

Stage One – Interim Contract Details

The terms of your Interim Tyro Merchant Terms and Conditions with Tyro (available at bendigobank.com.au/tyro-migration-interim-tcs) will be similar to your current Bendigo Bank merchant facilities, however clause 12, which relates to the application of the Banking Code of Practice, will be deleted. The Code is a voluntary code which sets out certain standards of practice and customer service. Tyro is not a subscriber to the Code and, as such, is not bound by its provisions. This means you will not be able to take steps to enforce provisions of the Code under the Interim Tyro Merchant Terms and Conditions. You will be able to contact Tyro at any time if you have any concerns or complaints about your merchant facilities.

Changes to your direct debit request (DDR) form: If you accept the offer from Tyro, your existing DDR with Bendigo Bank will be amended as follows and transferred to Tyro on and from the Transfer Date.

In order for your nominated account to be debited with amounts that are payable by you to Tyro after the Transfer Date, pursuant to clause 2 of the DDR, the following changes to the terms of your DDR will be made:

- **Under the header on page 1 of the DDR** - The words "Request and Authority to debit the account named below to pay Bendigo and Adelaide Bank Limited ABN 11 068 049 178 AFSL No 237879 User ID 165199" are to be deleted and replaced in their entirety with the following words "Request and Authority to debit the account named below to pay Tyro Payments Limited ABN 49 103 575 042 AFSL 471951 User ID 166111";
- **In the section titled "Request and Authority to debit" on page 1 of the DDR** - The paragraph which states "Request and authorise Bendigo and Adelaide Bank Limited User ID 165199 EFTPOS Fees to arrange, through its own financial institution, a debit to your nominated account any amount Bendigo and Adelaide Bank Limited has deemed payable by you" is to be amended by:
 - substituting the words "Tyro Payments Limited User ID 166111 (or Bendigo and Adelaide Bank Limited User ID 165199 EFTPOS Fees on its behalf)" for the words "Bendigo and Adelaide Bank Limited User ID 165199 EFTPOS Fees"; and
 - deleting the words "Bendigo and Adelaide Bank Limited has deemed" and adding the words "under, or in connection with, the facilities under which you are provided with merchant acquiring and transaction processing services (including EFTPOS or eCommerce), or other services, by Tyro Payments Limited" after the words "payable by you".