESS CARD

You must not use your access card:

- before the valid date or after the expiration date shown on the face of access card; or
- after the access card has been cancelled.

You will continue to be liable to reimburse us for any indebtedness incurred through such use whether or not you have closed your account.

SECTION 43

EXCLUSIONS OF ACCESS CARD WARRANTIES AND REPRESENTATIONS

42.1

We do not warrant that merchants or ATMs displaying access card signs or promotional material will accept your access card.

43.2

We do not accept any responsibility should a merchant, bank or other institution displaying access card signs or promotional material, refuse to accept or honour your access card.

43.3

We are not responsible for any defects in the goods and services you acquire through the use of the Visa Card. You acknowledge and accept that all complaints about these goods and services must be addressed to the supplier or merchant of those goods and services.

SECTION 44

CANCELLATION OF ACCESS CARD OR OF ACCESS TO HOME BANKING SERVICE, OSKO OR BPAY

44.1

You may cancel your access card, your access to telephone banking, internet banking, Osko or BPAY at any time by giving us notice.

We may immediately cancel or suspend your access card or your access to telephone banking, internet banking, Osko or BPAY at any time for security reasons, you or someone acting on your behalf, is being fraudulent, we suspect that you are using Osko in a manner that is likely to affect our ability to continue providing Osko to you or other customers, if we cease to participate in Osko or if you breach these ePayments Code Conditions of Use. In the case of access card, we may cancel the access card by capture of the access card at any ATM.

44.2

We may cancel your access card or your access to telephone banking, internet banking, Osko or BPAY for any reason by giving you 30 days' notice. The notice does not have to specify the reasons for cancellation.

44.3

In the case of access card, you will be liable for any transactions you make using your access card before the access card is cancelled but which are not posted to your account until after cancellation of access card.

44.4

In the case of telephone banking, internet banking, Osko or BPAY, if, despite the cancellation of your access to telephone banking, internet banking, Osko or BPAY, you carry out a transaction using the relevant access method, you will remain liable for that transaction.

44.5

Your access card or your access to telephone banking, internet banking, Osko or BPAY will be terminated when:

- we notify you that we have cancelled your access card or your access method to the account with us;
- you close the last of your accounts with us to which the access card applies or which has telephone banking, internet banking, Osko or BPAY access;
- you cease to be our customer; or
- you alter the authorities governing the use of your account or accounts to which the access card applies or which has telephone banking, internet banking, Osko or BPAY access (unless we agree otherwise).

44.6

In the case of access card, we may demand the return or destruction of any cancelled access card.

Section 45

USING BPAY

45.1

You can use BPAY® to pay bills bearing the BPAY logo from those accounts that have the BPAY facility.

45.2

When you tell us to make a BPAY payment you must tell us the biller's code number (found on your bill), your Customer Reference Number (eg. your account number with the biller), the amount to be paid and the account from which the amount is to be paid.

45.3

We cannot effect your BPAY instructions if you do not give us all the specified information or if you give us inaccurate information.

Please note that, legally, the receipt by a biller of a mistaken or erroneous payment does not necessarily discharge, wholly or in part, the underlying debt you owe that biller.

Section 46

PROCESSING BPAY PAYMENTS

46.1

We will attempt to make sure that your BPAY payments are processed promptly by participants in BPAY, and you must tell us promptly if:

- you become aware of any delays or mistakes in processing your BPAY payment;
- you did not authorise a BPAY payment that has been made from your account; or
- you think that you have been fraudulently induced to make a BPAY payment.

Please keep a record of the BPAY receipt numbers on the relevant bills.

46.2

A BPAY payment instruction is irrevocable.

46.3

Except for future-dated payments you cannot stop a BPAY payment once you have instructed us to make it and we cannot reverse it.

46.4

We will treat your BPAY payment instruction as valid if, when you give it to us, you use the correct access method.

46.5

You should notify us immediately if you think that you have made a mistake (except for a mistake as to the amount you meant to pay).

Please note that you must provide us with written consent addressed to the biller who received that BPAY payment. If you do not give us that consent, the biller may not be permitted under law to disclose to us the information we need to investigate or rectify that BPAY payment.

46.6

A BPAY payment is treated as received by the biller to whom it is directed:

- on the date you direct us to make it, if we receive your direction by the cut off time on a banking business day, that is, a day in Sydney or Melbourne when banks can effect settlements through the Reserve Bank of Australia; and
- otherwise, on the next banking business day after you direct us to make it.

Please note that the BPAY payment may take longer to be credited to a biller if you tell us to make it on a Saturday, Sunday or a public holiday or if another participant in BPAY does not process a BPAY payment as soon as they receive its details.

46.7

Notwithstanding this, a delay may occur processing a BPAY payment if:

- there is a public or bank holiday on the day after you instruct us to make the BPAY payment;
- you tell us to make a BPAY payment on a day which is not a banking business day or after the cut off time on a banking business day; or
- a biller, or another financial institution participating in BPAY, does not comply with its BPAY obligations.

46.8

If we are advised that your payment cannot be processed by a biller, we will:

- advise you of this;
- credit your account with the amount of the BPAY payment; and
- take all reasonable steps to assist you in making the BPAY payment as quickly as possible.

46.9

You must be careful to ensure you tell us the correct amount you wish to pay. If you make a BPAY payment and later discover that:

- the amount you paid was greater than the amount you needed to pay - you must contact the biller to obtain a refund of the excess; or
- the amount you paid was less than the amount you needed to pay - you can make another BPAY payment for the difference between the amount you actually paid and the amount you needed to pay.

46.10

If you are responsible for a mistaken BPAY payment and we cannot recover the amount from the person who received it within 20 banking business days of us attempting to do so, you will be liable for that payment.

Section 47

FUTURE-DATED BPAY PAYMENTS

Please note that this is an optional facility depending on whether we offer it.

You may arrange BPAY payments up to 60 days in advance of the time for payment. If you use this option you should be aware of the following:

- You are responsible for maintaining, in the account to be drawn on, sufficient cleared funds to cover all future-dated BPAY payments (and any other drawings) on the day(s) you have nominated for payment or, if the account is a credit facility, there must be sufficient available credit for that purpose.
- If there are insufficient cleared funds or, as relevant, insufficient available credit, the BPAY payment will not be made and you may be charged a dishonour fee.
- You are responsible for checking your account transaction details or account statement to ensure the future-dated payment is made correctly.
- You should contact us if there are any problems with your future-dated payment.
- You must contact us if you wish to cancel a future-dated payment after you have given the direction but before the date for payment. You cannot stop the BPAY payment on or after that date.

Section 48

CONSEQUENTIAL DAMAGE FOR BPAY PAYMENTS

48.1

This clause does not apply to the extent that it is inconsistent with or contrary to any applicable law or code of practice to which we have subscribed. If those laws would make this clause illegal, void or unenforceable or impose an obligation or liability which is prohibited by those laws or that code, this clause is to be read as if it were varied to the extent necessary to comply with those laws or that code or, if necessary, omitted.

48.2

We are not liable for any consequential loss or damage you suffer as a result of using BPAY, other than loss due to our negligence or in relation to any breach of a condition or warranty implied by the law of contracts for the supply of goods and services which may not be excluded, restricted or modified at all, or only to a limited extent.

Section 49 USING OSKO

You can use Osko to make payments from those accounts that have the Osko facility.

- make an Osko payment
- make scheduled and recurring Osko payments
- pay bills bearing the Osko logo from those accounts that have the Osko facility.

When you tell us to make an Osko payment you must tell us the payee's PayID or the details of the payee's account, the amount to be paid and the account from which the amount is to be paid.

We cannot effect your Osko instructions if you do not give us all the specified information or if you give us inaccurate information.

Section 50 PROCESSING OSKO PAYMENTS

We will attempt to make sure that your Osko payments are processed promptly by participants in Osko, and you must tell us promptly if:

- you become aware of any delays or mistakes in processing your Osko payment;
- you did not authorise an Osko payment that has been made from your account; or
- you think that you have been fraudulently induced to make an Osko payment.

An Osko payment instruction is irrevocable.

Except for scheduled and recurring Osko payments, you cannot stop an Osko payment once you have instructed us to make it and we cannot reverse it.

We will treat your Osko payment instruction as valid if, when you give it to us, you use the correct access method.

You should notify us immediately if you think that you have made a mistake (except for a mistake as to the amount you meant to pay).

If we are advised that your payment cannot be processed by a biller, we will:

- advise you of this;
- credit your account with the amount of the Osko payment; and
- take all reasonable steps to assist you in making the Osko payment as quickly as possible.

Section 51 SCHEDULED AND RECURRING OSKO PAYMENTS

Please note that this is an optional facility depending on whether we offer it.

You may schedule Osko payments up to 60 days in advance of the time for payment and you can also schedule recurring Osko payments. If you use this option you should be aware of the following:

- you are responsible for maintaining, in the account to be drawn on, sufficient cleared funds to cover all scheduled and recurring Osko payments (and any other drawings)
- on the day(s) you have nominated for payment or, if the account is a credit facility, there must be sufficient available credit for that purpose;
- if there are insufficient cleared funds or, as relevant, insufficient available credit, the Osko payment will not be made and you may be charged a dishonour fee;
- you are responsible for checking your account transaction details or account statement to ensure that the scheduled or recurrent Osko payment is made correctly;
- you should contact us if there are any problems with your scheduled or recurrent Osko payments;
- you must contact us if you wish to cancel a scheduled or recurrent Osko payment after you have given the direction but before the date for payment.

Section 52 REGULAR PAYMENT ARRANGEMENTS

52.1

You should maintain a record of any regular payment arrangement that you have entered into with a Merchant.

52.2

To change or cancel any regular payment arrangement you should contact the Merchant or us at least 15 days prior to the next scheduled payment. If possible you should retain a copy of this change/cancellation request.

52.3

Should your card details be changed (for example if your Visa Card was lost, stolen or expired and has been replaced) then you must request the Merchant to change the details of your existing regular payment arrangement to ensure payments under that arrangement continue. If you fail to do so your regular payment arrangement may not be honoured, or the Merchant may stop providing the goods and/or services.

52.4

Should your Visa Card or your accounts with us be closed for any reason, you should immediately contact the Merchant to change or cancel your regular payment arrangement, as the Merchant may stop providing the goods and/or services.

Section 53

AUTHORITY TO RECOVER MISTAKEN OR MISDIRECTED PAYMENTS

Where we and the sending financial institution determine that an NPP Payment made to your Account is either a Mistaken Payment or a Misdirected Payment, we may, without your consent, and subject to complying with any other applicable Terms and Conditions, deduct from your Account, an amount up to the original amount of the Mistaken Payment or Misdirected Payment. We will notify you if this occurs.

Section 54

ABOUT THE CUSTOMER OWNED BANKING CODE OF PRACTICE

Customer Owned banking delivers member-focused, competitive services. Credit unions and mutual building societies are customer-owned financial institutions committed to putting their members first.

The Customer Owned Banking Code of Practice, the code of practice for credit unions and mutual building societies, is an important public expression of the value we place on improving the financial wellbeing of our individual members and their communities.

Our 10 Key Promises to you are

- We will be fair and ethical in our dealings with you
- We will focus on our customers
- We will give you clear information about our products and services
- We will be responsible lenders
- We will deliver high customer service and standards
- We will deal fairly with any complaints
- We will recognise member rights as owners
- We will comply with our legal and industry obligations
- We will recognise our impact on the wider community
- We will support and promote this Code of Practice.

You can download a copy of the Customer Owned Banking Code of Practice here www.customerownedbanking.asn.au/consumers/cobcop alternatively you may download a copy from the important information on our website www.hccu.com.au

If you have a complaint about our compliance with the Customer Owned Banking Code of Practice you can contact

Code Compliance Committee Mutuals

PO Box 14240

Melbourne VIC 8001

Phone: 1800 367 287

Fax: 03 9613 7481

info@codecompliance.org.au

www.cccmutuals.org.au/resolving-complaints/how-the-ccc-can-help/

The Code Compliance Committee Mutuals (CCC) is an independent committee, established in accordance with the Code, to ensure that subscribers to the Code are meeting the standards of good practice that they promised to achieve when they signed up to the Code. The CCC investigates complaints that the Code has been breached and monitors compliance with the Code through as mystery shopping, surveys, compliance visits and complaint handling.

Please be aware that the CCC is not a dispute resolution body. To make a claim for financial compensation we recommend you contact us first. You can contact our external dispute resolution provider, the Financial Ombudsman Service, directly. However, they will refer the complaint back to us to see if we can resolve it directly with you before involving them.

You can contact the Financial Ombudsman Service:

by calling 1800 367 287

by visiting www.fos.org.au

General Enquiries

Member Contact Centre

1300 365 7 24

Internet Banking

Online Banking Service

www.hccu.com.au

Telephone Banking

Automated Phone Banking Service

1300 361 411

Branch Network

We have an extensive network
of Branches and Service Centres
from Coffs Harbour to Maitland
plus access at Bank@Post
facilities Australia wide.

This document must be read together with the Holiday Coast Credit Union Fees & Charges, Access Limits Summary document forming the Conditions of Use of Holiday Coast Credit Union Account and Access Facilities. COU applies and is available at branches, service centres, calling 1300 365 7 24 or online at www.hccu.com.au. Information in this document does not take into account your personal needs and financial circumstances. Before making a decision about any of the products and services we offer you should read the COU and our Financial Services Guide (FSG) in considering if this product is right for you. © Registered to BPAY Pty Ltd ABN 69 079 137 518. Holiday Coast Credit Union Ltd ABN 64 087 650 164 AFSL 240782 is the issuer of this non-cash payment facility/s and the accounts on which it may be used. Bank@Post™ and its associated device marks are trademarks (registered or otherwise) of the Australian Postal Corporation (ABN 28 864 970 579) – all rights reserved.

The information in this brochure is correct at time of printing and subject to change.

HOLIDAYCOAST
credit union

it's where you belong...

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AFS & Australian Credit Licence 240782

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