

Important Information

Deposit Changes Booklet

June 2026

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This document contains important information about changes to your products if they are transitioning to a:

- Bendigo Everyday Account
- Bendigo Everyday Account (Offset Account)
- Bendigo EasySaver Account
- Bendigo Business Everyday Account
- Bendigo Business EasySaver Account
- Bendigo Reward Saver Account
- Bendigo Easy Retirement Account
- Bendigo Standard Term Deposit Account

Introduction

This booklet provides you with information about the upcoming changes that will apply to your existing RACQ Bank deposit accounts as part of their transition to equivalent Bendigo Bank deposit account products if we tell you your deposit account is transitioning to one of the following types of accounts:

- Bendigo Everyday Account
- Bendigo Everyday Account (Offset)
- Bendigo EasySaver Account
- Bendigo Business Everyday Account
- Bendigo Business EasySaver Account
- Bendigo Reward Saver Account
- Bendigo Easy Retirement Account
- Bendigo Standard Term Deposit Account

In this booklet, “we” usually means Bendigo Bank – a division of Bendigo and Adelaide Bank Limited ABN 11 068 049 178 AFSL/Australian Credit Licence 237879. However, “we” may, where the context requires, also refer to Members Banking Group Limited ABN 83 087 651 054 AFSL/Australian credit licence 241195 trading as RACQ Bank – for example where the context relates to something RACQ Bank is doing before the transition date.

The “How to use this booklet” section below and the letter we give you will assist you to understand which parts of this booklet are relevant to you.

To ensure you understand the changes to your products and accounts we encourage you to carefully read the parts of this booklet that are relevant to you, together with the letter we give you and other communications we give you.

The information in this booklet, including information about interest rates and fees, is correct as at 12 June 2026.

We realise this is a lot of information. If you are unsure about anything in this booklet, which parts of this booklet are relevant to you, or anything else about the upcoming changes, please contact us.

How to use this booklet

The remainder of this booklet is divided into the following different parts:

Part A

Changes to account access and payments

Part A provides information about the changes to the ways in which you can access and make payments to or from your accounts including details of the cancellation of your existing access methods and the issue of replacement payment facilities. It also provides some other general information that applies to various products and accounts. Part A is relevant to all account types.

Part B

Changes to personal transaction and savings accounts

Part B provides information about the changes to your account if it is transitioning to a Bendigo Bank personal transaction or savings account including Bendigo Everyday Account, Bendigo Everyday Account (Offset), Bendigo Easy Retirement Account, Bendigo EasySaver Account and Bendigo Reward Saver Account.

Part C

Changes to business transaction and savings accounts

Part C provides information about the changes to your account if it is transitioning to a Bendigo Bank business transaction account including Bendigo Business Everyday Accounts and Bendigo Business EasySaver Accounts.

Part D

Changes to term deposit accounts

Part D provides information about the changes to your account if it is transitioning to a Bendigo Standard Term Deposit Account.

Part E

Bendigo Bank Business Fees and Charges, Bendigo Business Accounts and Facilities Terms and Conditions, Bendigo Bank e-banking Telegraphic Transfer Terms & Conditions, Bendigo Bank Schedule of Fees, Charges and Transaction Account Rebates, Bendigo Bank Term Deposit Accounts & Facilities Terms and Conditions, and Bendigo Personal Accounts & Facilities Terms & Conditions (RACQ Transition)

Part E contains a copy of the terms and conditions that will apply from the transition date if you have a deposit account that is transitioning to a Bendigo deposit account.

Part A

Changes to account access and payments



This part summarises the changes to the ways in which you can access your accounts, including details of the cancellation of your existing access methods and the issue of replacement payment facilities. It also provides some other general information.

Further information is provided in the later parts of this booklet and the terms and conditions documents that are referred to in this booklet.

Your account details - new BSB and Account numbers

From the transition date the BSB for your accounts will be 633 000.

You will also receive a new account number for each account held. We will write to you again before the transition date to advise you of the new account number for each of your accounts and it will also be available in e-banking from the transition date (see below).

RACQ Bank internet banking (now, Bendigo Bank e-banking)

Cancellation of your existing RACQ Bank internet banking

From the transition date you will no longer be able to access RACQ Bank internet banking.

Instead, you will have access to Bendigo Bank's internet banking facility which is known as Bendigo Bank e-banking and can be accessed through a web browser at www.bendigobank.com.au or using the Bendigo Bank app (see below).

We will separately advise you whether Bendigo Bank e-banking access will be issued to any authorised operators who have RACQ Bank internet banking access for your accounts prior to the transition date.

Statements of account issued to you prior to the transition date that were available through RACQ Bank internet banking will be available in Bendigo Bank e-banking after the transition date.

Accessing Bendigo Bank e-banking

If you are a current RACQ Bank internet banking user immediately prior to the transition date we will register you for Bendigo Bank e-banking access from the transition date. We will provide you with the information you need to access Bendigo Bank e-banking before the transition date.

Bendigo Bank app

The Bendigo Bank app is available to download for free for compatible smart phones or tablets from the App Store (for iOS devices) or Google Play (for Android devices).

After the transition date you can log into the Bendigo Bank app using your Bendigo Bank e-banking Access ID and password.

When you log in to the Bendigo Bank app for the first time, you can set it up to allow you to log on quickly and securely in the future using a four-digit PIN (Personal Identification Number) or, if you have a compatible device, Face ID® or fingerprint.

Pay Anyone payments

Bendigo Bank e-banking offers multiple types of Pay Anyone payments:

- **Osko / Fast payments**
We process Osko payments immediately and funds are generally available to the payee in near real-time.
- **Direct entry payments**
Traditional payments made to other financial institutions that may take up to 2 business days to be received. Payments you request before 7:00pm (AEST/AEDT) on business banking days will be processed by us on the same day. Payments you request after 7:00pm (AEST/AEDT) or on a weekend, public holiday or bank holiday will be processed by us on the next business banking day. It may take up to one business day for the payments to be processed by the payee's financial institution after we process it.

We will tell you if we are sending a Pay Anyone payment as an Osko payment or a Fast payment when we accept a payment instruction from you.

Pay Anyone payments are subject to a daily Pay Anyone limit that applies to all Pay Anyone payments including payments made by Osko, Fast payments and Direct Entry payments. If we register you for Bendigo Bank e-banking access for the first time from the transition date, your existing RACQ Bank internet banking daily payment limit will continue to apply in Bendigo Bank e-banking. You can request that we change your Pay Anyone daily limit by contacting us. Your Pay Anyone limit can be viewed and changed via Bendigo Bank e-banking.

Payments made by Osko and Fast payments also have a separate fixed daily maximum sub-limit of \$30,000 per Access ID. Pay Anyone payments that exceed this sublimit will be sent as Direct Entry payments.

Any "Payees" you have saved in RACQ Bank internet banking will automatically be transferred across to your Bendigo Bank e-banking.

Most future-dated and regular payments you have set up for your accounts in RACQ Bank internet banking (including BPAY payments) will carry over to Bendigo Bank e-banking and will still be processed from your account after the transition date. A small number of future-dated or regular payments will not carry over where the payment frequency you have requested is not available in Bendigo Bank e-banking. We will advise you in later communications what you will need to do in relation to these payments.

BPAY®

Bendigo Bank e-banking offers the ability to make BPAY payments to BPAY billers.

From the transition date, you will also be able to register for BPAY View®, which is a free service that allows you to opt out of paper bills and instead receive, view, and pay your bills with participating BPAY billers through Bendigo Bank e-banking.

BPAY payments made before 6:30pm (AEST/AEDT) on business banking days will be processed that night. BPAY payments made after 6:30pm (AEST/AEDT) or on a weekend, public holiday or bank holiday will be processed on the next business banking day.

Telegraphic transfers

Where available for your account type, you will now be able to perform domestic and overseas Telegraphic Transfers in Australian and foreign currencies via Bendigo Bank e-banking.

Telegraphic Transfers are an additional service that you must be registered for via Bendigo Bank e-banking to use.

Telegraphic Transfers made after 3:00pm (AEST/AEDT) or on a weekend, public holiday or bank holiday will be processed by us on the next business banking day.

Future statements of account

After the transition date, we will continue to give you statements of account electronically or by post.

If you have Bendigo Bank e-banking you will be able to access electronic statements (e-statements) in PDF format via the Bendigo Bank e-banking platform, even if you are receiving statements by post. e-statements are a convenient and environmentally friendly alternative to paper statements. If you are currently receiving paper statements and would like to only receive e-statements, you can do so by updating your statement preference in Bendigo Bank e-banking after the transition date.

If you would like to only receive e-statements you will need to provide an email address. This email address will be used to notify you when you have a new e-statement available for viewing in Bendigo Bank e-banking and you can then access and download your e-statements through Bendigo Bank e-banking.

Bendigo Bank phone banking

The Bendigo phone banking service gives you a range of options including transferring funds, accessing account balances, and paying bills.

If Bendigo phone banking is available for your accounts, you will be able to register for Bendigo phone banking by contacting us on or after the transition date. We will not automatically issue you with a new Access Number or PIN to access Bendigo phone banking on the transition date.

Once registered, you can access Bendigo phone banking by calling 1300 236 344 and entering your Access Number and PIN.

When you call Bendigo phone banking for the first time, you will be asked to select your own five-digit PIN. Your Bendigo phone banking PIN should be kept secret to ensure you are the only person who can access your accounts.

Cards

If you currently have a Visa Debit card for your RACQ Bank account it will be cancelled on the transition date and we will issue you (and any applicable additional cardholders) with a replacement Debit Mastercard® (as long as your product allows for card access) which provides easy and secure access, wherever Mastercard® is accepted.

Your replacement Debit Mastercard® will be sent to you by post prior to the transition date but you will only be able to use the replacement card from the transition date.

You will need to activate your replacement card and select a PIN before you use it. Clear instructions about how you can activate your replacement card and set

your PIN will be sent with your replacement card and this can be done through Bendigo Bank e-banking or by contacting us.

Verified by Visa will no longer be available from the transition date and will be replaced with Mastercard Identity Check™.

If you have authorised merchants to charge your existing Visa Debit card automatically (for example, insurance expenses or gym membership) you will need to contact them and provide them with your replacement Mastercard® details on or after the transition date to ensure any charges are processed.

From the transition date, you must use your replacement Debit Mastercard® and cease using your existing Visa Debit cards. There will be no redirections in place so any charges attempted to be charged to your Visa Debit card after the transition date may be declined or fail.

Purchases and refunds completed using your existing Visa Debit card usually take a few days to be processed to your account.

Transactions performed around the time of the transition may take extra time to appear on your account.

Debit cards

Currently, RACQ Bank permits one Visa Debit card to be linked to multiple accounts or several cards linked to a single account.

After the transition date, each Bendigo Bank Debit Mastercard® may only be linked to one account.

If you have more than one account linked to your Visa Debit card we will issue you with multiple replacement Debit cards to replace your existing RACQ Bank Debit card (one for each account).

If you have multiple cards linked to the one account, we will issue you with one replacement Debit card.

If this applies to you, you can ascertain which Debit card is linked to which account in Bendigo Bank e-banking. If you wish, we can also add a notation to your card. Please contact us if you would like to discuss this or arrange for this to occur.

If you are transitioning to a Bendigo Reward Saver account and currently have a card, you will not receive a replacement card for this account and card access (if available) will not continue. If you require a product that has card access please contact RACQ Bank before the transition date.

Cash withdrawal limits

From the transition date, the maximum amount you may withdraw in cash at an ATM or EFTPOS terminal in a day is \$1,000 per Debit Card, unless we agree otherwise with you.

You can request a different limit by contacting us.

Digital wallets

From the transition date, the digital wallets supported by Bendigo Bank include:

- **Apple Pay**
Upload your card to your Apple device via the Wallet or Bendigo Bank app. No more worries about leaving your wallet in the car, no more waiting for a plastic card to arrive. Just easy, secure payments using Apple Pay.
- **Google Pay**
Upload your card to your Google device via the Google Pay app or Bendigo Bank app. Google Pay is the fast, simple way to pay with your Bendigo Bank card in stores and online.
- **Samsung Pay**
Upload your card to your Samsung device via the Samsung Pay app. Access your favourite cards on your Samsung phone to make payments on the go, just by tapping your device.
- **Garmin Pay**
Garmin Pay™ lets you make purchases quickly and effortlessly with nothing needed but your watch.

To use a digital wallet, you will need to add your replacement Bendigo Bank Mastercard to the digital wallet on or after the transition date. Digital wallet facilities are provided on the terms and conditions of the Bendigo Personal Accounts and Facilities Terms and Conditions (RACQ Transition) (1 July 2026) set out in Part E and the Business Accounts & Facilities Terms and Conditions for Business Deposit Accounts (5 June 2026) set out in Part E, and on the applicable terms and conditions of the relevant digital wallet provider.

Other payments to and from your account

Direct debits from and direct credits to your accounts

We will take reasonable steps (to the extent possible) arrange for direct debits and direct credits which have been setup for your existing RACQ Bank account details to be redirected to your corresponding Bendigo Bank account details for three months after the transition date and any payment authorised prior to the transition date will be redirected to your new Bendigo Bank account number during this period.

In some cases the other party to the direct debit or direct credit arrangement may require your authorisation to update the direct debit or direct credit arrangement.

Examples of direct debits that may be set up to debit funds from your account include regular payments you are required to pay to insurance companies, energy providers and subscription services.

Examples of direct credits that may be set up to credit funds into your account include your salary from your employer and other regular payments you receive such as Centrelink benefits.

IMPORTANT NOTE: To ensure your payments continue, on and after the transition date you should review all direct debits and direct credits set up with your RACQ Bank account details to ensure they are updated to your new Bendigo Bank account details. You may need to contact relevant third parties to update your account details with them.

From the transition date, your new Bendigo Bank BSB and account number must be used to establish any new direct debits or direct credits. You must not use your RACQ Bank account numbers to receive payments to your accounts.

Automatic payments

From the transition date you will be able to set up automatic payments from some Bendigo Bank accounts. Automatic payments supported by Bendigo Bank include:

- **Periodical payments**
Payments from your account to another account with us or with another financial institution or to a third party. Please contact us if you would like to discuss this or arrange for this to occur.
- **Sweep facility**
Payments from your nominated account with us to a Bendigo account with us. You will need to contact us if you would like to discuss this or arrange for this to occur.
- **Direct debits**
See direct debits from and direct credits to your accounts above.

For Automatic payments, if a payment date falls on a day other than a business day, funds must be available by 10:00am (AEST/AEDT) on the previous business day.

Additional information

PayID

A PayID is a simpler way to send and receive payments using easy-to-remember details like your mobile number or email address instead of a BSB and account number.

While any existing RACQ Bank PayIDs will be cancelled on the transition date, you will be able to create new ones for your eligible Bendigo Bank accounts through Bendigo Bank e-banking.

The Consumer Data Right and Open Banking

Open Banking is part of the broader Consumer Data Right (CDR), introduced by the Australian Government to give you more access to your data and make it easier to:

- compare products and services; and
- access new and improved services.

Open Banking will enable you to share your data with accredited providers via a simple, easy to use and secure automated process. You can see the list of providers accredited by the ACCC and access more information about the CDR by visiting the CDR website at www.cdr.gov.au.

You can access a copy of our Bendigo Bank Consumer Data Right Policy online at www.bendigobank.com.au/open-banking.

From the transition date, you will be able to share your data through the CDR as described in our Bendigo Bank Consumer Data Right Policy.

Any current CDR arrangements you have with your RACQ Bank accounts will not carry over to your new Bendigo Bank accounts. If you wish to participate in the CDR with your new Bendigo Bank accounts, you will need to establish new arrangements.

Part B

Changes to personal transaction and savings accounts



This part describes the changes that apply to your existing deposit account if it is transitioning to a Bendigo Everyday Account, Bendigo Everyday Account (Offset), Bendigo EasySaver Account, Bendigo Reward Saver Account, or Bendigo Easy Retirement Account.

Changes to terms and conditions

From the transition date, the terms and conditions of your deposit account(s) are varied so that the terms and conditions set out in the Bendigo Personal Accounts & Facilities Terms and Conditions (RACQ Transition) (1 July 2026) together with the relevant details set out in this booklet and any other notices we give you will apply to your account, in replacement of any current terms and conditions that apply to your account, and to any payment facilities we issue to you in respect of your account. This is on the basis that your account is a Bendigo Everyday Account, a Bendigo Everyday Account (Offset), a Bendigo EasySaver Account, a Bendigo Reward Saver Account, or a Bendigo Easy Retirement Account as indicated in the cover letter sent to you with this booklet. By using any payment facility we issue to you (for example, by logging in to Bendigo Bank e-banking) you accept these terms and conditions in relation to your account and the payment facility.

In addition, the Bendigo Bank e-banking Telegraphic Transfer Terms & Conditions (29 July 2026) will apply in relation to telegraphic transfers from your account from the transition date.

The Bendigo Personal Accounts and Facilities Terms & Conditions (RACQ Transition) (1 July 2026) have been published on the Bendigo Bank website at www.bendigobank.com.au/racq and the Bendigo Bank e-banking Telegraphic Transfer Terms & Conditions (29 July 2026) have been published on the Bendigo Bank website at www.bendigobank.com.au/disclosure-documents/ and printed copies are also available on request by contacting us.

Please read both of these terms and conditions documents carefully and get in contact with us if you have any questions. As discussed below, we can change these terms and conditions, and so any reference in this booklet to the Bendigo Personal Accounts and Facilities Terms & Conditions (RACQ Transition) (1 July 2026) and

the Bendigo Bank e-banking Telegraphic Transfer Terms & Conditions (29 July 2026) is a reference to those terms and conditions as varied or replaced from time to time.

Where there is an inconsistency between these terms and conditions documents, and this booklet or a related notice we give you, then the related notices that we give you prevail over the other documents, and this booklet prevails over the terms and conditions documents.

For the purposes of the definition of “you” and “your” in the Bendigo Personal Accounts & Facilities Terms and Conditions (RACQ Transition)(1 July 2026) , “you” and “your” are taken to be references to each person named as an addressee in the letter attaching this booklet and sent by Members Banking Group Limited ABN 83 087 651 054 trading as RACQ Bank.

Changes to fees and charges

What fees and charges will apply

From the transition date, the fees and charges that apply to your account will change and will be as set out in the Bendigo Bank Schedule of Fees, Charges and Transaction Account Rebates (15 May 2026). Please ensure you carefully review this fees and charges document so you understand the fees that may apply to the services you use.

A copy of the Bendigo Bank Schedule of Fees, Charges and Transaction Account Rebates (15 May 2026) is in Part E of this document, and is published on the Bendigo Bank website at www.bendigobank.com.au/disclosure-documents/. Printed copies are also available on request by contacting us.

Staff assisted fee

If you are transitioning to Bendigo Everyday Account, Bendigo Everyday Account (Offset) or Bendigo Easy Retirement Account, the Staff Assisted Fee of \$2.50 listed in Bendigo Bank Schedule of Fees, Charges and Transaction Account Rebates (15 May 2026), will be waived as at the transition date.

Monthly account rebate for Bendigo EasySaver account

If your account is transitioning to a Bendigo EasySaver Account, from the transition date we will give you a monthly fee allowance (an Account Rebate) that we will use to reduce some Transaction Fees you may incur on your account each month. The Bendigo Bank Schedule of Fees, Charges and Transaction Account Rebates (15 May 2026) contains more information about how the monthly Account Rebate operates, including the amount of the Account Rebate.

Where are fees and charges debited

From the transition date, fees and charges payable by you will be debited to your account as and when they become payable.

Changes to interest

Interest earned on credit balances

The table below sets out if your type of account will earn interest from the transition date and, if so, how interest is calculated and when interest is credited.

Account Type	Does this account earn interest?	When is interest credited?
Bendigo Everyday Account	Where interest is payable, interest will accrue on the credit balance of your account. We calculate interest daily by applying the daily percentage rate to the balance at the end of each day. The daily percentage rate is the relevant interest rate divided by 365 or, in a leap year, 366. A single interest rate will apply to the entire balance of your account and is calculated daily using a flat rate methodology. While this calculation methodology is uniform, the specific interest rate applied is determined by the RACQ product type you hold, as detailed in the Deposit Change Booklet. However, interest is not payable on your Bendigo Everyday Account where you are using it as an offset account for a home loan.	Where applicable, interest will be credited to your account half yearly (1 April and 1 October)
Bendigo Everyday Account (Offset Account)	The daily balance in your account will be used to offset your linked loan account for the purpose of calculating the interest payable on your linked loan account. Interest on your linked loan account will be calculated at a discounted rate on the amount equal to the daily balance held in your Bendigo Everyday Account. The Bendigo Complete Home Loan and Bendigo Flex Home Loan offers a full offset on both variable and fixed rate loans. Interest on the remaining balance of your linked loan account will be calculated at the rate that applies to your linked loan account. No credit interest is payable.	No credit interest is payable
Bendigo EasySaver Account	Interest will accrue on the credit balance of your account. We calculate interest daily by applying the daily percentage rate to the balance at the end of each day. The daily percentage rate is the relevant interest rate divided by 365 or, in a leap year, 366. A single interest rate will apply to the entire balance of your account and is calculated daily using a flat rate methodology.	Interest will be credited to your account monthly on the first day of the month.

Account Type	Does this account earn interest?	When is interest credited?
Bendigo Reward Saver Account	Interest will accrue on the credit balance of your account. We calculate interest daily by applying the daily percentage rate to the balance at the end of each day. The daily percentage rate is the relevant interest rate divided by 365 or, in a leap year, 366. A base rate applies to the entire balance of your account If your account meets the bonus rate eligibility criteria by the last calendar day of each month (other than the month in which the account was opened), a bonus rate will apply instead of the base rate, as follows: · The portion of your balance from \$0 up to and including \$100,000 will earn the Tier 1 Bonus rate; and · The portion of your balance above \$100,000 will earn the Tier 2 Bonus rate. If you do not meet the eligibility criteria for a month, only the base rate will apply for that month. The applicable base rate and bonus rates will be communicated with you in writing before the transition date. Refer to clauses 1.8, 5.6 and 16.2 of the Bendigo Personal Accounts & Facilities Terms and Conditions (RACQ Transition) (01 July 2026)	Interest will be credited to your account monthly on the second day of the month.
Bendigo Easy Retirement Account	Interest will accrue on the credit balance of your account. We calculate interest daily by applying the daily percentage rate to the balance at the end of each day. The daily percentage rate is the relevant interest rate divided by 365 or, in a leap year, 366. Interest rate is stepped and different rates of interest will apply to different portions of your account balance. For example: · if the rate of interest is 0.05% p.a. on that part of the account balance that is less than \$2,000 and 1.5% p.a. on that part of the account balance that equals or exceeds \$2,000; and · your account balance is \$3,000, the rate of interest applying to your account will be 0.05% p.a. on \$1,999.99 and 1.5% p.a. on the remainder.	Interest will be credited to your account monthly on the first day of the month.

If we pay interest on the credit balance for your type of account, the interest rate or rates that apply to your account from the transition date will be communicated to you in writing prior to the transition date.

Interest payable on debit balances

You must ensure that your account does not become overdrawn. If it does, you will be required to pay us interest on the debit balance of your account at our applicable Standard Overdraft Rate and the Overlimit Rate which will be communicated to you in writing prior to the transition date.

Overdrawn interest you are required to pay us is calculated daily and will be debited to your account:

- If your account earns interest, when we would have ordinarily credited interest to you; or
- If your account does not earn interest (or is used as an offset facility), half yearly on 1 April and 1 October.

Interest rates are variable

We may change the interest rates applicable to your account from time to time in our discretion (see 'Future changes to terms and conditions' below).

Changes to how you can access your account

Part A of this booklet and the letter and other notices we give you provide information about the changes to how you will be able to access and make payments to and from your account after the transition date.

Any existing payment access methods you have (such as cards and RACQ Bank internet banking) will be cancelled on the transition date and replacement payment facilities issued to you.

From the transition date you will be able to access your account and make payments to and from your account using the following payment facilities listed as being available.

Payment Facility	Bendigo Everyday Account	Bendigo EasySaver Account	Bendigo Reward Saver Account	Bendigo Easy Retirement Account
Phone Banking	Available	Available	Available	Available
Bendigo Bank e-banking	Available	Available	Available	Available
BPAY & BPAY View (through Bendigo Bank e-banking)	Available	Available	Available	Available
Pay Anyone (including OSKO®)	Available	Available	Available	Available
PayTo	Available	Available	Available	Available
Automatic Payments	Available	Available	Available	Available
Telegraphic Transfers	Available	Available	Available	Available
Bank Cheques	Available	Available	Available	Available
Cheque facility	Not Available	Not Available	Not Available	Not Available
Debit Mastercard	Available	Not Available	Not Available	Available
Youth Debit Mastercard	Available	Not Available	Not Available	Available
Link Bendigo Credit Card to the account	Available	Not Available	Not Available	Available

If your account is in joint names, any operating instructions or authorisations you have provided for your existing account will continue to apply to your account after the transition date.

Changes to how authorised signatories can access and operate your account

From the transition date you will be able to ask us to authorise one or more people to access and operate your account:

- If you ask us to authorise someone as an authorised signatory, they will be authorised to access and operate your account as if they were you;

- If you ask us to authorise someone as an additional cardholder, they will be authorised to access and operate your account with card access only; and
- If you ask us to authorise someone as an authorised e-banking user, they will be authorised to access and operate your account via Bendigo Bank phone banking or Bendigo Bank e-banking only.

Clause 14 of the Bendigo Personal Accounts and Facilities Terms & Conditions (RACQ Transition) (1 July 2026) contains details of how you can authorise an authorised signatory and your liability for the actions of authorised signatories.

Each existing authorised operator who has authority to operate on your account immediately prior to the transition date will be treated as an "authorised signatory" for your account from the transition date unless you instruct RACQ (prior to transition) or Bendigo Bank (from the transition date).

Any existing account operating instructions you have in place in relation to your existing account immediately prior to the transition date will also continue after the transition date unless you instruct RACQ or Bendigo Bank (as applicable above) otherwise.

Please note that from the transition date, your existing authorised operators could gain expanded access to your accounts or services compared to their current permissions.

Changes to transaction limits

Part A of this booklet describes the applicable periodic limits that will apply to your account from the transition date.

Important! These changes may increase your liability in the case of unauthorised transactions.

After the transition date we may change the daily and other periodic limits that apply to your account and relevant payment facilities from time to time as set out in the applicable terms and conditions.

Changes to your liability in relation to transactions

The terms and conditions for the payment facilities we issue to you in relation to your account contain details about when you will and will not be liable for transactions performed using the payment facilities from the transition date.

You should read these terms and conditions carefully. In particular, we suggest that you read the following clauses of the Bendigo Personal Accounts and Facilities Terms & Conditions (RACQ Transition) (1 July 2026) to understand when you will and will not be liable in respect of losses from unauthorised transactions:

- For Bendigo Bank phone banking and Bendigo Bank e-banking transactions, see clauses 52-53;
- For Cards, access numbers, passwords, and PINs, see clauses 54-57;
- For EFT transactions, see clauses 58-59;
- For BPAY and BPAY view, see clause 67;
- For Automatic payments, see clause 81; and
- For Pay Anyone, see clause 91.

Changes to your statements

From the transition date, we will give you a statement of account every 6 months, unless we agree to provide you with statements more frequently (please contact us if you would like to request more frequent statements).

See Future statements of account' in Part A of this booklet for details about how we will give you statements of account from the transition date.

Future changes to terms and conditions

We may make changes to your account and the terms and conditions that apply to your account after the transition date as set out in clause 18 of the Bendigo Personal Accounts and Facilities Terms & Conditions (RACQ Transition) (1 July 2026).

Changes to how we will communicate with you

From the transition date we may contact you in person, by writing to you at your last known residential or business address or your registered office, through Bendigo Bank e-banking (if you have registered for Bendigo Bank e-banking), through the Bendigo Bank App (if you have downloaded it and logged in), or by any other means permitted by law.

Unless you notify us that you do not want to receive notices and other communications from us in this way, we may also give you notices or other communications by making them available electronically on the Bendigo Bank website and notifying you that they are available there.

Other changes

Bendigo home loan offset (Bendigo Everyday Accounts only)

From the transition date you may be able to link your Bendigo Everyday Account as an offset account to a Bendigo Flex Home Loan or certain other types of Bendigo Bank home loans to offset the interest that accrues on your home loan.

Bendigo Reward Saver card access

If your current RACQ Bonus Saver is transitioning to a Bendigo Reward Saver Account and you currently have a card, you will not receive a replacement card for this account, and card access will not continue.

If you need an account with card access, please contact RACQ Bank before the transition date to discuss your options.

Privacy

There will be changes to the way in which we collect, use and disclose your personal information and credit related personal information about a third party. We will write to you separately to notify you of these changes.

Part C

Changes to your business transaction and savings accounts



This part describes the changes that apply to your existing business transaction account if it is transitioning to a Bendigo Business Everyday Account or a Bendigo Business EasySaver Account.

Changes to terms and conditions

From the transition date, the terms and conditions of your business transaction account(s) are varied so that the terms and conditions set out in the Bendigo Business Accounts and Facilities Terms & Conditions (5 June 2026) together with the relevant details set out in this booklet and any other notices we give you will apply to your account, in replacement of any current terms and conditions that apply to your account, and to any payment facilities we issue to you in respect of your account. This is on the basis that your account is a Bendigo Business Everyday Account or a Bendigo Business EasySaver Account where this is indicated in the cover letter sent to you with this booklet.

By using any payment facility we issue to you (for example, by logging in to Bendigo Bank e-banking) you accept these terms and conditions in relation to your account and the payment facility.

In addition, the Bendigo Bank e-banking Telegraphic Transfer Terms & Conditions (29 July 2026) will apply in relation to telegraphic transfers from your account from the transition date.

The Bendigo Business Accounts and Facilities Terms & Conditions (5 June 2026) and the Bendigo Bank e-banking Telegraphic Transfer Terms & Conditions (29 July 2026) have been published on the Bendigo Bank website at www.bendigobank.com.au/disclosure-documents/ and printed copies are also available on request by contacting us.

Please read both of these terms and conditions documents carefully and get in contact with us if you have any questions. As discussed below, we can change these terms and conditions, and so any reference in this booklet to the Bendigo Business Accounts and Facilities Terms & Conditions (5 June 2026) or the Bendigo Bank e-banking Telegraphic Transfer Terms & Conditions (29 July 2026) is a reference to those terms and conditions as varied or replaced from time to time.

Where there is an inconsistency between these terms and conditions documents, and this booklet or a related notice we give you, then the related notices that we give you prevail over the other documents, and this booklet prevails over the terms and conditions documents.

For the purposes of the definition of “you” and “your” in the Bendigo Business Accounts and Facilities Terms & Conditions (5 June 2026), “you” and “your” are taken to be references to each person named as an addressee in the letter attaching this booklet and sent by Members Banking Group Limited ABN 83 087 651 054 trading as RACQ Bank.

Changes to fees and charges

What fees and charges will apply

From the transition date, the fees and charges that apply to your account will change and will be as set out in the Bendigo Bank Business Fees and Charges Booklet (15 May 2026). In some cases, fees for transactions may apply.

A copy of the Bendigo Bank Business Fees and Charges Booklet (15 May 2026) (as set out in Part E) has also been published on the Bendigo Bank website at www.bendigobank.com.au/disclosure-documents/ and printed copies are also available on request by contacting us.

Monthly fees

If your account is transitioning to a Bendigo Business Everyday Account, from the transition date, we will waive the applicable monthly service fee of \$15.00. We may subsequently charge this fee if you request us to make changes to your account or in accordance with section 9 of the Bendigo Bank Business Fees and Charges Booklet (15 May 2026).

Transaction fees may also apply for transactions you make.

Where are fees and charges debited

From the transition date, fees and charges payable by you will be debited to your account as and when they become payable.

Changes to interest

Interest earned on credit balances

If we pay interest on the credit balance for your type of account, the interest rate or rates that apply to your account from the transition date will be communicated to you in writing prior to the transition date.

The table below sets out if your type of account will earn interest from the transition date and, if so, how interest is calculated and when interest is credited.

Account Type	Does this account earn interest?	When is interest credited?
Bendigo Business Everyday Account	We calculate interest daily by applying the daily percentage rate to the balance at the end of each day. The daily percentage rate is the relevant interest rate divided by 365 or, in a leap year, 366. A single interest rate will apply to the entire balance of your account and is calculated daily using a flat rate methodology.	Interest will be credited to your account monthly on the first day of the month.
Bendigo Business EasySaver Account	We calculate interest daily by applying the daily percentage rate to the balance at the end of each day. The daily percentage rate is the relevant interest rate divided by 365 or, in a leap year, 366. A single interest rate will apply to the entire balance of your account and is calculated daily using a flat rate methodology.	Interest will be credited to your account monthly on the first day of the month.

Interest payable on debit balances

You must ensure that your account does not become overdrawn. If it does, you will be required to pay us interest on the debit balance of your account at our applicable Overdrawn Account Rate which will be communicated to you in writing prior to the transition date.

Overdrawn interest you are required to pay us is calculated daily and will be debited to your account:

- If your account earns interest, when we would have ordinarily credited interest to you.

Interest rates are variable

We may change the interest rates applicable to your account from time to time in our discretion (see 'Future changes to terms and conditions' below).

Changes to how you can access your account

Part A of this booklet and the letter and other notices we give you provide information about the changes to how you will be able to access and make payments to and from your account after the transition date.

Any existing payment access methods you have (such as cards and RACQ Bank internet banking) will be cancelled on the transition date and replacement payment facilities issued to you.

From the transition date you will be able to access your account and make payments to and from your account using the following payment facilities listed as being available:

Payment Facility	Bendigo Business Everyday Account	Bendigo Business EasySaver Account
Phone Banking	Available	Available
Bendigo Bank e-banking	Available	Available
Bulk Payments	Available	Available
BPAY & BPAY View (through Bendigo Bank e-banking)	Available	Available
Pay Anyone (including OSKO®)	Available	Available
PayTo	Available	Available
Automatic Payments	Available	Available
Telegraphic Transfers	Available	Available
Bank Cheques	Available	Available
Cheque facility	Not Available	Not Available
Debit Mastercard	Available	Not Available
Link Bendigo Credit Card to the account	Available	Not Available

If your account is in joint names, any operating instructions or authorisations you have provided for your existing account will continue to apply to your account after the transition date.

Changes to how authorised signatories can access and operate your account

From the transition date you will be able to ask us to authorise one or more people to access and operate your account:

- If you ask us to authorise someone as an authorised signatory, they will be authorised to access and operate your account as if they were you;
- If you ask us to authorise someone as an additional cardholder, they will be authorised to access and operate your account with card access only; and
- If you ask us to authorise someone as an authorised e-banking user, they will be authorised to access and operate your account via Bendigo Bank phone banking or Bendigo Bank e-banking only.

Clause 14 of the Bendigo Business Accounts and Facilities Terms & Conditions (5 June 2026) contains details of how you can authorise an authorised signatory and your liability for the actions of authorised signatories.

Each existing authorised operator who has authority to operate on your account immediately prior to the transition date will be treated as an "authorised signatory" for your account from the transition date unless you instruct RACQ (prior to transition) or Bendigo Bank (from the transition date)

Any existing account operating instructions you have in place in relation to your existing account immediately prior to the transition date will also continue after the transition date unless you instruct RACQ or Bendigo Bank (as applicable above) otherwise.

Please note that from the transition date, your existing authorised operators could gain expanded access to your accounts or services compared to their current permissions.

Changes to transaction limits

Part A of this booklet describes the applicable periodic limits that will apply to your account from the transition date.

Important! These changes may increase your liability in the case of unauthorised transactions.

After the transition date we may change the daily and other periodic limits that apply to your account and relevant payment facilities from time to time as set out in the applicable terms and conditions.

Changes to your liability in relation to transactions

The terms and conditions for the payment facilities we issue to you in relation to your account contain details about when you will and will not be liable for transactions performed using the payment facilities from the transition date.

You should read these terms and conditions carefully. In particular, we suggest that you read the following clauses of the Bendigo Business Accounts and Facilities Terms & Conditions (5 June 2026) to understand when you will and will not be liable in respect of losses from unauthorised transactions:

- For Bendigo Bank phone banking and Bendigo Bank e-banking transactions, see clause 53;
- For Cards, access numbers, passwords, and PINs, see clauses 54-57;
- For EFT transactions, see clauses 58-59;
- For BPAY and BPAY view, see clause 67;
- For Automatic payments, see clause 80; and
- For Pay Anyone, see clause 89.

Changes to your statements

From the transition date, we will give you a statement of account every 6 months, unless we agree to provide you with statements more frequently (please contact us if you would like to request more frequent statements).

See 'Future statements of account' in Part A of this booklet for details about how we will give you statements of account from the transition date.

Future changes to terms and conditions

We may make changes to your account and the terms and conditions that apply to your account after the transition date as set out in clause 18 of the Bendigo Business Accounts and Facilities Terms & Conditions (5 June 2026)

Changes to how we will communicate with you

From the transition date we may contact you in person, by writing to you at your last known residential or business address or your registered office, through Bendigo Bank e-banking (if you have registered for Bendigo Bank e-banking), through the Bendigo Bank App (if you have downloaded it and logged in), or by any other means permitted by law.

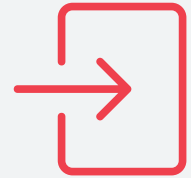
Unless you notify us that you do not want to receive notices and other communications from us in this way, we may also give you notices or other communications by making them available electronically on the Bendigo Bank website and notifying you that they are available there.

Privacy

There will be changes to the way in which we collect, use and disclose your personal information and credit related personal information about a third party. We will write to you separately to notify you of these changes.

Part D

Changes to term deposit accounts



This part describes the changes that apply to your existing term deposit account if it is transitioning to a Bendigo Standard Term Deposit Account.

Important! As part of the changes we are making to your term deposit, the grace period for you to change the details of your investment after an investment term ends is changing from ten days from the review date to seven days from the review date. See Changes to what happens when your investment term ends and Changes if you need to withdraw from your term deposit early below.

Important! As part of the changes we are making to your term deposit, the early withdrawal provisions have changed. If your term deposit is reinvested into another term deposit after the transition date, then for that reinvested term deposit, the interest rate reduction that applies if you make an early withdrawal will change. This change may result in you receiving less interest if you make an early withdrawal - see Changes if you need to withdraw from your term deposit early below.

Changes to terms and conditions

From the transition date, the terms and conditions of your term deposit account(s) are varied so that the terms and conditions set out in the Bendigo Bank Term Deposit Accounts and Facilities Terms & Conditions (7 April 2026) together with the relevant details set out in this booklet and any other notices we give you will apply to your account, in replacement of any current terms and conditions that apply to your account, on the basis that your account is a Bendigo Standard Term Deposit Account as indicated in the cover letter sent to you with this booklet. This will be the case unless you tell us that you do not agree to the changes applying in which case the changes will only take effect the first time an investment term ends (which we call the review date) on or after the transition date and you reinvest those funds into another term deposit with us.

The Bendigo Bank Term Deposit Accounts and Facilities Terms & Conditions (7 April 2026) will also apply to any payment facilities we issue to you in respect of your account. By using a payment facility we issue to you in respect of your Bendigo Standard Term Deposit Account you accept these terms and conditions in relation to the payment facility.

The Bendigo Bank Term Deposit Accounts and Facilities Terms & Conditions (7 April 2026) have been published on the Bendigo Bank website at www.bendigobank.com.au/disclosure-documents/ and copies are also available on request by contacting us.

Please read this terms and conditions document carefully and get in contact with us if you have any questions. As discussed below, we can change these terms and conditions, and so any reference in this booklet to the Bendigo Bank Term Deposit Accounts and Facilities Terms & Conditions (7 April 2026) is a reference to those terms and conditions as varied or replaced from time to time.

Where there is an inconsistency between this terms and conditions document, and this booklet or a related notice we give you, then the related notices that we give you prevail over the other documents, and this booklet prevails over the terms and conditions document.

For the purposes of the definition of “you” and “your” in the Bendigo Bank Term Deposit Accounts and Facilities Terms & Conditions (7 April 2026), “you” and “your” are taken to be references to each person named as an addressee in the letter attaching this booklet and sent by Members Banking Group Limited ABN 83 087 651 054 trading as RACQ Bank.

Changes to fees and charges

There will be no changes to the fees and charges that apply to your account until the first review date after the transition date, or after you make an early withdrawal (whatever is earlier).

Fees and charges for personal customers

When your investment term ends or you make an early withdrawal, if your account was opened as a personal account the fees and charges in the Bendigo Bank Schedule of Fees, Charges and Transaction Account Rebates Terms & Conditions (15 May 2026) will replace the current fees and charges that apply to your term deposit account from that time onwards. In some cases, fees for transactions may apply. If you are unsure whether your account was opened as a personal account, please contact us to check.

Fees and charges for business customers

When your investment term ends or you make an early withdrawal, if your account was opened as a business account the fees and charges in the Bendigo Bank Business Fees and Charges booklet (15 May 2026) will replace the current fees and charges that apply to your term deposit account from that time onwards. In some cases, fees for transactions may apply. If you are unsure whether your account was opened as a business account, please contact us to check.

Where are the fees and charges documents available

Both of the fees and charges documents referred to above (as set out in Part E) have also been published on the Bendigo Bank website at www.bendigobank.com.au/disclosure-documents/ and copies are also available on request by contacting us.

Where are fees and charges debited

From the transition date, fees and charges payable by you will be debited to your account as and when they become payable.

Changes to interest

No interest rate change

The interest rate that applies to your account for your current investment term will not change as at the transition date as a result of your transition and the same interest rate will continue to apply. A different interest rate may apply to any subsequent investment term.

How interest is calculated and when is interest credited

Interest will continue to be calculated in the same way as at the transition date and will not change as a result of your transition. For any subsequent investment term, interest will be calculated daily by applying the applicable daily percentage rate to the balance of your account at the end of each day. The daily percentage rate is the relevant interest rate divided by 365 or, in a leap year, 366.

After the transition date, we will continue to credit interest to your account at the same frequency at which interest is currently being credited to your account until the review date, or when you make an early withdrawal (whatever is earlier).

See clauses 5.6-5.9 of the Bendigo Bank Term Deposit Accounts and Facilities Terms & Conditions (7 April 2026) for more information about how and when interest is calculated and credited.

Changes to what happens when your investment term ends

Once you transition to the Bendigo Bank Term Deposit Accounts and Facilities Terms & Conditions (7 April 2026), when an investment term for your term deposit ends (which we call the Review Date), clause 8 of the Bendigo Bank Term Deposit Accounts and Facilities Terms & Conditions (7 April 2026) will apply, which is as follows:

8. What happens on the review date
- 8.1 On the review date, we will automatically renew your investment for a period equal to that of the previous investment term (or the nearest equivalent investment term if the previous investment term is no longer available), unless we receive written instructions to the contrary before this date.
- 8.2 If you instruct us to renew your investment or your investment is automatically renewed in accordance with clause 8.1 above, it will be renewed from the review date.
 - a. If your investment term has not changed you will be advised of an indicative interest rate in the Term Deposit Review Confirmation letter which we will send to you shortly before the review date. If your investment term has changed, your indicative interest rate will be set out in the Schedule of Interest Rates for Term Deposit Accounts (which will be sent to you together with your Term Deposit Review Confirmation letter) and will be the indicative rate applicable to your investment term. Your interest rate will then be fixed for that investment term provided you do not make any additional deposits to, or withdrawals from your account before the review date.
 - b. If you make additional deposits to, or withdrawals from your account before the review date, then depending on the amount deposited or withdrawn, your interest rate may change. Details of the indicative interest rate tiers applicable to your investment will be set out in the Schedule of Interest Rates sent to you with your Term Deposit Review Confirmation letter.
 - c. Your new interest rate may be higher or lower than the interest rate on your investment prior to being renewed in accordance with clause 8.1 above.
- 8.3
 - a. If your investment is renewed and the interest rate that is applied at the review date is the same as the indicative rate stated in your Term Deposit Review Confirmation letter, that letter will act as confirmation of the roll over transaction.

- b. If your investment is renewed and the interest rate that is applied is different to the indicative rate stated in your Term Deposit Review Confirmation letter, you will receive confirmation from us of your new interest rate.
- 8.4 You have a grace period of seven days from the review date to change the details of your investment (for example, withdraw or increase the amount of your investment or change the length of the investment term without incurring a fee or incurring a reduction in your interest rate). If you elect, within this period, to reinvest for a different investment term or to add to, or reduce, your investment:
- your investment will be renewed at the prevailing interest rate applying to the particular investment amount and investment term you have chosen on the review date (and not necessarily the indicative interest rate advised in the Term Deposit Review Confirmation letter). Your interest rate will then be fixed for that investment term, provided you do not make additional deposits to, or withdrawals from, your account prior to the review date. If you do, then depending on the amount deposited or withdrawn, your interest rate may change.
 - we will confirm the details of your investment including your new interest rate (assuming you do not make additional deposits to, or withdrawals from your account prior to the review date), investment term and the frequency with which interest will be credited in writing. Details of the indicative interest tiers applicable to your investment will be set out in the Schedule of Interest Rates for Term Deposit Accounts sent to you with your Term Deposit Review Confirmation letter.
 - Your new investment term will be effective from the review date (and not the date you change the details of your investment).
- 8.5 If your investment is renewed (either in accordance with clauses 8.2, 8.3 or 8.4) the term and conditions set out in this document will apply as if the amount of the investment that is renewed, and the renewal, were an initial deposit.

Changes to when and how you can access your account

Part A of this booklet and the letter and other notices we give you provide information about the changes to how you will be able to access and make payments to and from your account after the transition date.

Any existing payment access methods you have (such as RACQ Bank internet banking) will be cancelled on the transition date and replacement payment facilities issued to you.

You can continue to make a withdrawal from your account during a grace period following a review date without any prior notice to us.

You can also make an early withdrawal from your Term Deposit before a review date. However:

- you must request early withdrawal of your funds;
- your funds will be made available on the business day after the expiry of 31 days after you request the withdrawal; and
- the interest you earn will be reduced as a result of the early withdrawal.

From the transition date you will be able to access your account using the following payment facilities:

Payment Facilities	Bendigo Standard Term Deposit Account
Passbook	Not available
In-branch banking	Available
Bank@Post	Not available
Phone banking	Not available
Bendigo Bank e-banking	Available
BPAY & BPAY View (through Bendigo Bank e-banking)	Not available
Pay Anyone (including OSKO®)	Not available
PayTo	Not available
Automatic Payments	Not available
Telegraphic Transfers	Not available
Bank cheques	Available
Cheque facility	Not available
Debit Mastercard	Not available
Youth Debit Mastercard	Not available
Mobile Payments	Not available
Bulk Payments	Not available

If your account is in joint names, any operating instructions or authorisations you have provided for your existing account will continue to apply to your account after the transition date.

Clause 3 of the Bendigo Bank Term Deposit Accounts and Facilities Terms & Conditions (7 April 2026) contains more information on restrictions that apply to withdrawing funds from your account, as well as when we may charge you fees or reduce interest payments for making a withdrawal.

Changes if you need to withdraw from your term deposit early

If you need to withdraw from your term deposit before maturity after the transition date you will need to provide us with 31 days notice unless you can prove financial hardship. If you withdraw your term deposit before maturity because of hardship, the amount of interest you would have received will be reduced in accordance with clause 4 of the Bendigo Bank Term Deposit Accounts and Facilities Terms & Conditions (7 April 2026).

Changes to how authorised signatories can access and operate your account

From the transition date you will be able to ask us to authorise one or more people to access and operate your account as an "authorised signatory". If you do, they will be authorised to access and operate your account as if they were you.

Clause 15 of the Bendigo Bank Term Deposit Accounts and Facilities Terms & Conditions (7 April 2026) contains details of how you can authorise an authorised signatory and your liability for the actions of authorised signatories.

Each existing authorised operator who has authority to operate your account immediately prior to the transition date will be treated as an "authorised signatory" for your account from the transition date (unless you instruct RACQ Bank (prior to transition) or Bendigo Bank (from the transition) otherwise).

Any existing account operating instructions you have in place immediately prior to the transition date will also continue after the transition date, unless you instruct RACQ Bank or Bendigo Bank (as applicable above) otherwise.

Please note that from the transition date, your existing authorised operators could gain expanded access to your accounts or services compared to their current permissions.

Changes to your statements and maturity/investment term notifications

We will give you a statement of account at least every 6 months, unless we agree to provide you with statements more frequently (please contact us if you would like to request more frequent statements). We will also provide you with a statement of account upon account closure.

See Future statements of account in Part A of this booklet for details about how we will give you statements of account from the transition date.

We will give you notice about your investment term maturing and investment options before a review date and after a review date as set out in the Changes to what happens when your investment term ends section above.

Future changes to terms and conditions

We may make changes to your term deposit account and the terms and conditions that apply to your term deposit account after the transition date as set out in clause 17 of the Bendigo Bank Term Deposit Accounts and Facilities Terms & Conditions (7 April 2026).

Changes to how we will communicate with you

From the transition date, we may contact you in person, by writing to you at your last known residential or business address or your registered office, through Bendigo Bank e-banking (if you have registered for Bendigo Bank e-banking), through the Bendigo Bank App (if you have downloaded it and logged in), or by any other means permitted by law.

Unless you notify us that you do not want to receive notices and other communications from us in this way, we may also give you notices or other communications by making them available electronically on the Bendigo Bank website and notifying you that they are available there.

Changes to minimum balance requirements

From the transition date, the minimum ongoing account balance requirement will be \$100.

Privacy

There will be changes to the way in which we collect, use and disclose your personal information and credit related personal information about a third party. We will write to you separately to notify you of these changes.

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Schedule of Fees, Charges and Transaction Account Rebates. Terms & Conditions.

15 May 2026

Bendigo and Adelaide Bank Limited
The Bendigo Centre
Bendigo VIC 3550
Telephone 1300 236 344
ABN 11 068 049 178.
AFSL/Australian Credit Licence 237879
Schedule of Fees, Charges and Transaction
Account Rebates

About this document

This Schedule of Fees, Charges and Transaction Account Rebates is an important document. It provides you with information about the fees, charges and transaction account rebates applicable to the accounts and facilities contained within your Terms and Conditions.

Section A of this Schedule of Fees, Charges and Transaction Account Rebates booklet applies to the Bendigo Bank account types listed in Section A.

Section B of this Schedule of Fees, Charges and Transaction Account Rebates booklet applies to banking services and payment facilities provided by Bendigo Bank in relation to interests or investment in a managed fund issued by Sandhurst Trustees Limited ABN 16 004 030 737 AFSL 237906.

This document should be read in conjunction with your applicable account Terms and Conditions (or other disclosure documents) and any applicable Schedule of Interest Rates.

You should refer to the abovementioned documents that are relevant to your account or contact us to find out which services are available for your account.

The issuer of this document is Bendigo and Adelaide Bank Limited, The Bendigo Centre, Bendigo, VIC 3550 ABN 11 068 049 178.
AFSL/Australian Credit Licence 237879.

We may change our fees and charges and transaction account rebates from time to time and Government charges may change at any time. There is no maximum limit for the amount of fees and charges we may impose. You can obtain a copy of the current Schedule of Interest Rates, Terms and Conditions, and other general descriptive information about banking services, at any time by calling into one of our branches, phoning 1300 236 344 or by visiting our website bendigobank.com.au

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Section A –Bendigo Bank Accounts

Transaction Account Rebate

What is a Transaction Account Rebate?

If you hold an eligible account as outlined in the Personal Accounts Section of this booklet we will give you a monthly fee allowance (a rebate) that we will use to reduce the eligible monthly Transaction Fees you incurred on your account.

The period for calculating your Transaction Account Rebate commences on the first day of each month and ends on the last day of each month.

Eligible Transaction Fees are accumulated during a calendar month and charged to your account on the first day of the following month. On the first day of each month we will subtract your Transaction Account Rebate from the eligible Transaction Fees charged to your account. Any unused rebate does not carry over to the following month.

Eligible transaction fees are those fees listed in the "Fees and Charges" section of this booklet starting on page 9 that have a "Yes" under the heading "Eligible for a Transaction Account Rebate".

Additional Transaction Account Rebate

What is an Additional Transaction Account Rebate?

An Additional Transaction Account Rebate is one way we reward our customers who have more than one account with us.

Who is eligible for an Additional Transaction Account Rebate?

To be eligible for an Additional Transaction Account Rebate, you must have an eligible account with us, either in your own name or with another person, and your name must also appear as an account holder, fund holder or borrower on any of the following account or fund types:

- an owner occupied or residential investment loan;
- a term deposit or investment term fund;
- a personal loan; or
- a credit card held with Bendigo Bank

What accounts are eligible for an Additional Transaction Account Rebate?

The accounts that are entitled to receive an Additional Transaction Account Rebate are set out in the Personal

Accounts section of this booklet. Those eligible to receive an additional rebate have the word "Eligible" under the heading "Additional Rebate".

What fees apply to an Additional Transaction Account Rebate?

Only eligible transaction fees are reduced by your account rebate. Eligible transaction fees are those fees listed in the "Fees & Charges" section of this booklet starting on page 33 that have a "Yes" under the heading "Eligible for a Transaction Account Rebate".

If a fee listed cannot be reduced by an Additional Transaction Account Rebate it will have a "No" under the heading "Eligible for a Transaction Account Rebate". The fees listed under the "Other Fees and Charges" heading in the "Fees and Charges" section of this booklet and Government charges cannot be reduced by an Additional Transaction Account Rebate.

How much will an Additional Transaction Account Rebate increase your Rebate by?

If you have an owner occupied or residential investment loan with us, and an account which is eligible to receive an Additional Transaction Account Rebate, all of your eligible transaction fees will be fully rebated. This means you will not pay any eligible transaction fees on your account which is eligible to receive the Additional Transaction Account Rebate. You may still have to pay other transaction fees and other fees and charges.

If you have a term deposit, investment term fund, personal loan or credit card with us, and an account which is eligible to receive an Additional Transaction Account Rebate, you will be entitled to increase your Transaction Account Rebate on the account which is eligible to receive Additional Transaction Rebates by \$1.75 each month.

If you hold two or more different accounts or fund types, described under the heading "Who is eligible for an Additional Transaction Account Rebate?" you will be entitled to one Additional Transaction Account Rebate for each account or fund type. For example if you hold a personal loan and a term deposit you will be entitled to an Additional Transaction Account Rebate of \$1.75 for the personal loan and \$1.75 for the term deposit. Your total Additional Transaction Account Rebate will be \$3.50.

If you hold more than one of the same account or fund types listed above an Additional Transaction Account Rebate will only apply once for that type of account or fund. For example if you hold two or more term deposits your Additional Transaction Account Rebate will be \$1.75 not \$3.50.

How does an Additional Transaction Account Rebate work?

An Additional Transaction Account Rebate is added to your Transaction Account Rebate and is then used to reduce the eligible transaction fees incurred on your account. They reduce your eligible transaction fees in the same way as a Transaction Account Rebate detailed above.

The period for calculating an Additional Transaction Account Rebate commences on the first day of each month and ends on the last day of each month.

For example, if:

- you have a Bendigo Ultimate Account (to which a Transaction Account Rebate applies); and
- you have a personal loan with us; and
- in the month of July, you conduct six in branch withdrawals only.

You will have accumulated transaction fees in July of \$10.50. On 1 August, we will subtract from that amount the monthly Transaction Account Rebate of \$4.00 and your Additional Transaction Account Rebate of \$1.75 (a total of \$5.75). This means that for the month of July, you will pay transaction fees of only \$4.75.

Can I accrue unused Additional Transaction Account Rebates?

No, where an Additional Transaction Account Rebate exceeds the accumulated transaction fees which are eligible for rebate, the unused portion of your monthly rebate cannot be accrued and carried over to the next month.

Personal Accounts

Bendigo Transaction Accounts	Account Rebate	Additional Rebate
Bendigo Everyday Account	N/A	No
Bendigo Easy Retirement Account	N/A	No
Bendigo Student Account	N/A	No
Bendigo Concession Account	N/A	No
Bendigo Cash Management Account^	N/A	No
Bendigo Savings Accounts	Account Rebate	Additional Rebate
Bendigo Reward Saver Account	N/A	No
Bendigo EasySaver Account	\$3.50*	No
Bendigo PiggySaver Account	Exempt from transaction fees	
Bendigo Term Deposits Accounts	Account Rebate	Additional Rebate
Bendigo Standard Term Deposit Account	N/A	No
Bendigo Gold Term Deposit Account	N/A	No
Bendigo Cash Solutions Term Deposit^	N/A	No

* Rebate is only applicable for two in branch withdrawals/transfers.

^ Only available through an approved advisor or custodian

Personal Accounts no longer offered (existing accounts only)	Account Rebate	Additional Rebate
Bendigo VIP Passbook	\$4.00	Eligible
Bendigo Accumulator Passbook	\$4.00	Eligible
Bendigo Piggy Bank Passbook Account	Exempt from transaction fees	
Bendigo Networth Cash Management Account	\$4.00	Eligible
Bendigo Money Extra Cash Management Account	\$4.00	Eligible
Bendigo Classic Account	\$1.75	No
Bendigo Cash Management Passbook	\$4.00	Eligible
Bendigo OnCall Cash Management	\$4.00	Eligible
Bendigo Retirement Plus	\$8.00	Eligible
Bendigo Ultimate Plus	\$8.00	Eligible
Bendigo Shareholder Plus	\$10.00	Eligible
Bendigo Ultimate MMB	\$4.00	Eligible
Bendigo Plus	\$4.00	Eligible
Bendigo Call	\$4.00	Eligible
Bendigo Share Cash	\$4.00	Eligible
Bendigo Home Equity Loan	Full Rebate#	
Bendigo Home Equity Professionals Loan	Full Rebate	
b-optimised® Account	\$4.00	No
Social Investment Deposit Account	\$4.00	No
Unpack Transaction Account	\$4.00	Eligible
Unpack Home Loan Offset Account	Full Rebate	
Bendigo CommunitySaver Account	\$3.50*	No
Bendigo Christmas Club Account	Nil^	No

Excludes cheques drawn at settlement.

* Rebate is only applicable for two in branch withdrawals/transfers

^ Transaction fees do not apply to Bendigo Christmas Club Accounts

Personal Accounts no longer offered (existing accounts only)	Accounts Rebate	Additional Rebate
Cassa Gold	\$4.00	No
Bendigo Rewards Plus	Exempt from transaction fees	
Tasmanian Perpetual Trustees Cash Management Account	\$8.00	Eligible
Tasmanian Perpetual Trustees Cash Management Cheque Account	\$8.00	Eligible
Bendigo Oxfam Community Investment Account#	\$4.00	Eligible
Our Community Account	\$4.00	Eligible
Bendigo Community Choice Investment Account	\$4.00	Eligible
Bendigo Achiever Passbook Account	\$4.00	Eligible
Bendigo Ultimate Account	\$4.00	Eligible
Bendigo Shareholder Account	\$10.00	Eligible
Bendigo Mortgage Saver Account	Full Rebate	
Bendigo Retirement Account	\$7.00	Eligible
act. Online Saver Account	\$3.50*	No

Formerly Bendigo Oxfam Australia Cash Management Account, Bendigo Oxfam Australia Deposit Account

* Rebate is only applicable for two in branch withdrawals/transfers.

Monthly Service Fees

All monthly service fees are charged on the first day of each calendar month.

Full offset facility^ \$5.00

(Waived when linked to a Bendigo Connect, Bendigo Express, Bendigo Complete or Bendigo Flex Home Loan)

Rewards Plus \$5.00

^ Fee applies to the first full offset facility on your Bendigo Everyday Account or on your first Bendigo Mortgage Saver or Unpack Home Loan Offset Account held.

Transaction Definitions

Free Transactions

Sweep Facility (internal)

When you instruct us in writing to make a regular payment from your Bendigo Bank account to a Bendigo Visa or Mastercard credit card account.

Retail Purchase

When you make a payment for goods and services with a Youth Debit Mastercard, Bendigo Debit Mastercard or Bendigo Credit card by mail, telephone or Internet, or through a manual merchant facility or EFTPOS terminal where "credit" account is selected.

Bendigo Bank ATM Deposit

When you make a deposit of cash or cheques into a Bendigo Bank ATM. This service is only available at Bendigo Bank ATMs which have a deposit facility.

Direct Credit (inward)

When you make an arrangement with a third party to transfer funds to a Bendigo Bank account often by electronic means, e.g. wages, dividends.

Direct Debit

When you make an arrangement with a third party to automatically debit an account, e.g. insurance and health fund premiums, membership and subscription payments.

Note: If you provide a merchant with your BSB and account number to establish a direct debit on your credit card account it will be treated as a cash advance and interest will be calculated and charged accordingly. If you only provide the merchant with the card number, the direct debit will be treated as a retail purchase.

Periodical Payment (internal)

When you instruct us in writing to make a regular payment from one Bendigo Bank account to another Bendigo Bank.

Bendigo Bank ATM Enquiry

When you make an enquiry at a Bendigo Bank ATM or an ATM that forms part of a Bendigo Bank shared ATM network, using a Bendigo Bank card.

Cash Deposit (in branch)

When you make a deposit over the counter at any Bendigo Bank branch.

Non-Bendigo Bank ATM Enquiry

When you make an enquiry at a non-Bendigo Bank ATM using a Bendigo Bank card.

Other financial institutions may charge you a fee for using their ATMs. This fee will be displayed at the time of the transaction and allows you to accept or decline the fee as shown. If using your credit card interest will be charged from the day the enquiry is completed.

Non-Bendigo Bank ATM Withdrawal

When you make a withdrawal at a non-Bendigo Bank ATM using a Bendigo Bank card.

Other financial institutions may charge you a fee for using their ATMs. This fee will be displayed at the time of the transaction and allows you to accept or decline the fee as shown. If using your credit card interest will be charged from the day the withdrawal is completed.

e-banking Transactions

BPAY® withdrawal

When you instruct us through Bendigo Phone Banking or Bendigo e-banking to pay a bill via the BPAY scheme. (Including using BPAY View in e-banking)

® Registered to BPAY Pty Ltd ABN 69 079 137 518

e-banking Internal Transfer

When you instruct us to transfer funds to a nominated Bendigo Bank account via Bendigo e-banking.

Phone Banking Transfer

When you instruct us to transfer funds to a nominated Bendigo Bank account via Bendigo Phone Banking.

e-banking Pay Anyone Transfer, including Osko®

When you instruct us to make a payment to another account at any financial institution within Australia using the Pay Anyone Service.

® Registered to BPAY Pty Ltd ABN 69 079 137 518

Cheque Transactions

Cheque Withdrawal (Existing accounts only. Cheque facilities and Cheque books are not available on new accounts opened from 1 August 2023.)

Where a cheque book is issued, and a cheque written from that book is debited to your account.

Cheques on a Bendigo Bank Account that are cashed 'over-the-counter' at a Bendigo Bank branch attract the applicable cash withdrawal (in branch) fee.

Bank Cheque Withdrawal

When you request us to provide you with a bank cheque. This fee will be charged to your account.

Card Initiated Transactions

Bendigo Debit Mastercard Fee

Applies when you have a Bendigo Debit Mastercard linked to your account. This fee is charged per account, regardless of the number of linked Debit Mastercards and is charged to the account on the first calendar day of the month.

Note: This fee is not applicable to Bendigo Everyday Accounts, Bendigo Student Accounts, Bendigo Easy Retirement Accounts and Bendigo Concession Accounts.

EFTPOS Withdrawal

When you make a payment for goods and services by selecting savings or cheque, or request cash from an EFTPOS terminal in Australia or overseas using a PIN in conjunction with a Bendigo Bank card.

Bendigo Bank ATM Withdrawal

When you make a withdrawal at a Bendigo Bank ATM or an ATM that forms part of a Bendigo Bank shared ATM network, using a Bendigo Bank card.

Bendigo Bank ATM Transfer

When you transfer funds from one Bendigo Bank account to another Bendigo Bank account at a Bendigo Bank ATM.

Bank@Post Withdrawal™

When you make a withdrawal at a Bank@Post terminal in an Australia Post Office using a Bendigo Bank card where this facility is available.

Bank@Post Deposit

When you make a deposit at a Bank@Post terminal in an Australia Post Office using a Bendigo Bank card where this facility is available.

Bank@Post Balance Enquiry

When you make balance enquiry at a Bank@Post terminal in an Australia Post Office using a Bendigo Bank card, where this facility is available.

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Staff Assisted Services Branch

Staff Assisted Services

Includes the following transactions:

- Cash Withdrawal (in branch)
- Transfer (in branch)
- EFT Credit Transfer
- Periodical Payment to Other Financial Institution

Cash Withdrawal (in branch)

When you make a cash withdrawal from your Bendigo Bank account 'over-the-counter' at a Bendigo Bank branch.

Cheques on a Bendigo Bank account that are cashed 'over-the-counter' at a Bendigo Bank branch will attract this fee.

Transfer (in branch)

When you make an 'over-the-counter' request at a Bendigo Bank branch to transfer funds from one Bendigo Bank account to another Bendigo Bank account (including scheduled in branch transfers where you request one or more future dated transfers as opposed to establishing a periodical payment or sweep facility).

EFT Credit Transfer

When Bendigo Bank accepts funds to be credited to an account at another bank.

Other Transactions

Periodical Payment to Other Financial Institution

When you instruct us in writing to make a regular payment for a fixed amount from a Bendigo Bank account to an account at another financial institution. This fee is payable each time payment is made.

Fees & Charges

There are three types of fees and charges:

1. Transaction fees
2. Other fees and charges
3. Government charges

1. Transaction Fees

The following accounts are exempt from transaction fees, unless otherwise stated in the tables below:

- Bendigo PiggySaver Account
- Bendigo Reward Saver Account
- Bendigo Rewards Plus Account
- Bendigo Term Deposit Account
- Bendigo Credit Card Account

The following accounts entitle you to free e-banking transactions (refer to page 29 and 30) and two free in branch cash withdrawals/transfers per month:

- Bendigo EasySaver Account
- Bendigo CommunitySaver Account
- **act.** Online Saver Account

In branch cash withdrawals/transfers will accrue during the month and be charged to your account on the first day of the following month. A maximum of two in branch cash withdrawals/transfers will be rebated to your account at this time (refer to page 29 and 30). All other transactions will be charged to your account at the time of the transaction.

A Detailed description of transactions can be found under “Transaction Definitions” starting on page 31.

	Transaction	Current Transaction Accounts					When is fee charged?
		Everyday	Easy Retirement	Concession	Student	Cash Management ⁴	
	Monthly Service Fee	N/A	N/A	N/A	N/A	N/A	N/A
	Bendigo Debit Mastercard Fee	N/A	N/A	N/A	N/A	N/A	1st day of following month
	Youth Debit Mastercard	N/A	N/A	N/A	N/A	N/A	N/A
Free	Sweep facility (internal)	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	N/A
	Retail purchase	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	N/A
	Bendigo Bank ATM deposit	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	N/A
	Direct credit (inward)	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	N/A
	Direct debit	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	N/A
	Periodical payment (internal)	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	N/A
	Bendigo Bank ATM enquiry	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	N/A
	Cash deposit (in branch)	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	N/A
	Non-Bendigo Bank ATM enquiry ¹	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	N/A
	Non-Bendigo Bank ATM withdrawal ¹	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	N/A
e-banking	BPAY withdrawal	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	N/A
	e-banking internal transfer	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	N/A
	Phone Banking transfer	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	N/A
	e-banking Pay Anyone transfer, including Osko	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	N/A
Staff assisted services Branch	Cash withdrawal	\$2.50	\$2.50	Unlimited	\$2.50	\$2.50	At time of transaction
	Transfer	\$2.50	\$2.50	Unlimited	\$2.50	\$2.50	At time of transaction
Card initiated	EFTPOS withdrawal	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	N/A
	Bendigo Bank ATM withdrawal	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	N/A
	Bendigo Bank ATM transfer	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	N/A
	Bank@Post withdrawal	\$2.50	\$2.50	Unlimited	\$2.50	\$2.50	at time of transaction
	Bank@Post deposit	\$2.50	\$2.50	Unlimited	\$2.50	\$2.50	at time of transaction
	Bank@Post balance enquiry	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	N/A
Other	Cheque withdrawal ³	Unlimited ²	Unlimited ²	N/A	N/A	N/A	N/A
	Bank cheque withdrawal	\$10.00	\$10.00	Unlimited	Unlimited	\$10.00	at time of transaction
	EFT Credit Transfer	\$4.00	\$4.00	Unlimited	Unlimited	\$4.00	at time of transaction
	Periodical payment to other financial institution	\$3.75	\$3.75	Unlimited	Unlimited	\$3.75	at time of transaction

¹ Other financial institutions may charge you a fee for using their ATMs. This fee will be displayed at the time of the transaction and allows the customer to accept or decline the fee as shown. If using your credit card interest will be charged from the day the transaction is completed.

² Age restrictions apply. Available subject to approval.

³ Existing accounts only. Cheque facilities and Cheque books are not available on new accounts opened from 1 August 2023

⁴ Only available through an approved adviser or custodian

	Transaction	Current Savings Accounts			Term Deposit Accounts			When is fee charged?
		EasySaver	Reward Saver	PiggySaver	Standard Term Deposit	Gold Term Deposit	Cash Solutions Term Deposit ³	
	Monthly Service Fee	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Sweep facility (internal)	Unlimited	Unlimited	Unlimited	N/A	N/A	N/A	N/A
Free	Direct credit (inward)	Unlimited	Unlimited	Unlimited	N/A	N/A	N/A	N/A
	Direct debit	Unlimited	Unlimited	Unlimited	N/A	N/A	N/A	N/A
	Periodical payment (internal)	Unlimited	Unlimited	Unlimited	N/A	N/A	N/A	N/A
	Cash deposit (in branch)	Unlimited	Unlimited	Unlimited	Unlimited ²	Unlimited	Unlimited ²	N/A
e-banking	BPAY withdrawal	Unlimited	Unlimited	Unlimited	N/A	N/A	N/A	N/A
	e-banking internal transfer	Unlimited	Unlimited	Unlimited	N/A	N/A	N/A	N/A
	Phone Banking transfer	Unlimited	Unlimited	Unlimited	N/A	N/A	N/A	N/A
	e-banking Pay Anyone transfer including Osko	Unlimited	Unlimited	Unlimited	N/A	N/A	N/A	N/A
Staff Assisted Services Branch	Cash withdrawal			Unlimited	Unlimited ²	Unlimited ²	Unlimited ²	1st day of following month
	Transfer	\$1.75 ¹	N/A	Unlimited	Unlimited ²	Unlimited ²	Unlimited ²	1st day of following month
Other	Bank cheque withdrawal	\$10.00	N/A	Unlimited	\$10.00	\$10.00	\$10.00	at time of transaction
	EFT Credit Transfer	\$4.00	N/A	Unlimited	\$4.00	\$4.00	\$4.00	at time of transaction
	Periodical payment to other financial institution	\$3.75	N/A	Unlimited	N/A	N/A	N/A	at time of transaction

¹The first two in branch cash withdrawals/transfers per month are free

²For Standard Term Deposits, transactions only available seven days from the review date or initial deposit. For Gold Term Deposits only for amounts up to 25% of the initial deposit amount without interest rate reduction.

³Only available through an approved adviser or custodian

	Transaction	Credit cards ²		When is the fee charged?
		Quantity	Fee amount	
	Monthly Service Fee	N/A	N/A	N/A
	Bendigo Debit Mastercard fee	N/A	N/A	N/A
	Youth Debit Mastercard	N/A	N/A	N/A
	Sweep facility (internal payment)	Unlimited	No fee	N/A
	Bendigo Bank ATM deposit	Unlimited	No fee	N/A
Free	Direct credit (inward)	Unlimited	No fee	N/A
	Bendigo Bank ATM enquiry	Unlimited	No fee	N/A
	Cash deposit (in branch)	Unlimited	No fee	N/A
	BPAY withdrawal	Unlimited	\$3.00 or 3% ⁴	at time of transaction
	Internal transfer	Unlimited	\$3.00 or 3% ⁴	at time of transaction
e-banking	Phone Banking transfer	Unlimited	\$3.00 or 3% ⁴	at time of transaction
	Pay Anyone transfer, including Osko	Unlimited	\$3.00 or 3% ⁴	at time of transaction
	Cash withdrawal	Unlimited	\$3.00 or 3% ⁴	at time of transaction
Staff Assisted Services Branch	Transfer	Unlimited	\$3.00 or 3% ⁴	at time of transaction
	EFTPOS withdrawal	Unlimited	\$3.00 or 3% ⁴	at time of transaction
Card initiated	Bendigo Bank ATM withdrawal	Unlimited	\$3.00 or 3% ⁴	at time of transaction
	Bendigo Bank ATM transfer	Unlimited	\$3.00 or 3% ⁴	at time of transaction
	Bank@Post withdrawal	Unlimited	\$4.00	at time of transaction
	Bank@Post deposit	Unlimited	\$4.00	at time of transaction
	Bank@Post balance enquiry	Unlimited	No fee	N/A
Other	Retail purchase	Unlimited	No fee	Retail purchase interest may be payable
	Direct debit	Unlimited	\$3.00 or 3% ⁴	at time of transaction
	Periodical payment (internal)	Unlimited	\$3.00 or 3% ⁴	N/A
	Non-Bendigo Bank ATM enquiry ¹	Unlimited	See footnote ¹	at time of transaction
	Non-Bendigo Bank ATM withdrawal ¹	Unlimited	See footnote ¹	at time of transaction
	Cheque withdrawal ³	Unlimited	N/A	N/A
	Bank cheque withdrawal	Unlimited	\$10.00	at time of transaction
	EFT Credit Transfer	Unlimited	\$4.00	at time of transaction
	Periodical payment to other financial institution	Unlimited	\$3.75	at time of transaction

¹Other financial institutions may charge you a fee for using their ATMs. This fee will be displayed at the time of the transaction and allows the customer to accept or decline the fee as shown. If using your credit card interest will be charged from the day the transaction is completed.

²Age restrictions apply. Available subject to approval.

³Existing accounts only. Cheque facilities and Cheque books are not available on new accounts opened from 1 August 2023.

⁴Refer to Cash Advance fee definition on page 40.

Transaction	Accounts no longer offered (existing accounts only)					When is fee charged?
	Fee for existing accounts	Eligible for a transaction account rebate	Community Saver	Home Equity Loan	Christmas Club	
Monthly Service Fee	Refer to page 30	No	N/A	\$10.00	N/A	1st day of following month
Youth Debit Mastercard	N/A	N/A	N/A	N/A	N/A	N/A
Bendigo Debit Mastercard Fee ⁵	\$3.00	N/A	N/A	\$3.00	N/A	1st day of following month
Free	Sweep facility (internal)	Unlimited	N/A	Unlimited	Unlimited	N/A
	Retail purchase	Unlimited	N/A	Unlimited	N/A	N/A
	Bendigo Bank ATM deposit	Unlimited	N/A	Unlimited	N/A	N/A
	Direct credit (inward)	Unlimited	N/A	Unlimited	Unlimited	N/A
	Direct debit	Unlimited	N/A	Unlimited	Unlimited	N/A
	Periodical payment (internal)	Unlimited	N/A	Unlimited	Unlimited	N/A
	Bendigo Bank ATM enquiry	Unlimited	N/A	Unlimited	N/A	N/A
	Cash deposit (in branch)	Unlimited	N/A	Unlimited	Unlimited	N/A
	Non-Bendigo Bank ATM enquiry ¹	Unlimited	N/A	Unlimited	N/A	N/A
	Non-Bendigo Bank ATM withdrawal ¹	Unlimited	N/A	Unlimited	N/A	N/A
e-banking	BPAY withdrawal	\$0.40	Yes	Unlimited	Unlimited	1st day of following month
	e-banking internal transfer	\$0.40	Yes	Unlimited	Unlimited	1st day of following month
	Phone Banking transfer	\$0.40	Yes	Unlimited	Unlimited	1st day of following month
	e-banking Pay Anyone transfer, including Osko	\$0.40	Yes	Unlimited	Unlimited	1st day of following month
Staff Assisted Services Branch	Cash withdrawal	\$1.75	Yes	\$1.75 ²	Unlimited	1st day of following month
	Transfer	\$1.75	Yes	\$1.75 ²	Unlimited	1st day of following month
Card Initiated	EFTPOS withdrawal	\$0.70	Yes	N/A	Unlimited	N/A
	Bendigo Bank ATM withdrawal	Unlimited	N/A	N/A	Unlimited	N/A
	Bendigo Bank ATM transfer	Unlimited	N/A	N/A	Unlimited	N/A
	Bank@Post withdrawal	\$4.00	No	N/A	\$4.00	N/A
	Bank@Post deposit	\$4.00	No	N/A	\$4.00	N/A
	Bank@Post balance enquiry	N/A	N/A	N/A	N/A	N/A
Other	Cheque withdrawal	\$0.70 ³	Yes	N/A	Unlimited ²	N/A
	Bank cheque withdrawal	\$10.00	Yes	\$10.00	Unlimited	Unlimited
	EFT Credit Transfer	\$4.00	Yes	\$4.00	Unlimited	Unlimited
	Periodical payment to other financial institution	\$3.75	Yes	\$3.75	Unlimited	Unlimited

¹ Other financial institutions may charge you a fee for using their ATMs. This fee will be displayed at the time of the transaction and allows the customer to accept or decline the fee as shown. If using your credit card interest will be charged from the day the transaction is completed.

² The first two in branch cash withdrawals/transfers withdrawals per month are free

³ Age restrictions apply. Available subject to approval.

⁴ Fee charged on the 1st day of the following month for accounts no longer offered

⁵ Applicable to Bendigo Rewards Plus Accounts when Bendigo Debit Mastercard is linked to your account.

	Transaction	Accounts no longer offered (existing accounts only)							When is fee charged?
		Fee for existing accounts	Eligible for a transaction account rebate	b-optimised	Social Investment Deposit	Unpack Transaction	Unpack Home Loan Offset	act. Online Saver	
	Monthly Service Fee	Refer to page 30	No	N/A	N/A	N/A	N/A	N/A	1st day of following month
	Youth Debit Mastercard	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Bendigo Debit Mastercard Fee ⁵	\$3.00	N/A	\$3.00	N/A	\$3.00	\$3.00	N/A	1st day of following month
Free	Sweep facility (internal)	Unlimited	N/A	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	N/A
	Retail purchase	Unlimited	N/A	Unlimited	N/A	Unlimited	Unlimited	N/A	N/A
	Bendigo Bank ATM deposit	Unlimited	N/A	Unlimited	N/A	Unlimited	Unlimited	N/A	N/A
	Direct credit (inward)	Unlimited	N/A	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	N/A
	Direct debit	Unlimited	N/A	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	N/A
	Periodical payment (internal)	Unlimited	N/A	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	N/A
	Bendigo Bank ATM enquiry	Unlimited	N/A	Unlimited	N/A	Unlimited	Unlimited	N/A	N/A
	Cash deposit (in branch)	Unlimited	N/A	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	N/A
	Non-Bendigo Bank ATM enquiry ¹	Unlimited	N/A	Unlimited	N/A	Unlimited	Unlimited	N/A	N/A
	Non-Bendigo Bank ATM withdrawal ¹	Unlimited	N/A	Unlimited	N/A	Unlimited	Unlimited	N/A	N/A
e-banking	BPAY withdrawal	\$0.40	Yes	\$0.40	N/A	\$0.40	\$0.40	Unlimited	1st day of following month
	e-banking internal transfer	\$0.40	Yes	\$0.40	\$0.40	\$0.40	\$0.40	Unlimited	1st day of following month
	Phone Banking transfer	\$0.40	Yes	\$0.40	\$0.40	\$0.40	\$0.40	Unlimited	1st day of following month
	e-banking Pay Anyone transfer, including Osko	\$0.40	Yes	\$0.40	\$0.40	\$0.40	\$0.40	Unlimited	1st day of following month
Staff Assisted Services Branch	Cash withdrawal	\$1.75	Yes	\$1.75	\$1.75	\$1.75	\$1.75	\$1.75 ²	1st day of following month
	Transfer	\$1.75	Yes	\$1.75	\$1.75	\$1.75	\$1.75		1st day of following month
Card Initiated	EFTPOS withdrawal	\$0.70	Yes	\$0.70	N/A	\$0.70	\$0.70	N/A	at time of transaction ⁴
	Bendigo Bank ATM withdrawal	Unlimited	N/A	Unlimited	N/A	Unlimited	Unlimited	N/A	N/A
	Bendigo Bank ATM transfer	Unlimited	N/A	Unlimited	N/A	Unlimited	Unlimited	N/A	N/A
	Bank@Post withdrawal	\$4.00	No	\$4.00	N/A	\$4.00	\$4.00	N/A	at time of transaction
	Bank@Post deposit	\$4.00	No	\$4.00	N/A	\$4.00	\$4.00	N/A	at time of transaction
	Bank@Post balance enquiry	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Other	Cheque withdrawal	\$0.70 ³	Yes	\$0.70 ³	\$0.70 ³	\$0.70 ³	\$0.70 ³	N/A	1st day of following month
	Bank cheque withdrawal	\$10.00	Yes	\$10.00	N/A	\$10.00	\$10.00	\$10.00	at time of transaction ⁴
	EFT Credit Transfer	\$4.00	Yes	\$4.00	\$4.00	\$4.00	\$4.00	\$4.00	at time of transaction ⁴
	Periodical payment to other financial institution	\$3.75	Yes	\$3.75	\$3.75	\$3.75	\$3.75	\$3.75	at time of transaction ⁴

¹Other financial institutions may charge you a fee for using their ATMs. This fee will be displayed at the time of the transaction and allows the customer to accept or decline the fee as shown. If using your credit card interest will be charged from the day the transaction is completed.

²The first two in branch cash withdrawals/transfers withdrawals per month are free

³Age restrictions apply. Available subject to approval.

⁴Fee charged on the 1st day of the following month for accounts no longer offered.

⁵Applicable to Bendigo Rewards Plus Accounts when Bendigo Debit Mastercard is linked to your account.

Fees and charges for customers transitioned from Delphi Bank accounts

The fees and charges that apply to the term deposit account(s) of Delphi Bank customers who have transitioned to a Bendigo Standard Term Deposit are set out on page 35.

The fees and charges that apply to the account(s) of Delphi Bank customers who have transitioned to a

Bendigo Retirement Account are set out under 'Fee for existing accounts' on page 37, and the applicable rebate is set out on page 30. More information about rebates is available on page 27 and 28.

The following fees and charges apply to the accounts of Delphi Bank customers who have transitioned to a Bendigo Now or a Bendigo Future account:

	Transaction	Accounts available for Ex-Delphi Customers		When is fee charged?
		Bendigo Now	Bendigo Future	
	Monthly Service Fee	\$4.00	N/A	1st day of following month
	Bendigo Debit Mastercard Fee	Unlimited	N/A	N/A
	Youth Debit Mastercard	Unlimited	N/A	N/A
Free	Sweep facility (internal)	Unlimited	Unlimited	N/A
	Retail purchase	Unlimited	N/A	N/A
	Bendigo Bank ATM deposit	Unlimited	N/A	N/A
	Direct credit (inward)	Unlimited	Unlimited	N/A
	Direct debit	Unlimited	Unlimited	N/A
	Periodical payment (internal)	Unlimited	Unlimited	N/A
	Bendigo Bank ATM enquiry	Unlimited	N/A	N/A
	Cash deposit (in branch)	Unlimited	Unlimited	N/A
	Non-Bendigo Bank ATM enquiry ¹	Unlimited	N/A	N/A
	Non-Bendigo Bank ATM withdrawal ¹	Unlimited	N/A	N/A
e-banking	BPAY withdrawal	Unlimited	Unlimited	N/A
	e-banking internal transfer	Unlimited	Unlimited	N/A
	Phone Banking transfer	Unlimited	Unlimited	N/A
	e-banking Pay Anyone transfer, including Osko	Unlimited	Unlimited	N/A
Staff Assisted Services Branch	Staff Assisted withdrawal*	First 2 per month free. Subsequent \$3.00 per transaction	First 2 per month free. Subsequent \$3.00 per transaction	at time of transaction
Card initiated	EFTPOS withdrawal	Unlimited	N/A	N/A
	Bendigo Bank ATM withdrawal	Unlimited	N/A	N/A
	Bendigo Bank ATM transfer	Unlimited	N/A	N/A
	Bank@Post withdrawal	\$4.00	N/A	at time of transaction
	Bank@Post deposit	\$4.00	N/A	at time of transaction
	Bank@Post balance enquiry	N/A	N/A	N/A
	Bank cheque withdrawal	\$10.00	\$10.00	at time of transaction

¹Other financial institutions may charge you a fee for using their ATMs. This fee will be displayed at the time of the transaction and allows the customer to accept or decline the fee as shown.

*Staff Assisted withdrawals include Cash Withdrawals (in branch), Periodical Payments to Other Institution, Transfers (in branch) & EFT Credit Transfer

²Existing accounts only. Cheque facilities and Cheque books are not available on new accounts opened from 1 August 2023

2. Other Fees and Charges

Annual Fees – Debit Mastercard

The following fees may apply if you hold a Bendigo Debit Mastercard.

A Transaction Account Rebate and an Additional Transaction Account Rebate do not apply to the following fees and charges. Unless otherwise stated, the following fees and charges are payable when you request us to provide the service.

Account	Fee
Youth Debit Mastercard	Nil
Bendigo Debit Mastercard ¹	\$3.00

¹This fee is not applicable to Bendigo Everyday Accounts, Bendigo Student Accounts, Bendigo Easy Retirement Accounts and Bendigo Concession Accounts.

Annual Fees – Credit Cards

Payable on the day before we issue the first Statement of Account for your Account and annually thereafter.

Credit card accounts opened after 19 January 2004 will be charged the annual fee when the account is opened, and the fee will appear on your first Statement of Account, then annually thereafter.

Credit card accounts opened prior to 19 January 2004 will be charged the annual fee the day after the initial transaction on the Statement of Account, then annually thereafter on the same day.

Account	Fee
Bendigo Bright Credit Card	\$59.00
Bendigo Ready Credit Card	\$0.00
Platinum Rewards Credit Card	\$89.00
Qantas Platinum Credit Card	\$149.00
Low Rate Credit Card ²	\$45.00
Low Rate First Credit Card ²	\$29.00
Low Rate Platinum Credit Card ²	\$89.00
Bendigo RSPCA Rescue Credit Card ²	\$24.00
RSPCA Rescue Credit Card ²	\$45.00

² No longer on offer (existing accounts only)

Other Card Fees

Cash Advance

The Cash Advance Fee will be payable each time we provide credit in the form of cash or you perform a Transaction we treat as being equivalent to cash.

Cash Advances include:

- Cash withdrawals in-branch or through an ATM (including ATMs provided by other providers);
- Cash withdrawals or 'cash out' at electronic funds transfer point of sale (EFTPOS) terminals, if and where available;
- Pay Anyone Payments and Internal Transfers using Bendigo Phone Banking or

Bendigo e-banking (including through the Bendigo Bank app);

- Direct debits you establish using the BSB and Account number for your Account;
- Any other Transaction you perform or authorise using the BSB and Account number for your Account;
- Transactions performed with a merchant or through a payment terminal setup with a merchant category code that relates to gambling or lotteries; and
- Transactions relating to gambling or the purchase of lottery tickets or prepaid cards or money transfers.

\$3.00 or 3% of the Transaction amount (in AUD), whichever is greater.

Late Payment Fee

Payable each time you fail to pay your Minimum Repayment as stated on a Statement of Account by its due date.

\$15.00

International Transaction Fee²

3% of the Transaction amount (in AUD) payable for each Transaction which is conducted in a currency other than Australian dollars (AUD) or in Australian dollars (AUD) but with or using a merchant, payment processor, financial institution or other entity (including an online merchant) who is outside of Australia.

Note: It may not always be apparent to you that an online merchant is located outside of Australia.

International ATM Enquiry¹

Payable whenever you make an Account inquiry outside of Australia at a non-Bendigo Bank ATM.

\$1.50

International ATM Withdrawal¹

Payable whenever you make a cash withdrawal outside of Australia at a non-Bendigo Bank ATM (in addition to the Cash Advance Fee).

\$5.00

Replacement Card Fee

Payable whenever we issue you a replacement, reissue or redirection card other than by standard post at your request.

\$15.00

¹Other financial institutions may charge you a fee for using their ATMs. This fee will be displayed at the time of the transaction and allows the customer to accept or decline the fee as shown. If using your credit card interest will be charged from the day the transaction is completed.

²Not applicable for Bendigo Ready Credit Card

Cheque Fees

A Transaction Account Rebate and an Additional Transaction Account Rebate does not apply to the following fees and charges. Unless otherwise stated, the following fees and charges are payable when you request us to provide the service.

Bank Cheque Replacement Fee¹

When a Bank Cheque has been lost, destroyed or stolen and you request us to provide you with a replacement Bank Cheque.

\$30.00

Bank Cheque Stop Fee¹

Allowed only in limited circumstances. When you request us to stop payment on a Bank Cheque and to purchase it back.

\$20.00

Cheque Book²

Cheque books - standard

Free

Cheque Cancellation Fee^{1,2}

When you request us to place a stop on a cheque (other than a lost or stolen cheque) you have issued.

\$5.00

Cheque Dishonour (inward)¹

When you deposit a cheque into your account and that cheque is subsequently dishonoured by the financial institution on which it was drawn. This fee is charged to your account when the cheque is dishonoured.

Free

Cheque Dishonour (outward)²

When we dishonour a cheque you have written. This fee is charged to your account when the cheque is dishonoured.

Note: This fee is not applicable to Bendigo Concession Accounts

\$10.00

Cheque Search Fee^{1,2}

When you request us to search and retrieve a copy of a cheque or cheques.

\$15.00 per cheque
or \$60 per hour
(for 4 or more cheques)

Cheque Trace Fee^{1,2}

Applies to each cheque where a trace to obtain information of final destination is requested. A copy of the cheque will be provided with this request.

\$20.00

Telegraphic Transfers

A Transaction Account Rebate and an Additional Transaction Account Rebate does not apply to the following fees and charges. Unless otherwise stated, the following fees and charges are payable when you request us to provide the service.

Inward Telegraphic Transfer in a Foreign Currency

Acceptance of payments in a foreign currency for swift transfer to a Bendigo Bank account.

\$10.00

Inward Telegraphic Transfer in AUD Currency

Acceptance of payment in AUD currency for swift transfer to a Bendigo Bank account

\$2.00

Note: Transfer of Australian dollars or foreign currency into any Bendigo account may incur a handling or acceptance fee by the accepting bank and / or intermediary bank(s), (the amounts of which are not disclosed to us). These fees may be deducted from the total funds originally remitted.

Outward Telegraphic Transfers

When you request the transfer of funds to a non-Bendigo Bank account. This includes:

International Telegraphic Transfers – funds sent from your Bendigo Bank account to overseas destinations worldwide in AUD or foreign currency.

Domestic Telegraphic Transfers – AUD funds sent from your Bendigo Bank account to other financial institutions within Australia

Note: The accepting bank may charge a handling or acceptance fee (the amounts of which are not disclosed to us) which may be deducted from the total of funds upon receipt.

This service is available to account holders
only either in branch or via e-banking.

\$30.00

Bendigo and Adelaide Bank shareholders
(shareholder must hold a Bendigo Bank account)

\$15.00

Other Telegraphic Transfer Fees

Amendment to Telegraphic Transfer Instructions¹

Applies if you request us to change details on a telegraphic transfer after we have remitted the funds. In some instances the request may not be successful as the application of the amendment request is generally at the discretion of the receiving bank.

\$25.00

¹This fee will continue to be charged where the bank is notified that all customers of the account are deceased, as a service will continue to be performed.

² Existing accounts only. Cheque facilities and Cheque books are not available on new accounts opened from 1 August 2023.

Telegraphic Transfer Trace Fee¹

Applies where you request us to investigate the fate of a telegraphic transfer. If the funds have not been delivered to the beneficiary due to our error this fee will be refunded to you.

\$25.00

Telegraphic Transfer Return Request¹

Applies if you request the return payment of a telegraphic transfer.

\$25.00

Rejected Telegraphic Transfer¹

Applies where a telegraphic transfer is rejected by another bank. Beneficiary banks or intermediary banks may deduct charges (the amounts of which are not disclosed to us) for any rejected payments. Any returned payments will be converted (if applicable) at the 'BUY' rate prevailing on the day the funds are received by us. This could result in a significant loss to you.

If your payment has been returned (rejected), we will try to contact you for instruction for up to five business days. If you do not respond within this time frame, the returned funds will be converted (if applicable) at the 'BUY' rate prevailing on the day of processing with the proceeds then credited back to your account.

Other bank fee applies

General Fees

A Transaction Account Rebate and an Additional Transaction Account Rebate does not apply to the following fees and charges. Unless otherwise stated, the following fees and charges are payable when you request us to provide the service.

Audit Request¹

When you or your representative (for example, your accountant) request us to provide a written statement of your financial accounts with Bendigo Bank.

\$60.00 per hour (minimum charge \$30.00)

Bank@Post™ Loan Repayments

When you make a loan repayment at a Bank@Post terminal in an Australia Post Office using a Bendigo Bank card, where this facility is available.

Free

Bill Payment Transaction Trace Fee¹

When you request us to trace a bill payment you have made through the BPAY scheme.

\$20.00

Bill Payment Transaction Recall Fee¹

When you request us to recall a bill payment you have made through the BPAY scheme.

\$20.00

Cash Order or Exchange – Notes/Coin

When we are required to order cash on your behalf or when we are required to have cash collected on your behalf:

Charges reflect the costs charged to us by external contractors providing cash supplies to our branches and may vary due to location. Please contact your local branch for information regarding fees for your location.

Higher rates may be charged by branches deemed to be in a remote location by our Service Provider.

Higher rates may be charged for services performed on weekends, public holidays or with less than three days notice.

Additional fees for delivery of coin bags, delivery of note bags or the wrapping of coin may be applicable. Coin bag limits may apply.

Deposit Book

When you request us to order a pre-encoded deposit book for your account. This fee applies to each book ordered by you.

\$5.00

Deposit Box Envelopes

If you wish to use the Bendigo Bank Deposit Box facility we will provide you with a box of envelopes. This charge applies to each box of envelopes provided to you.

\$10.00

Direct Debit Dishonour Fee

Applies when a direct debit from your account is dishonoured due to insufficient funds.

Note: This fee is not applicable to Bendigo Concession Accounts

\$10.00

Direct Entry Trace Fee¹

Applies to each direct entry transaction where a trace is requested by the customer to obtain information about the transaction made or received by the customer.

\$30.00

Monthly Additional Benefits Fee

Bendigo Retirement*/Ultimate Plus Accounts*

\$4.00

¹This fee will continue to be charged where the bank is notified that all customers of the account are deceased, as a service will continue to be performed.

* No longer offered for new accounts

Pay Anyone Trace Fee**e-banking Pay Anyone Trace Fee (including Osko)¹**

Applies to each Pay Anyone transaction (including Osko payments), where a trace is requested by the customer to obtain information about the transaction made or received by the customer.

\$30.00

Periodical Payment Dishonour

If you have established a periodical payment and we cannot make the payment due to insufficient funds in your account, then we will apply this fee after four (4) unsuccessful attempts on consecutive days.

Note: This fee is not applicable to Bendigo Concession Accounts

\$5.00

Statement Fee

If you request us to provide you with a copy of a statement we will apply a fee to each statement we re-issue to you.

\$5.00

Sweep Facility Rejection¹

If you have established a sweep facility payment and we cannot make the payment due to insufficient funds in your nominated account then we will apply this fee after one (1) unsuccessful attempt.

\$5.00

Voucher Search¹

Where you request us to search and/or retrieve voucher/s or other documentation.

\$60.00 per
hour (minimum
charge \$15.00)

¹This fee will continue to be charged where the bank is notified that all customers of the account are deceased, as a service will continue to be performed.

* No longer offered for new accounts

3. Government charges

These charges are outside our control. We will endeavour to keep this document up to date, however, even if no government charges are specified in this document, this does not mean there are no government charges. Where a government charge applies, it will be noted on your statement.

Tips on minimising your transaction fees

There are several ways in which you can minimise your transaction fees. They include:

- By utilising Bendigo e-banking (including through the Bendigo Bank app) for self service options to maintain your accounts and complete payments and transfers
- By reducing the number of withdrawals you make.
- By considering whether to establish an account or loan with Bendigo Bank that may increase your Transaction Account Rebate (refer to 'Who is eligible for an Additional Transaction Account Rebate' starting on page 27).
- If using ATMs, withdrawing more cash less often may reduce the number of transactions you make. Details are available from your nearest branch, by telephoning 1300 236 344, or by visiting www.bendigobank.com.au/contact-us

As these tips have been prepared without taking into account your objectives, financial situation or needs, before acting on these tips, you should consider how appropriate they are having regard to your objectives, financial situation and needs. Terms and Conditions for each of these products (other than our credit facilities) are available from your nearest Bendigo Bank branch or online at bendigobank.com.au

Section B – Sandhurst funds

This section sets out the fees and charges that may apply to the banking services and payment facilities provided by Bendigo Bank in relation to interests or investment in a managed fund issued by Sandhurst Trustees Limited ABN 16 004 030 737 AFSL 237906 (**Sandhurst**). Section A of this Schedule of Fees, Charges and Transaction Account Rebates does not apply in relation to such banking services and payment facilities when being used to access or make payments to or from interests or investment in a managed fund issued by Sandhurst. Unless otherwise stated, all fees and charges in the table below are charged at the time of transaction.

	Transaction	Sandhurst Trustees Funds		
		Sandhurst Cash Common Fund	Sandhurst Select 90 Fund & Sandhurst Investment Term Fund	Sandhurst Cash Management Trust
Cheque Fees	Cheque withdrawal ^{1,4}	40c	N/A	40c
	Cheque dishonour (outward) ¹	\$10.00	N/A	\$10.00
	Cheque dishonour (inward) ¹	N/A	N/A	N/A
	Cheque cancellation	N/A	N/A	N/A
	Bank cheque withdrawal	N/A	N/A	N/A
	Bank cheque replacement fee ²	\$30.00	\$30.00	\$30.00
	Bank cheque stop fee ²	\$20.00	\$20.00	\$20.00
	Cheque search fee ^{1,2}	\$15.00 per cheque or \$60 per hour (for 4 or more cheques)	\$15.00 per cheque or \$60 per hour (for 4 or more cheques)	\$15.00 per cheque or \$60 per hour (for 4 or more cheques)
	Cheque trace fee ^{1,2}	\$20.00	\$20.00	\$20.00
Telegraphic transfers	Inward telegraphic transfer – foreign currency	\$10.00	\$10.00	\$10.00
	Inward telegraphic transfer – AUD currency	\$2.00	\$2.00	\$2.00
	Outward telegraphic transfer – Bendigo Bank account holder	\$30.00	\$30.00	\$30.00
	Outward telegraphic transfer – Shareholder	\$15.00	\$15.00	\$15.00
	Amendment to telegraphic transfer instructions ²	\$25.00	\$25.00	\$25.00
	Telegraphic transfer trace fee ²	\$25.00	\$25.00	\$25.00
	Telegraphic transfer return request ²	\$25.00	\$25.00	\$25.00
	Rejected telegraphic transfer ^{2 3}	Variable	Variable	Variable
	Swift payment	N/A	N/A	N/A

	Transaction	Sandhurst Trustees Funds		
		Sandhurst Cash Common Fund	Sandhurst Select 90 Fund & Sandhurst Investment Term Fund	Sandhurst Cash Management Trust
General fees	Audit request ²	\$60.00 per hour (min charge \$30.00)	\$60.00 per hour (min charge \$30.00)	\$60.00 per hour (min charge \$30.00)
	Bill payment transaction trace fee ²	\$20.00	\$20.00	\$20.00
	Bill payment transaction recall fee ²	\$20.00	\$20.00	\$20.00
	Deposit book	\$5.00	\$5.00	\$5.00
	Deposit box envelopes	\$10.00	\$10.00	\$10.00
	Direct debit dishonour fee	\$10.00	\$10.00	\$10.00
	Direct entry trace fee ²	\$30.00	\$30.00	\$30.00
	EFT credit transfer	\$0.00	\$0.00	\$0.00
	Pay Anyone trace fee (including Osko) ²	\$30.00	\$30.00	\$30.00
	Periodical payment dishonour	\$5.00	\$5.00	\$5.00
	Copy of Statement	\$5.00	\$5.00	\$5.00
	Sweep facility rejection ²	\$5.00	\$5.00	\$5.00
	Voucher search ²	\$60.00 per hour (min charge \$15.00)	\$60.00 per hour (min charge \$15.00)	\$60.00 per hour (min charge \$15.00)

¹Existing Funds only. Cheque facilities and Cheque books are not available on new Funds opened from 1 August 2023

²This fee will continue to be charged where the bank is notified that all customers of the account are deceased, as a service will continue to be performed.

³Applies where a telegraphic transfer is rejected by another bank. Beneficiary banks or intermediary banks may deduct charges (the amounts of which are not disclosed to us) for any rejected payments. Any returned payments will be converted (if applicable) at the 'BUY' rate prevailing on the day the funds are received by us. This could result in a significant loss to you. If your payment has been returned (rejected), we will try to contact you for instruction for up to 5 business days. If you do not respond within this time frame, the returned funds will be converted (if applicable) at the 'BUY' rate prevailing on the day of processing with the proceeds then credited back to your account. Other Bank Fees may apply.

⁴This fee is charged at the end of the applicable quarter.

Talk to us today

In person	At your nearest Bendigo Bank branch
On the phone	Call 1300 236 344
Online	At bendigobank.com.au
By mail	The Bendigo Centre PO Box 480 Bendigo VIC 3552

Bendigo Bank is a division of Bendigo and Adelaide Bank Limited ABN 11 068 049 178. AFSL/Australian Credit Licence 237879.

(V093)

BEN50TC010 (15/05/2026)

bendigobank.com.au

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e-banking Telegraphic Transfer.

Terms & Conditions.

29 July 2026

e-banking Telegraphic Transfer Terms & Conditions.

Bendigo and Adelaide Bank Limited
The Bendigo Centre
Bendigo VIC 3550
Telephone 1300 236 344
ABN 11 068 049 178
AFSL/Australian Credit Licence 237879

The following terms and conditions apply to all Outgoing Telegraphic Transfer Requests processed by Bendigo Bank ("Telegraphic Transfers").

These Terms and Conditions must be read in conjunction with the terms and conditions that apply to Bendigo e-banking and the terms and conditions that apply to any account(s) you have with Bendigo Bank ("us"). The terms and conditions are set out in the applicable Bendigo Bank Product Disclosure Statements or Terms and Conditions. If these terms and conditions have not been provided to you, a copy of our Product Disclosure Statements or Terms and Conditions can be obtained by contacting any of our branches, by telephoning 1300 236 344 or by visiting our website at www.bendigobank.com.au.

You should read these terms and conditions carefully and ask us if you have any questions.

1. Authority to process Telegraphic Transfer and deduct amount of Telegraphic Transfer and fee

- 1.1 You authorise us to process a Telegraphic Transfer upon request.
- 1.2 You authorise us to debit the nominated account(s) that you specify with the amount or AUD equivalent (as applicable) of the Telegraphic Transfer and fee. For operational reasons we may impose restrictions on the types of accounts from which a Telegraphic Transfer may be made.

2. Information required to process transfers

- 2.1 When you request a Telegraphic Transfer you must provide us with the following information.
- The account from which you authorise us to debit the Telegraphic Transfer and any fees;
 - Your full account name and residential address as the Ordering Customer;
 - The amount of the Telegraphic Transfer;
 - The currency that the Telegraphic Transfer is to be made in;
 - The correct bank name and address of the beneficiary's bank;
 - The correct BSB, routing number or equivalent for the beneficiary's bank;
 - The correct account number or IBAN of the beneficiary; and
 - The correct name and address of the beneficiary.
- 2.2 You acknowledge and accept that we are not obliged to effect a Telegraphic Transfer if all of the above information is not provided or any of it is incorrect.
- 2.3 We are not responsible for the accuracy of information provided to us by you. It is your responsibility to confirm all details are correct prior to selecting the "Approve" button on each Telegraphic Transfer.
- 2.4 We recommend that you ensure that all details provided for a Telegraphic Transfer have been verified with the beneficiary prior to processing, in order to ensure prompt delivery.
- 2.5 If you request us to amend any details provided by you after we have sent the payment we cannot guarantee the success of any amendments as they are applied at the discretion of the beneficiary or intermediary banks.
- 2.6 Information which we reasonably require to comply with any laws in Australia or any other country must be provided to us and may be disclosed where required by any laws in Australia or any other country.

- 2.7 If we receive incomplete or incorrect information, we reserve the right to cancel the transaction and refund the full value to your account.

3. Confirmation of Payee service

Definition

- 3.1 In this clause 3, "**Confirmation of Payee service**" means the banking industry initiative that enables payers making payments using a BSB and account number to confirm the account name associated with the account.

Using the Confirmation of Payee service when making a payment

- 3.2 If you make a payment using a BSB and account number, we may use the Confirmation of Payee service to provide you with a view on the likelihood that the account name you have entered matches the account you are paying to.
- 3.3 If we indicate to you that the Confirmation of Payee service result does not match and we allow you the option of proceeding with the payment, you should check the account details with the intended recipient before proceeding with the payment. We may decline to process a payment where the Confirmation of Payee service result does not match and we consider it reasonably necessary to do so to avoid you or us suffering loss or being victim to fraud or a scam.
- 3.4 At all times it remains your responsibility to ensure that the BSB and account number you are using to make a payment are correct irrespective of any Confirmation of Payee service match result we share with you and your liability for payments will not be affected by any Confirmation of Payee match result we share with you.
- 3.5 You must not misuse the Confirmation of Payee service or try to use it in breach of these terms and conditions or for any purpose other than confirming the name for the account you intend on making a payment to.
- 3.6 Without limiting any other right we have under these terms and conditions, we may limit or suspend your ability to make payments or use a payment facility or access method if we reasonably believe you are misusing the Confirmation of Payee service in breach of these terms and conditions.

4. Time required to process transfers

- 4.1 A Telegraphic Transfer will usually be received by the beneficiary within two to seven business days.
- 4.2 In some instances, the time required for delivery of a Telegraphic Transfer may exceed seven business days.
- 4.3 A delay may occur in the processing of a Telegraphic Transfer where:
- There is a public or bank holiday on the day you request a Telegraphic Transfer; or
 - You request a Telegraphic Transfer on a day which is not a business day or after our Telegraphic Transfer cut off time on a business day (see clause 5).
- 4.4 We are not responsible for any delays in transmission or payment caused by circumstances beyond our control and we accept no liability for any loss of any kind whatsoever (including any consequential loss and expense) thereby resulting (except to the extent that the liability arises due to our fraud, wilful misconduct or negligence or that of our employees or agents).

5. Cut off times

- 5.1 Our daily processing cut-off time for Telegraphic Transfers is displayed under the support tab of the e-banking screen. We reserve the right to alter our processing cut-off time.

6. Cleared funds must be available

- 6.1 To initiate a Telegraphic Transfer via e-banking you must have cleared funds available in your account at the time of processing of an amount equal to or greater than the sum of the Telegraphic Transfer and the fee.
- 6.2 We are not obliged to process any Telegraphic Transfers if there are insufficient funds available for withdrawal in the specified account to be debited on the due payment date.

7. Daily payment limit

- 7.1 We may impose restrictions on the accounts from which a Telegraphic Transfer may be made or impose limits on the amount of Telegraphic Transfers.
- 7.2 When you register for the e-banking Telegraphic Transfer service you will be assigned a daily payment limit. A daily limit in excess of AUD 30,000 will require a signed request from you and is subject to approval.

8. Foreign currency

- 8.1 We generally recommend that you send funds in the currency of the destination country, as poor exchange rates and any receiving bank's conversion costs may substantially reduce the local amount received. US Dollars, Australian Dollars or other major currencies are often accepted or preferred by beneficiaries when the local currency is not available.
- 8.2 We are not responsible for foreign exchange rate fluctuations.
- 8.3 The following Telegraphic Transfers in foreign currencies will be converted from AUD at the applicable rate on the day of processing.
- Telegraphic Transfers entered after the payment processing cut-off time;
 - future dated Telegraphic Transfers; and
 - recurring payments.

Any rate displayed for these transactions prior to the processing date are indicative only. The amount debited from your account is likely to be different in these situations.

- 8.4 Access to 'Foreign to Foreign' and 'FX deal' functions are only available to foreign exchange customers who deal directly with our Foreign Exchange Dealers. Dealing may be completed via telephone, Online FX, or both, depending on product needs.

9. Recalls

- 9.1 We cannot guarantee the success of any recalls where a Telegraphic Transfer has been made in error.
- 9.2 Recall attempts will be made for the period of one calendar month. After this time the recall will be deemed unsuccessful and the file closed.

Beneficiary banks or intermediary banks may deduct charges for any recall requests (the amounts of which are not disclosed to us). This may mean you receive less than the original amount sent. Any recalls will be converted at the 'BUY' rate prevailing on the day the returned funds are received by us. This could result in a significant loss to you if foreign exchange rates move adversely for you in the period between the original transaction date and the date a payment is returned and processed.

10. User ID and password

You are responsible for the security of your User ID and password. For your protection we recommend that these are not kept together. We are not liable for fraudulent use of your login ID and password.

10A Multi-factor authentication

Multi-factor authentication (MFA) is a security measure that requires two or more proofs of identity to verify a user. Asking for additional details to confirm your identity provides greater security compared to a password alone, making it harder for unauthorised people to access your accounts and information.

We may require that you use one or more of the MFA options we make available to you to log in to Bendigo e-banking, to access or use certain parts of Bendigo e-banking, to request or authorise certain transactions or changes in Bendigo e-banking or to register a device to use the Bendigo Bank app, in our discretion. When we do so, we may refuse to provide you with the relevant access or refuse to accept the relevant request or instruction from you unless the MFA is successful.

The MFA options available may change from time to time and may differ depending on how you are accessing Bendigo e-banking. Some MFA options include use of a one-time passcode which we send to you by SMS to your registered mobile number, email to your registered email address or in some other way, or that you generate using a device or software we have agreed you may use.

You must keep any one-time passcode we send you or that you generate for MFA purposes secret and not disclose it to any person.

You can change the mobile number or email address that is registered with us for MFA by contacting us.

10B Bendigo Bank App

This clause applies if you access Bendigo e-banking through the Bendigo Bank app.

If you download and access Bendigo e-banking through the Bendigo Bank app, you will need to log in using your Bendigo e-banking Access ID and Password and register the device you are using. We may de-register a device or require that you re-register the device through the Bendigo Bank app at any time in our discretion.

After you have registered your device, we may give you the ability to set a four-digit PIN or use your device's biometric authentication features (if available) to log in or authenticate yourself in the app in the future or to use it as an additional MFA option.

You must ensure that you keep your Bendigo Bank app four-digit PIN secret and secure and not disclose it to anyone. You must only enable use of a biometric authentication feature on your device in the Bendigo Bank app (if available) while you are the only person who has registered their biometric information on the device. If any other person's biometric information is registered on your device as part of the biometric

authentication feature you will be taken to have authorised that person to access and operate on your accounts and information through the Bendigo Bank app and you will be liable and responsible for their actions.

11. Trace requests

Trace requests will not be initiated by us prior to seven business days from value date of the original Telegraphic Transfer. Responses are determined by the overseas banks and could take up to 30 business days.

12. Future dated or recurring Telegraphic Transfers

12.1 Where this functionality is available, only one attempt will be made to process future dated or recurring Telegraphic Transfers. Should a Telegraphic Transfer not be processed due to insufficient funds you will have to request another Telegraphic Transfer in its place.

12.2 As Telegraphic Transfer fees are taken at the time of processing, the fee applicable to future dated or recurring future Telegraphic Transfers (where this functionality is available) could change between the time that the Telegraphic Transfer is set up and the processing date.

12.3 Telegraphic Transfers are processed on the future or recurring date that you specify. See clause 8.3 for the conversion rate for future or recurring Telegraphic Transfers in foreign currency.

13. Mistaken, unauthorised or fraudulent transactions

13.1 On each occasion, you will receive a receipt of the transaction, which should be carefully checked. Any disagreement with the details of the receipt should be acted upon immediately to ensure there has been no confusion with the commercial terms of the transaction.

13.2 You must notify us immediately:

- If you become aware that you have made a mistake when requesting a Telegraphic Transfer;
- You or your authorised user did not authorise the Telegraphic Transfer from your account;
- If you believe that a Telegraphic Transfer was not processed in accordance with your instructions; or
- If you believe that you or your authorised user have been fraudulently induced to make a Telegraphic Transfer.

13.3 We may suspend your or your authorised user's right to use the Telegraphic Transfer service at any time if you or your authorised user is suspected of acting in a fraudulent manner.

14. Anti-Money Laundering and Counter-Terrorism Financing (AML/CTF)

- 14.1 We are committed to the regulatory requirements for anti-money laundering and counter-terrorism financing.
- 14.2 When arranging a Telegraphic Transfer with us, you warrant that the payment of monies in accordance with your instructions by us will not breach any laws in Australia or any other country.
- 14.3 We may delay, block or refuse to make a Telegraphic Transfer if we believe on reasonable grounds that making a Telegraphic Transfer may breach any law in Australia or any other country. We will incur no liability to you if we do so.

15. Our fees and charges

- 15.1 The Telegraphic Transfer fee taken at the time the request is processed is our fee only and is not intended to substitute or replace any other costs related to the delivery of this transaction. Refer to clause 16 for other fees and charges you may have to pay.
- 15.2 If you request us to amend any details provided by you after we have sent the payment you may be charged an amendment fee.
- 15.3 If you request us to recall a Telegraphic Transfer we may charge a fee.
- 15.4 If you request us to make enquiries regarding delivery of a Telegraphic Transfer we may charge a fee.
- 15.5 Full details of current fees can be found in the Bendigo Bank Schedule of Fees, Charges and Transaction Account Rebates. A copy of the Bendigo Bank Schedule of Fees, Charges and Transaction Account Rebates can be obtained by contacting any of our branches, by telephoning 1300 236 344 or by visiting our website at www.bendigobank.com.au.

16. Other fees and charges you may have to pay

- 16.1 The beneficiary bank or intermediary bank may deduct a fee from the proceeds of any Telegraphic Transfer (the amounts of which are not disclosed to us).
- 16.2 The majority of overseas banks levy other processing charges which vary between banks/countries (the amounts of which are not disclosed to us). If these charges are deducted from the transmitted funds this will result in the beneficiary receiving a lesser amount than transmitted.

- 16.3 Beneficiary banks or intermediary banks may deduct charges for any payments that they reject (the amounts of which are not disclosed to us).

17. No obligation to process transfer

- 17.1 All Telegraphic Transfers are processed on a best endeavours basis, and we cannot guarantee the success of any Telegraphic Transfer.
- 17.2 Notwithstanding anything else in these Terms and Conditions, we reserve the right to refuse to process a Telegraphic Transfer. We do not have to give reasons if we refuse to process a Telegraphic Transfer.

18. Changes to terms and conditions

We reserve the right to change the Terms and Conditions at any time. We will notify you of any change as required by law. We will notify you of changes by advertisement in the national media or by writing to you no later than the day on which the change takes effect.

19. Make a complaint

If you have a complaint about our services you can refer your complaint directly to the appropriate external dispute resolution scheme. However, we consider Internal Dispute Resolution (**IDR**) to be an important and necessary step in the complaint handling process as it gives us an opportunity to hear when we do not meet our customers' expectations and address them genuinely, efficiently and effectively.

You can raise your complaint with us by:

- (a) speaking to a member of our staff directly;
- (b) telephoning 1300 236 344;
- (c) website www.bendigobank.com.au/contact-us/make-a-complaint
- (d) secure email by logging into e-banking;
- (e) contacting us through a Bendigo Bank social media channel.
- (f) contacting Customer Resolutions at:
 - Reply Paid PO Box 480
Bendigo VIC 3552
 - email – feedback@bendigoadelaide.com.au

If you have contacted us in the first instance and are not satisfied with our response you can refer your complaint to the appropriate external dispute resolution scheme.

Bendigo Business Accounts and Facilities. Terms & Conditions.

5 June 2026



About this document

This document must be read in conjunction with the Business Fees and Charges and Schedule of Interest Rates for Business Accounts.

You should read this document, the Business Fees and Charges and the Schedule of Interest Rates carefully before acquiring any of the products to which this applies.

If you did not receive the Business Fees and Charges or the Schedule of Interest Rates for Business Accounts with this document, please contact your nearest branch or phone 1300 236 344 to arrange for them to be sent to you.

We are committed to improved support for financially vulnerable customers, staff, suppliers, and our wider community. We recognise financial abuse can happen to anyone and may also include forms of family and domestic violence or elder abuse. We encourage you to tell us about your circumstances so that we can work with you to provide support and identify suitable ways for you to access and undertake your banking.

Our products and services must not be used to engage in financial or other abuse.

Examples of this conduct include, but are not limited to:

- making defamatory, harassing or discriminatory comments to any person, including through payment descriptions or references;
- using or encouraging threatening or abusive language;
- engaging in coercive or controlling behaviour, e.g. to restrict a person's account access or use of funds; or
- promoting or encouraging physical or mental harm to any person.

We may take steps to investigate circumstances where we reasonably believe any product or service is being used in this way.

We can take action, for example to close, stop, suspend, or deny access or use of our products or services, or to block or decline payments or payment methods, if we reasonably consider it necessary to protect you or another person from financial or other abuse. This is in addition to any other rights we may have under these terms. You should be aware that we may not be able to provide you prior notice before taking such action.

This document contains terms and conditions which apply to the following:

Bendigo Transaction Accounts

- Bendigo Business Everyday Account
- Bendigo Business Basic Account
- Bendigo Accountant Everyday Account
- Bendigo Accountant Basic Account

Bendigo Savings Accounts

- Bendigo Business EasySaver Account

Bendigo Trust Accounts

- Bendigo Real Estate Trust Account
- Bendigo Solicitors Trust Account
- Bendigo Conveyancer Trust (VIC) Account
- Bendigo Retention Money Trust (NSW) Account

Bendigo Farm Management Deposit Accounts

- Bendigo Fixed Rate Farm Management Deposit Account
- Bendigo Variable Rate Farm Management Deposit Account

Payment facilities

- Bendigo Phone Banking
- Bendigo e-banking
- Business Debit Mastercard®
- Bendigo Debit Mastercard
- Bendigo Easy Money card (no longer on offer existing customers only)
- Bendigo Business Credit Card (but only to the extent the card is used to access any of the accounts described above)
- BPAY® and BPAY View
- Pay Anyone Service
- Bendigo Bulk Payments
- Automatic payments (direct debits, periodical payments and sweep facilities)
- Telegraphic Transfers
- PayTo

Electronic Conveyancing

- PEXA

® Registered to BPAY Pty Ltd ABN 69 079 137 518.

® Mastercard is a registered trademark of Mastercard International Incorporated

The issuer of the products described in these Terms and Conditions is Bendigo and Adelaide Bank Limited, ABN 11 068 049 178 AFSL No. 237879.

Contact details

You can contact us at any of our branches, which are listed on our website: www.bendigobank.com.au

Alternatively you can contact us by:

- Telephone 1300 236 344
From overseas +61 3 5445 0666
- The Bendigo Bank website at: www.bendigobank.com.au
- For lost and stolen cards please contact:
From within Australia: 1800 035 383
From Overseas: +61 3 5845 7872

Key Features

The accounts to which this document applies have different features and some have restrictions. You should select the account which most closely suits your needs. Set out below is a summary of the main features of and restrictions applying to, the accounts. All products within this document issue statements.

The accounts have been designed primarily for use by a business and can only be established primarily for business purposes.

The terms and conditions starting on page 63 explain the way in which these accounts operate.

Bendigo Business Transaction Accounts – Key Feature Table

Feature	Bendigo Business Everyday Account++	Bendigo Accountant Everyday Account++	Bendigo Business Basic Account++	Bendigo Accountant Basic Account++
Minimum to Open	\$1	\$1	\$1	\$1
Minimum Balance to Maintain	Nil	Nil	Nil	Nil
Interest Calculated	Daily	Daily	Daily	Daily
Interest Type	Single Rate	Single Rate	Single Rate	Single Rate
Interest Credited	Monthly	Monthly	Monthly	Monthly
Funds Availability	At Call	At Call	At Call	At Call
Phone Banking*	Available	Available	Available	Available
e-banking*	Available	Available	Available	Available
Bulk Payments*	Available	Available	Available	Available
BPAY & BPAY View**	Available	Available	Available	Available
Pay Anyone Service**	Available	Available	Available	Available
Automatic Payments	Yes	Yes	Yes	Yes
PayTo	Available	Available	Available	Available
Monthly Service Fee^	Yes	Yes	No	No
Telegraphic Transfers	Available	Available	Available	Available
Business Cheque Facility*	No	No	No	No
Debit Card*	Available	Available	Available	Available
Link Bendigo Business Credit Card to the account*^^	Available	Available	Available	Available
Transaction Fees^	Yes	Yes	Yes	Yes
Transaction Account Rebates^	No	No	No	No
Overdraft Facility*^^	Available	No	No	No
General/Other criteria		Available for the exclusive use of Accountants for their trust funds.		Available for the exclusive use of Accountants for their trust funds.

* Age restrictions apply. Available subject to approval.

** BPAY View and Pay Anyone are only available if you have access to Bendigo e-banking.

^ Refer to the Business Fees and Charges.

^^ This feature is not available to customers who reside outside of Australia.

++ Overseas Customers

1) Transactions that can be carried out in branches cannot be carried out overseas if we do not have a branch overseas

2) Bendigo Bank ATM transactions overseas would only be accessible if we have ATMs overseas.

Bendigo Business Savings Accounts – Key Features Table

Feature	Bendigo Business EasySaver Account**
Minimum to Open	\$1
Minimum Balance to Maintain	Nil
Interest Calculated	Daily
Interest Type	Single Rate
Interest Credited	Monthly
Funds Availability	At Call
Phone Banking*	Available
e-banking*	Available
Bulk Payments*	Available
BPAY & BPAY View**	Available
Pay Anyone Service**	Available
Automatic Payments	Yes
PayTo	Available
Monthly Service Fee^	No
Telegraphic Transfers	Available
Business Cheque Facility*	No
Debit Card*	No
Link Bendigo Business Credit Card to the account*	No
Transaction Fees^	Yes
Transaction Account Rebates^	No
Overdraft Facility*	No
General/Other criteria	Free e-banking transactions

* Age restrictions apply. Available subject to approval.

** BPAY View and Pay Anyone are only available if you have access to Bendigo e-banking.

^ Refer to the Business Fees and Charges.

Overseas Customers

1) Transactions that can be carried out in branches cannot be carried out overseas if we do not have a branch overseas

2) Bendigo Bank ATM transactions overseas would only be accessible if we have ATMs overseas.

Bendigo Business Trust Accounts – Key Features Table

Feature	Bendigo Real Estate Trust Account	Bendigo Solicitor Trust Account	Bendigo Conveyancer Trust (VIC) Account	Bendigo Retentions Money Trust (NSW) Account
Minimum to Open	\$1	\$1	\$1	\$1
Minimum Balance to Maintain	Nil	Nil	Nil	Nil
Interest Calculated	Daily	Daily	Daily	Daily
Interest Type	Single Rate	Single Rate	Single Rate	Single Rate
Interest Credited	Monthly	Monthly	Monthly	Monthly
Funds Availability	At Call	At Call	At Call	At Call
Phone Banking*	Available	Available	Available	Available
e-banking*	Available	Available	Available	Available
Bulk Payments*	Available	Available	Available	Available
BPAY & BPAY View**	Available	Available	Available	No
Pay Anyone Service**	Available	Available	Available	Available
Automatic Payments	No	No	No	No
Monthly Service Fee^	No	No	No	No
Telegraphic Transfers	Available	Available	Available	Available
Business Cheque Facility*	No	No	No	No
Debit Card*	No	No	No	No
Link Bendigo Business Credit Card to the account*	No	No	No	No
Transaction Fees^	Yes	Yes	Yes	Yes
Transaction Account Rebates^	No	No	No	No
Overdraft Facility*	No	No	No	No
Able to register account with PEXA	Yes	Yes	Yes	No
General/Other criteria	This account is for the exclusive use of real Estate Agents and Land Brokers for their statutory trust funds.	This account is for the exclusive use of Solicitors for their statutory trust funds.	This account is for the exclusive use of licensed Victorian conveyancers for their statutory trust monies.	This account is for the exclusive use of head contractors working on building projects with a value of at least \$20m in NSW and are required by law to hold retention money in trust.

* Age restrictions apply. Available subject to approval.

** BPAY View and Pay Anyone are only available if you have access to Bendigo e-banking.

^ Refer to the Business Fees and Charges

Bendigo Farm Management Deposit Accounts – Key Features Table

Feature	Bendigo Fixed Rate Farm Management Deposit Account	Bendigo Variable Rate Farm Management Deposit Account
Minimum to Open	\$1,000.00~	\$1,000.00
Minimum Balance to Maintain	\$1,000.00~~	\$1,000.00
Maximum balance	\$800,000.00++	\$800,000.00++
Interest Calculated	Daily	Daily
Interest Type	Tiered	Tiered
Interest Credited	On the review date or at an agreed frequency*	Annually +
Funds Availability	Fixed	At Call
Phone Banking*	Available	Available
e-banking*	Available	Available
Bulk Payments*	No	No
BPAY & BPAY View**	No	Available
Pay Anyone Service**	No	Available
Automatic Payments	No	No
PayTo	No	No
Monthly Service Fee^	No	No
Telegraphic Transfers	Available	Available
Business Cheque Facility*	No	No
Debit Card*	No	No
Link Bendigo Business Credit Card to the account*	No	No
Transaction Fees^	No	No
Transaction Account Rebates^	No	No
Overdraft Facility*	No	No
Able to register account with PEXA	No	No
General/Other criteria	Only available to Primary Producers. See Section P of this document for the complete criteria and conditions of the Farm Management Deposit Account.	Only available to Primary Producers. See Section P of this document for the complete criteria and conditions of the Farm Management Deposit Account.

* Age restrictions apply. Available subject to approval.

** BPAY View and Pay Anyone are only available if you have access to Bendigo e-banking.

^ Refer to the Business Fees and Charges

^^ Current available interest payment frequencies are set out in the Schedule of Interest Rates for Farm Management Deposit Accounts

~ The minimum deposit must be \$1000 or more when made unless the deposit is the immediate reinvestment of the FMD with Us or an extension of the FMD.

~~ The deposit must not be repaid or reduced to less than \$1000 within 12 months of the original date of deposit, subject to exceptions for repayments made in the event of severe drought, natural disaster, or where the depositor dies, becomes bankrupt or ceases to carry on a Primary Production Business. After the first 12 months, the minimum balance may reduce to below \$1000.

+ Interest or earnings on the FMD must not be invested as an FMD without first being paid to the depositor. This means that we cannot credit interest directly to your FMD account and any interest payable to you must be paid to a non-FMD account held with Us.

++ The deposit must not be more than \$800,000, and the sum of the balances from time to time of the deposit and all other FMDs of the owner with FMD providers must not be more than \$800,000.

Terms and Conditions

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Terms and Conditions

Section A: Meaning of words

“ABA format” means electronic direct entry data that complies with Australian Banking Association regulations stated in Bulk Electronic Clearing System (BECS) as governed by Australian Payments Network (APN). This is an agreed file format for electronic transactions processed through BECS by all participating Australian financial institutions.

“access method” means any method we make available to you or an additional cardholder to give us authority to act on instructions when using electronic equipment. An access method comprises of one or more components (including, but not limited to, a card, a PIN, an access ID, password or any combination of these) that does not include a method requiring the user’s manual signature where the comparison of the manual signature with the written specimen signature is the main way of authenticating you or an additional cardholder’s authority to give us an instruction.

“access ID” means the access ID we provide to use to access Bendigo Phone Banking and/or Bendigo e-banking.

“account” means an account or accounts we establish in your name or in your name jointly with another person, or in the name of your business or associated entity.

“additional cardholder” is defined in clause 14.1.

“APN” means Australian Payments Network, the governing body for most electronic transactions between financial institutions in Australia.

“ATM” means an automatic teller machine.

“authorised signatory” is defined in clause 14 and includes, without limitation, an additional cardholder and/or an authorised user.

“authorised transaction” means a transaction:

- you make or authorise;
- made with your knowledge and consent; or
- that is performed by another person you are taken to have authorised to make transactions or operate your Account under these terms and conditions or other relevant terms and conditions (including our Digital Wallet Terms of Use).

“authorised user” means any third party authorised by you to use Bendigo Phone Banking or Bendigo e-banking to access or access and operate your nominated account and who is registered with us as an authorised user for use of Bendigo Phone Banking or Bendigo e-banking.

“Banking Code of Practice” means the Australian Banking Association’s Banking Code of Practice as updated, and

adopted by us, from time to time.

“Basic NPP Payment” means a transfer of funds processed through the NPP which does not use Osko. It may also be referred to as a Fast Payment.

“BECS” means the Bulk Electronic Clearing System which is the system used for exchange of most electronic transactions between financial institutions in Australia and is governed by APN.

“Bendigo Bank equipment” means electronic equipment controlled or provided by or on behalf of us to facilitate EFT transactions.

“Bendigo and Adelaide Bank Group” means Bendigo Bank and its related bodies corporate.

“Bendigo Bank system” means an electronic system, communications system or software controlled or provided by or on behalf of us to facilitate EFT transactions.

“Bendigo Debit card” means a debit card issued by us to you or an additional cardholder for personal use that bears the Mastercard symbol.

“Bendigo Business Debit Mastercard” means a debit card issued by us to you or an additional cardholder for business use that bears the Mastercard symbol.

“Bendigo Easy Money card” issued to you or an additional cardholder by us, which can be used to undertake an EFT transaction.

“Bendigo e-banking” means the service we offer from time to time by which you can access and transact on a nominated account by using an internet enabled device and accessing our website at www.bendigobank.com.au

“Bendigo Business Credit Card” means a credit card issued by us to you or an additional cardholder that bears the Mastercard symbol.

“Bendigo Phone Banking” means the service we offer from time to time by which you can access and transact on a nominated account by telephoning 1300 236 344.

“BPAY conditions” means the terms and conditions applying to the BPAY Scheme as set out in Section H.

“BPAY payments” means payments which you have instructed us to make through the BPAY scheme to billers who can accept payments made to them through that scheme.

“BPAY scheme” means the electronic payments scheme operated by BPAY Pty Ltd through which you instruct us to make payments to billers who can accept payments made to them through this scheme.

“BPAY View Biller” means a biller who can accept payments through the BPAY system via Bendigo e-banking.

"BPAY View billing error" means any of the following:

- if you have successfully registered with BPAY View:
 - failure to give you a bill (other than because you failed to view an available bill);
 - failure to give you a bill on time (other than because you failed to view an available bill on time);
 - give a bill to the wrong person; and
 - give a bill with incorrect details.
- giving you a bill where you have unsuccessfully attempted to deregister from BPAY View.

"business day" means any day on which banks in Melbourne or Sydney are able to effect settlement through the Reserve Bank of Australia.

"card" means a Bendigo Debit Mastercard, Bendigo Business Debit Mastercard, Bendigo Easy Money card or Bendigo Business Credit Card issued to you or an additional cardholder by us.

"cash advance" means credit provided in the form of cash, either directly from us or from another financial institution, and credit provided through a Pay Anyone transaction, a Bendigo Phone Banking transaction, a Bendigo e-banking transaction.

"Confirmation of Payee service" means the banking industry initiative that enables payers making payments using a BSB and account number to confirm the account name associated with the account.

"contactless transaction" means the authorisation of a transaction by presenting a card (which is capable of performing a contactless transaction) at a contactless terminal without the requirement to insert or swipe the card.

"contactless terminal" means an electronic point of sale terminal which is capable of performing a contactless transaction.

"contactless transaction" means the authorisation of a transaction by presenting a card (which is capable of performing a contactless transaction) at a contactless terminal without the requirement to insert or swipe the card.

"customer registration" means the manner by which you apply to us to access Bendigo Phone Banking or Bendigo e-banking.

"data files" means electronic direct entry file data complying with the ABA format.

"Direct Entry Payment" means an electronic transfer of funds processed through the Bulk Electronic Clearing System (BECS) administered by the Australian Payments Network.

"EFTPOS" means Electronic Funds Transfer at the Point of Sale and allows you to pay for goods without the need to carry cash, and in some instances to withdraw cash from your account without the need to visit a branch.

"EFTPOS secure" means the online authentication service provided for EFTPOS cardholders when making online transactions at participating merchants.

"EFT transaction" means a transfer of funds initiated by an instruction through electronic equipment using an access ID, password or PIN to debit or credit an account. An EFT transaction includes without limitation, a transaction undertaken using a card and a PIN via EFTPOS or an ATM or a transaction undertaken using Bendigo Phone Banking or Bendigo e-banking.

"electronic equipment" includes but is not limited to an electronic terminal, contactless terminal, computer, television and telephone.

"end of each day" means the end of that day for the purposes of our end of day processing on your account, being a time not before 8.00pm (AEST/AEDT).

"Fast Payment" means a transfer of funds processed through the NPP which does not use Osko, may also be referred to as a Basic NPP Payment.

"Government charges" means all charges or duties on deposits into, or withdrawals from your account that are payable under a law of the Commonwealth or any State or Territory or any other jurisdiction whether or not you are primarily liable to pay these charges.

"ITAA 97" means the *Income Tax Assessment Act 1997* (Cth).

"law" means common law, principles of equity and laws made by parliament (including regulations and other instruments under them, and consolidations, amendments, re-enactments or replacements of them).

"Mastercard Identity Check" means the online authentication service provided for Mastercard cardholders when making online transactions at participating merchants.

"MFA" means the multi-factor authentication options we make available for you to use from time to time as described in the "Multi-factor authentication" clause in these terms and conditions.

"nominated account" means any of the accounts nominated by you from time to time for use with Bendigo Phone Banking, Bendigo e-banking, Bendigo Bulk Payments, BPAY or the Pay Anyone Service.

"NPP" means the New Payments Platform owned and operated by or for NPP Australia Limited.

“NPP Addressing Service” means the addressing service component of the NPP which facilitates the registration of PayIDs.

“NPP Payment” means a payment processed through the NPP and includes Osko Payments and Basic NPP Payments.

“Osko” means the Osko payment service provided by BPAY Pty Ltd.

“Osko Payment” means a transfer of funds processed using Osko.

“overdraft facility” means a line of credit we supply to you for working capital purposes. Separate terms and conditions will apply to an overdraft facility.

“passcode” means a password or code that you must keep secret and may be required to authenticate a transaction for you. A passcode includes any PIN, password and codes we provide to you for authentication purposes.

“password” means the word or numbers and/or letters nominated by you that may be required for identification purposes in order to access your account or to access Bendigo e-banking.

“Pay Anyone conditions” means the terms and conditions applying to Pay Anyone Service as set out in Section K of this document.

“PayID” means a PayID which is able to be created with the NPP Addressing Service and used for the purpose of making and receiving NPP Payments (for example, an email address or telephone number).

“payment device” means a device that is used to perform a transaction that we give to you or another person who is authorised by us and you to perform transactions.

“payment facility” means each of the following services offered by us:

- Bendigo Phone Banking;
- Bendigo e-banking;
- Bendigo Business Debit Mastercard;
- Debit card;
- Bendigo Easy Money card (no longer on offer, existing customers only);
- Bendigo Business Credit Card (but only to the extent that the card is used to access any of the accounts to which this document applies);
- Pay Anyone Service;
- BPAY & BPAY View;
- Bendigo Bulk Payments;
- Automatic Payments (Direct Debits, Periodical Payments and sweep facilities);

- Telegraphic Transfers.
- PayTo

“per annum” means amount per year.

“PEXA” means the online property exchange platform, owned by Property Exchange Australia Limited, which removes the need to physically attend settlements by allowing the relevant parties to transact together online.

“PIN” means the Personal Identification Number issued by us, or selected by you or additional cardholder, to use in conjunction with a card to access Bendigo Phone Banking or Bendigo e-banking and includes any one-time passcode we send you in connection with MFA and any four-digit PIN you set in the Bendigo Bank app.

“Post Office” means Australia Post

“primary demand deposit account” means any account you nominate to be your primary demand deposit account.

“Primary Producer” means:

- a. an individual who carries on a Primary Production Business in Australia other than as a trustee of a trust estate;
- b. a partner (not being a company) in a partnership that carries on a Primary Production Business in Australia;
- c. a beneficiary (not being a company) who is presently entitled to a share of income of a trust estate where the trustee carries on a Primary Production Business in Australia;
- d. a beneficiary of a trust carrying on a Primary Production Business where the trust has no income to which the beneficiary could be presently entitled, if the trust is fixed and does not provide significant discretion to determine the entitlement of the beneficiary, and the beneficiary would have been entitled to a share of the income of the trust had the trust had income, for the purposes of s 393-25(5) of ITAA 97; or
- e. a chosen beneficiary of the trust carrying on a Primary Production Business for the purposes of s 393-27 of ITAA 97 for the income year.

“Primary Production Business” means where you carry on a business of:

- a. cultivating or propagating plants, fungi or their products or parties (including seeds, spores, bulbs and similar things), in any physical environment; or
- b. maintaining animals for the purpose of selling them or their bodily produce (including natural increase); or
- c. manufacturing dairy produce from raw material that you produced; or
- d. conducting operations relating directly to

- taking or catching fish, turtles, dugong, bêche-de-mer, crustaceans or aquatic molluscs; or
- e. conducting operations relating directly to taking or culturing pearls or pearl shell; or
- f. planting or tending trees in a plantation or forest that are intended to be felled; or
- g. felling trees in a plantation or forest; or
- h. transporting trees, or parts of trees, that you felled in a plantation or forest to the place:
 - a. where they are first to be milled or processed; or
 - b. from which they are to be transported to the place where they are first to be milled or processed;

“Regular payment” means either a recurring payment or an instalment payment which represents an agreement between a cardholder and a merchant to debit a card at predetermined intervals (e.g. monthly or quarterly) or at intervals as agreed by both parties.

“Restricted Access” restricts the user to view only access to the nominated accounts via Bendigo e-banking. The user will only be able to view account balances and transaction history.

“Secure Deposit Facility” A secure option that enables you to deposit bulk cash and cheques via a sealed bag which is counted and reconciled at a later time.

“single rate” means the rate of interest that applied irrespective of the balance of your accounts.

“stepped interest” means that different rates of interest will apply to different portions of your account balance. For example:

- If the rate of interest is 0.05% p.a. on the part of the account balance that is less than \$2,000.00 and 1.50% p.a. on the account balance that equals or exceeds \$2,000.00; and
- Your account balance is \$3,000.00; the rate of interest applying to your account will be 0.05% p.a. on \$1,999.99 and 1.50% p.a. on the remainder.

“terms and conditions” means Sections A to P of this document, the Business Fees and Charges and the Schedule of Interest Rates for Business Accounts provided to you with this document.

“tiered interest” means you may earn different rates of interest depending on the balance of your account. One interest rate will apply to the entire balance of your account but that rate may depend upon the amount of your balance. When your balance reaches a higher tier you will receive the interest rate for that tier on the entire balance of your account. For example:

- if the rate of interest is 0.05% p.a. where the account balance is less than \$2,000 and 1.50% p.a. where the account balance is \$2,000 or more; and
- your account balance is \$3,000, the rate of interest applying to the entire balance of your account will be 1.50% p.a.

“transaction” means a transaction performed or attempted to be performed using a payment facility or on your account.

“unauthorised transaction” means a transaction that is not an authorised transaction.

“user ID” means your unique number which is recorded on APN’s national database and enables us to process your bulk payment transactions within BECS.

“we”, “us”, “our” and **“Bendigo Bank”** means Bendigo and Adelaide Bank Limited, ABN 11 068 049 178, AFSL No. 237879.

“you” and **“your”** means the holder of an account or if there is more than one of you, all of you jointly and each of you severally and includes without limitation a person, firm, body corporate, incorporated association, club or authority who is an existing account holder with us. The singular refers to the plural and vice versa.

A reference to:

- a document includes any variation or replacement of it; and
- anything includes the whole and each part of it.

All examples used in this document are for illustrative purposes only.

Section B: General terms and conditions

Unless you have previously agreed to be bound by these terms and conditions, your first use of any account or payment facility indicates that you understand and agree to be bound by these terms and conditions.

1. Opening and holding an account

- 1.1 You must provide us with any information we reasonably require to open an account or provide a payment facility. Where you wish to open an account in the name of a deceased estate, you must provide us with the original or certified copy of one of the following:
- (a) probate of the will of the deceased person granted to you as executor;
 - (b) letters of administration of the deceased person's estate granted to you as administrator, or
 - (c) death certificate of the deceased person and the will (if there is a will).
- Where you do not provide us with probate or letters of administration, you must also give us an indemnity in a form acceptable to us against any loss caused by opening the account or allowing withdrawals from the account.
- 1.2 Subject to the requirements of any law, acting reasonably we may refuse to open an account or provide a payment facility.
- 1.3 You may not be eligible to open and hold all types of accounts. The Key Features Tables starting on page 3 set out eligibility requirements that apply. We may require you at any time to provide us with proof that you meet the eligibility requirements for an account. If:
- (a) after opening an account you no longer meet the eligibility requirements; or
 - (b) you do not provide us with proof that you meet the eligibility requirements when we ask for it, we may change your account to another type of account to which this document applies.

We may require you to deposit a minimum amount with us in order to open an account. The minimum amounts that currently apply are set out in the Key Features Tables starting on page 57.

There is no minimum account balance required to maintain an account.

However, where an account has been opened without you depositing any amount (that is, with a zero balance) and you do not operate your account within 180 days of opening, we may close the account without giving you notice.

- 1.4 Bendigo Real Estate Trust Accounts have been established to allow real estate agents to comply with the various State Acts governing the conduct of Real Estate Agents & Land Brokers Trust Accounts. Online Read-Only access to these accounts may be granted to a regulator if the regulator requests it for compliance purposes.
- 1.5 Bendigo Solicitor Trust Accounts have been established to allow legal practitioners to comply with the various State Acts governing the conduct of Solicitors Trust Accounts. Online Read-Only access to these accounts may be granted to a regulator if the regulator requests it for compliance purposes.
- 1.6 Bendigo Conveyancer Trust (VIC) Accounts have been established to allow licensed conveyancers to hold their clients trust monies.
- 1.7 The Bendigo Retention Money Trust (NSW) Account has been designed for the exclusive use of head contractors working on building projects with a value of at least \$20m in NSW and are required by law to hold retention money in trust.
- 1.8 If you have a Bendigo Solicitor Trust Account, Bendigo Real Estate Trust Account, Bendigo Conveyancer Trust (VIC) Account or Bendigo Retention Money Trust (NSW) Account as well as holding that account, you must open and maintain another Bendigo primary demand deposit account in the same name at all times.
- 1.9 If you are applying as a Not-For-Profit, Charity or Foundation, we may require you to be registered with the Australian Charities and Not-For-Profit Commission (ACNC).

2 Identification

- 2.1 When you open your business account with us, we need to obtain the following identification information as required by law, including Know Your Customer requirements under anti-money laundering and counter-terrorism financing legislation. This will include information such as, for an individual, name, residential address and date of birth and for a business entity information such as details of directors and shareholders.

Where the customer is a Trust, details of the Trustee and beneficiaries may be required. We may also require other information such as information concerning the business activities, business structure and reason for opening an account in Australia. We may also require other information such as information about beneficial owner(s), and information about your activities and reason for opening an account in Australia

Sole Trader	All individual identification requirements.
Partnership	- ABN Lookup (to be completed by Bank Staff); or - ASIC Search where applicable (to be completed by Bank Staff); or - Original, certified copy or certified extract of the Partnership Agreement; or - Original, or certified copy of the minutes of a partnership meeting approving the establishment of the business relationship; or - An original letter from the accountant or legal practitioner confirming the name and existence of the partnership dated within the last 12 months; AND - All company or individual identification requirements (whichever is applicable).
Domestic Company	Company Search (to be completed by Bank Staff).
Foreign Company	- Company Search if registered in Australia (to be completed by Bank Staff); or - An original or certified copy of the company's certificate of registration issued by the relevant foreign registration body.
Trust	- All company or individual requirements (whichever is applicable); - Original or certified copy of the Full Trust Deed
Incorporated Association	- An original, certified copy or certified extract of the Rules or Constitution of the Association; or - ASIC Search (to be completed by Bank Staff); AND - Authorised original minutes of a meeting of the association.
Unincorporated Association	Authorised original minutes of a meeting of the association.
Body Corporate/Owners Corporation	- Depending on whether the Body Corporate is an "Incorporated Association" or a "Domestic Company", supply supporting documentation as per that entity type; AND - Plan of Subdivision documents issued by the State Government Planning Office; or - Copy of rates notice from Local Council confirming Plan of Subdivision details.
Co-operative	- Authorised original minutes of a meeting of the co-operative; AND - ASIC Search (to be completed by Bank Staff); or - Information provided by the relevant government (State or Territory) registration body.
Government Body	- Search a relevant Commonwealth, State, or Territory website (to be completed by Bank Staff); AND - Authorised original minutes of a meeting of the Government Body

- 2.2 If you are unable to visit a branch, there is also a certifier method of identification available. We can supply you with a special form, which must be signed by an acceptable certifier.
- 2.3 An acceptable certifier includes a solicitor, police officer, accountant and Justice of the Peace. Please contact us for a complete list of all acceptable certifiers. You will be required to show identification such as your driver's licence, passport, birth certificate or citizenship certificate to the acceptable certifier. For acceptable certifiers overseas, please contact us for details.
- 2.4 There are special provisions for people under the age of 6 years and Aboriginal and Torres Strait Islander Peoples in isolated areas.

Verification

- 2.5 We may, and you consent to us doing so, seek verification of your identification and identification documents from independent sources and/or third party service providers.
- 2.6 We will keep copies of all documents provided by you and will disclose or provide copies of your identification documents to third party bodies as required by law.
- 2.7 We may request, and you must provide, further documentary evidence of your identity as we reasonably deem necessary to confirm your identity.
- 2.8 We may request that you produce, and you must provide in person if necessary, the original and/ or certified true copies of all documentary evidence confirming your identity.

Inability to confirm identity

- 2.9 In the event that we are unable to properly confirm your identity, we may at our sole discretion, reject your application, suspend the operation of your account, refuse transactions and/or place a freeze on your funds until such time as your identity can be confirmed.

Additional Information

- 2.10 Acting reasonably, we may request, and you must provide, any other additional information we deem necessary in relation to your identity, personal affairs, business dealings and/or the purpose of your relationship with us. In the event you refuse or fail to provide us with information we have reasonably requested, we may reject your application, suspend the operation of your account, refuse transactions and/ or place a freeze on your funds until such time as the information is provided.
- 2.11 You provide us with the following undertakings:
- (a) you will not initiate, engage in or effect a transaction that may be in breach of Australian law or sanctions (or the law or sanctions of any other country); and
 - (b) the underlying activity/product for which internet banking is being provided does not breach any Australian law or sanctions (or the law or sanctions of any other country).
- 2.12 More information is available from the Australian Transaction Reports and Analysis Centre (AUSTRAC) 1300 021 037 or 1300 236 344.

3 Payment Facilities

Depending on the type of account you hold with us, you may be able to gain access to one or more payment facilities. The payment facilities that are currently available with each type of account are set out in the Key Features Tables starting on page 57. Payment facilities are provided for the purpose of sending or receiving funds for the provision or procurement of goods and/or services.

4 Deposits and Withdrawals

Deposits

- 4.1 You may make deposits to your account in a number of ways including:
- (a) at any of our branches by using a teller or one of our express deposit boxes;
 - (b) by mail;
 - (c) by arranging an automatic deposit of your salary or other income or amounts to be paid directly into your account;
 - (d) if your account can be accessed by a card then at any Bendigo Bank ATM which accepts deposits or at a Post Office using Bank@Post™ (where available and subject to restrictions, see clause 40.6);
 - (e) if you have access to Bendigo Phone Banking or Bendigo e-banking, by transferring funds electronically using these facilities;
 - (f) by arranging an electronic credit from another Bendigo Bank account; or
 - (g) by arranging an electronic credit from another financial institution.

Some of the above methods for deposits may not be accessible by you when you are not in Australia.

- 4.2 The proceeds of any deposit may not be available for up to seven business days after the deposit is made. It will usually take three business days for a cheque to clear. If we allow you to draw on a cheque before it has cleared you will be liable for the amount of the cheque if it is subsequently dishonoured and you authorise us to debit the amount of the cheque plus applicable bank charges to your account.
- 4.3 We may not accept any cheque that is not payable to you whether the cheque has been endorsed in your favour or not.

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Deposits made using the Secure Deposit Facility

- 4.4 When using the Secure Deposit Facility, you are accepting the below terms in this clause:
- All deposits are subject to verification and correction.
 - Third Party cheques will not be processed to your account and will be returned to you.
 - The Secure Deposit Facility is opened by two bank officers. If there is a discrepancy between the amount of funds enclosed and the amount written on the deposit voucher, we will accept the amount in the envelope as the amount of the deposit.
 - Non-compliance with any of these Terms and Conditions may result in the deposit not being processed.

Deposits made using an ATM

- 4.5 When you make a deposit to your account at one of our ATMs, two bank officers open the ATM the next business day and compare the amount you placed in the envelope with the amount you entered in the ATM. If there is a difference between these two amounts, we will accept the amount in the envelope as the amount deposited.
- If you make a deposit at an ATM with automated counting functionality, you will be prompted to enter the deposit amount before inserting your deposit. The ATM will automatically count your deposit and display the total on the screen for your verification, notifying you if there is a discrepancy. Once the total is displayed, you will have the option to either accept the amount counted by the ATM or cancel the transaction.
- 4.6 We will not accept coins for deposit.
- 4.7 A deposit at an ATM is at your risk until the deposit is completed in accordance with the procedures indicated by the ATM.

Withdrawals

- 4.8 You may make withdrawals in a number of ways including:
- (a) at any of our branches;
 - (b) if your account is linked to a card:
 - at any ATM;
 - via EFTPOS terminals;
 - at a Post Office using Bank@Post (where available and subject to restrictions, see clause 40.6);
 - (c) if you have access to Bendigo Phone Banking, by

transferring funds electronically using BPAY;

- (d) if you have access to Bendigo e-banking, by transferring funds electronically using these facilities:
 - Bendigo Bulk Payments;
 - Pay Anyone Service;
 - BPAY;
 - Telegraphic Transfer.
- (e) using an Automatic payment;
- (f) by bank cheque.

Some of the above methods for withdrawals may not be accessible by you when you are not in Australia.

- 4.9 Acting reasonably, we can at our discretion impose a limit on the amount you can withdraw in cash from your account at a branch, from an ATM or via an EFTPOS terminal.

Cash out limit – Our current maximum daily cash out default limit for transactions conducted at an ATM or EFTPOS terminal and using a PIN is \$1000. This amount may be varied for customers upon application and approval.

Purchase limit – Our current maximum daily purchase limit for transactions conducted at an EFTPOS terminal and using a PIN is the available balance of your account.

We may vary the default amount of these limits or any other limit we impose from time to time. We may also limit the way in which money is dispensed. For example, if you want to withdraw \$400 (and that amount is not in excess of the maximum daily withdrawal limit), the ATM may not pay out on that amount in one transaction. You may receive \$300 and then make another withdrawal of \$100 as a separate transaction.

Our right to make these changes is subject to the conditions in clause 18.

- 4.10 You should ensure that the purchase amount is correct on any electronic equipment you use when you perform a transaction.
- 4.11 EFTPOS outlets may have other restrictions on the amount of cash that can be withdrawn. Merchants or other institutions may impose additional restrictions on the use of your card or PIN. The Post Office may impose restrictions on the use of Bank@ Post.
- 4.12 We may not allow a withdrawal unless we have proof of your identity that is satisfactory to us.
- 4.13 You authorise us to debit to your account all withdrawals you or an authorised signatory make from that account (unless the authorised signatory is an authorised user who can only access, but not operate, your account).

- 4.14 Some transactions require authorisation from us. Acting reasonably, we may choose not to authorise a proposed transaction. For example, if your card had been reported lost or stolen.

- 4.15 Contactless transactions are subject to separate transaction limits. These limits are imposed by us and the financial institution responsible for the EFTPOS terminal. We will notify you of the limits if your card can perform contactless transactions.

5 Interest

- 5.1 If you have a Bendigo Solicitor Trust Account, a Bendigo Real Estate Account or a Bendigo Conveyancer Trust (VIC) Account we will pay interest at the rate, and to the person to whom we are required to pay the interest by the legislation which governs the account.

Interest rates

- 5.2 The type of account you have will determine the type of interest. An account may have tiered interest or stepped interest (in which case more than one interest rate may apply), or a single rate of interest that applies irrespective of the balance of your account. Please refer to the Key Features Tables starting on page 57 to find out what type of interest your account has.
- 5.3 We may change the interest rate from time to time at our discretion. This means that the interest rate may increase or decrease. If any law regulates such a change, we will only make the change to the extent permitted by, and subject to, the requirements of that law. Our right to make these changes is subject to the conditions in clause 18.
- 5.4 Our current interest rates are set out in the Schedule of Interest Rates for Business Accounts. You can find out our current interest rates at any time by contacting one of our branches, phoning 1300 236 344 or by visiting our website at www.bendigobank.com.au.

Calculation and crediting of interest

- 5.5 We calculate interest by applying the daily percentage rate to the balance of your account at the end of each day. The daily percentage rate is the relevant interest rate divided by 365, or in a leap year, 366.
- 5.6 The type of account you have will determine when interest is credited. The Key Features Tables starting on page 57 set out when interest is credited.

6 Fees and charges

- 6.1 Fees and charges apply to your account and your use

of the payment facilities. You authorise us to debit the fees and charges to your account or, in the case of a Bendigo Solicitor Trust Account, Bendigo Real Estate Trust Account, Bendigo Conveyancer Trust (VIC) Account or Bendigo Retention Money Trust (NSW) Account to your other primary demand deposit account referred to in clause 1.8. Current fees and charges are set out in the Business Fees and Charges. You can find out the current costs at any time by contacting one of our branches, phoning 1300 236 344 or by visiting our website www.bendigobank.com.au.

- 6.2 We may change our fees and charges from time to time (including introducing new fees and charges) and Government charges may change at any time. However, we will not introduce entry fees, exit fees, or charges for the management of funds (excluding charges for the maintenance of the account). If the law regulates such a change we will only make the change to the extent permitted by, and subject to, the requirements of that law. Our right to make these changes is subject to the conditions in clause 18.
- 6.3 We may waive any or all fees and charges from time to time, substitute one fee or charge for an alternative fee or charge or impose a lower fee or charge.

7 Transaction processing

- 7.1 We may assign any date we reasonably consider appropriate to a debit or credit to your account, except that, in the case of a debit, the date must not be earlier than the date on which the relevant transaction occurs. However, we will credit amounts to your account as soon as practicable after we receive them. This is not necessarily the same day that you deposit the amount. If a payment is received after the end of each day, it may not be processed or reflected in your account until the next business day. We give effect to the debit or credit based upon the date assigned to it by us.
- 7.2 We may subsequently adjust debits and credits to your account so as to accurately reflect the legal obligations of you and us, for example, because of an error or because a cheque is dishonoured. If we do this, we may make consequential changes, including to interest charges.

For example: If a payment or deposit is made into your account in error, we may withdraw that payment or deposit from your account without your consent, including any interest paid into your account on that payment or deposit. If you have spent those funds you will be required to repay them or your account may be overdrawn.

7.3 If we determine, acting reasonably, that a payment or credit to an account was an error, made by mistake (for example, where the sender entered or selected the account details by mistake) or was made in connection with fraud or a scam (including where the funds are the proceeds of fraud or a scam payment) we may return the amount to the sender or the person to whom we reasonably believe is legally entitled to the funds and debit the account. If we do, your and our rights and obligations will be the same as if the payment or credit was never made and we may make adjustments to the account to reflect this. If the payment is a mistaken internet payment we will act consistently with any other parts of these terms and conditions that deal with mistaken internet payments and the ePayments Code (where it applies).

8 Bank cheques

8.1 We can issue you with a cheque drawn on us. This is known as a bank cheque and is usually used where the payee has specifically requested a bank cheque in payment for goods or services. There is a fee for the issue of a bank cheque. Current fees and charges are set out in the Business Fees and Charges.

8.2 Although most people regard bank cheques as cleared funds, they are not equivalent to cash. A bank may dishonour a bank cheque including if:

- (a) the signature of an officer of a bank is forged or placed on a bank cheque without the bank's authority;
- (b) the bank cheque has been fraudulently or materially altered;
- (c) a fraud or other crime has been committed;
- (d) the bank is told the bank cheque is lost or stolen;
- (e) there is a court order restraining the bank from paying a bank cheque;
- (f) the bank has not received payment or value for the issue of the bank cheque.

8.3 If a bank cheque is lost, destroyed or stolen, we may provide a replacement bank cheque for a fee. Current fees and charges are set out in the Business Fees and Charges.

9 Overdrawn accounts

9.1 You must keep a credit balance in your account at all times and must not overdraw your account, use a payment facility or request a payment service which could overdraw your account, unless we have agreed to provide you with an overdraft facility for your account.

9.2 If you do overdraw your account in breach of these terms and conditions:

- (a) we may debit the overdrawn amount to your account;
- (b) we may restrict the way in which you gain access to your account, such as suspending card access;
- (c) we may calculate interest on the overdrawn amount on a daily basis and you authorise us to debit it to your account at the same time that we would have credited interest to your account until the overdrawn amount is repaid.
- (d) you will repay the overdrawn amount as soon as possible; and
- (e) we may cancel any payment facility linked to the account.

9.3 We may change the interest rates for overdrawn accounts from time to time at our discretion. If you have an overdraft facility with us, any change in the interest rate applying to that overdraft facility will be governed by the terms of that facility. If any law regulates such a change we will only make the change to the extent permitted by, and subject to, the requirements of that law. Our right to make these changes is subject to the conditions in clause 18. Our current interest rates for overdrawn accounts are set out in the Schedule of Interest Rates for Business Accounts. You can find out our current interest rates at any time by contacting one of our branches, phoning 1300 236 344 or by visiting our website www.bendigobank.com.au.

9.4 We do not agree to provide you with credit merely because we debit an amount to your account that causes it to be overdrawn.

9.5 If you are the recipient of Centrelink benefits we will act in accordance with our obligations under the Centrelink Code of Operation when exercising our rights in relation to your overdrawn account, for example, where we combine accounts. In particular unless otherwise agreed, we will allow you to access up to 90% of your future Centrelink benefits in accordance with the Centrelink Code of Operation until the account is no longer overdrawn.

If your account becomes overdrawn, please visit any of our branches to discuss your needs and arrange access to your account.

10 Account combination

- 10.1 Acting reasonably, we may combine the balances of two or more of your accounts which are of the same ownership and entity name, even if the accounts are at different branches. For example, we may do this if one of your business accounts is overdrawn or in debit and the other is in credit. In this situation the credit in one business account would be used to reduce the debit balance in the other account.
- 10.2 We will promptly inform you if we combine your accounts; however, we need not notify you in advance.
- 10.3 The following exception applies to client monies held by members of the professional accounting bodies. The Bank is not entitled to combine the account with any other account, or to exercise any right to set-off or counterclaim against Monies in that account in respect of any sum owed to the Bank on any other account. Any interest payable in respect of the account balance is credited to that account and the account name must include the term 'trust account' in its title.
- 10.4 We will not exercise our right to combine your accounts in connection with amounts you owe in respect of any credit facility which you hold with us that is regulated by the National Credit Code:
- (a) while we are actively considering your financial situation as a result of your hardship application (we may ask you, as a condition of not exercising our right to combine your accounts, to agree to retain funds in an account until our decision on your hardship application has been made); or
 - (b) while you are complying with an agreed arrangement with us resulting from consideration of your hardship application.

11 Statements and confirmation of transactions

- 11.1 We will issue you with a statement of account at least once every six months.
- If you would like to receive a statement of account more frequently, please contact one of our branches. A fee may apply for this service. Current fees and charges are set out in the Business Fees and Charges.
- 11.2 You must check your statement of account and immediately notify us if you notice an error or possible unauthorised transaction on that statement. You should keep your statements safe for future reference.

- 11.3 You agree that confirmation of transactions involving your account or any payment facility may be provided by:

- (a) Bendigo Phone Banking and Bendigo e-banking, if you have access to either of those services (not all fees are available for enquiry via either of these channels);
- (b) you requesting confirmation at any of our branches.

12 Receipts and vouchers

- 12.1 You must check any record of the transaction that we provide to you and any credit card vouchers and keep them to reconcile to your statement.
- 12.2 We strongly advise you to keep all of these documents in a safe place, as you may need them to do things such as complete tax returns, confirm payments have been made for goods and services and check what payments and cheques are unrepresented and how much money you have in your account at any one time.
- 12.3 If you misplace any of your account records or need us to provide you with information about any of your transactions, such as cheques you have written out or interest payments for tax purposes, we can help by conducting a search of our records. A fee may apply for this service to cover our costs. Current fees and charges are set out in the Business Fees and Charges.
- 12.4 You should keep your credit card vouchers and printed records of transactions to reconcile to your statements. We are not obliged to provide you with copies of merchant or transaction vouchers.

13 Joint accounts

- 13.1 This clause applies if an account is in two or more names jointly.

Understanding your obligations

- 13.2 We may allow you to operate accounts jointly with other persons.
- 13.3 If you do, your liability under these terms and conditions is both joint and several. This means that each of you is liable both on your own and together for the whole of any debit balance on the account. You should carefully consider any arrangement which involves you becoming a joint account holder.
- 13.4 It is up to you and the other joint account holder to specify how many signatories are required to operate a joint account. Account operating instructions are part of your contract with us and may only be altered

by written notification to us, signed by each party to the joint account. However, any joint account holder(s) can cancel operating instructions by contacting us which will require that all further instructions be given jointly by all joint account holder(s).

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

- (a) one of the joint account holders requests us in writing to do so; or
- (b) we are notified of any dispute between the joint account holders; or
- (c) we are notified of bankruptcy of any of the joint account holders.

13.6 You agree that each of you act as an agent for the other and that we can send a copy of a notice or statement to all or any one of you, except where we are legally obliged to do otherwise.

13.7 You agree that each joint account holder may have access to information about the account without the consent of the other joint account holders.

13.8 In the event of your death, the account will be treated as the account of the surviving account holder/s only.

14 Authorised signatories and operating instructions

14.1 You may ask us, in writing, to authorise one or more other people to access and operate your account. A person who is authorised to operate your account is called an authorised signatory. This includes:

- (a) A person who is authorised to access and operate your account - an authorised signatory
- (b) A person who is authorised to access and operate your account with card access only - an additional cardholder; and
- (c) a third party authorised by you to only use Bendigo Phone Banking or Bendigo e-banking to access or access and operate your nominated account and who is registered with us as an authorised user for use of Bendigo Phone Banking or Bendigo e-banking - an authorised e-banking user.

14.2 Where there is more than one authorised signatory you must specify how many of the authorised signatories must authorise a transaction in order to operate your account. Your instructions in relation to how many authorised signatories must authorise a transaction in order to operate your account are called operating instructions.

14.3 If you are a company, body corporate, club or association, we may require appointment of authorised signatories and directions as to operating instructions to be under common seal or authenticated by minutes of a resolution of your directors or governing body.

14.4 We do not have to agree to your request to add an authorised signatory to your account, but if we agree we may impose conditions. If we do not agree to your request, we will notify you.

14.5 Where you request that a person be authorised as an additional cardholder, and where we agree to that request:

- (a) that person must be 16 years or older;
- (b) we will issue to that person a card linked to your account ("additional card");
- (c) you authorise us to debit your account with all transactions made using the additional card and you will be responsible and liable for these transactions as if you had made them yourself;
- (d) these terms and conditions apply to the additional card in the same way that they apply to your card.

14.6 In relation to an authorised e-banking user, you may request a maximum daily withdrawal limit to apply to your authorised user(s). This limit may include \$0 or view only access.

14.7 You can arrange to have the authority of an authorised signatory cancelled, stopped or revoked, or your operating instructions changed at any time. If you want to do this, you must notify us in writing. If you are a company, body corporate, club or association, we may require the revocation of authorisation or change of operating instructions to be under common seal or authenticated by minutes of a resolution of your director or governing body.

You must also return to us any card (cut in half for your protection) that we have issued to that person. You remain responsible for all transactions made using an additional card until they are returned to us, or you have taken all reasonable steps to return them to us.

14.8 We are entitled to act on instructions given by your authorised signatories in accordance with your operating instructions, and within the guidelines of the non-titled member type, unless the authorised signatory is an authorised user who can only access, but not operate, your account in which case we will only act on the instructions of that person in so far as they relate to accessing your account. We are not

required to make any inquiries in relation to any instructions received by an authorised signatory in relation to the operation of your account. Subject to Section H BPAY, Section K Pay Anyone Service and Section L Bendigo Bulk Payments, you are wholly liable for any loss or damage you or a third party suffers as a result of us acting upon those instructions.

14.9 These terms and conditions other than this clause 14 apply to the authorised signatory in the same way that they apply to you. You should ensure that any authorised signatory has read these terms and conditions and complies with them as if they were you. If the authorised signatory does not comply with these terms and conditions, you will be in default.

14.10 You consent to us giving an authorised signatory information about your account.

14.11 You may ask us in writing to limit the dollar amount available to some authorised signatories to restrict their authority.

15 Cancelling a payment facility

15.1 We may cancel a payment facility if:

- (a) we received notice of your mental incapacity, bankruptcy, insolvency or death;
- (b) we believe any of your card, PIN, password or access ID are being used, or will be used, in a way that will cause loss to you or us;
- (c) we reasonably believe you induced us to issue the payment facility by fraud;
- (d) you or an authorised signatory breach any of these terms and conditions;
- (e) we close your account;
- (f) in the case of Bendigo Phone Banking, Bendigo e-banking, Bendigo Bulk Payments, Pay Anyone Service or Automatic Payments the security or quality of the service is threatened;
- (g) you fail to comply with our instructions or in the case of Bendigo Bulk Payments, Australian Payment Clearing Authority Regulations, or
- (h) it is reasonably necessary to protect our legitimate interest, or it is to benefit you.

We will give you reasonable notice of our intention to cancel your payment facility if it is practical to do this. It may not be practical, for example, if urgent action is required to protect your account.

15.2 We will take and promptly process your instruction to cancel a direct debit request which is set up using your account number. You may cancel a direct debit

request at any time by giving us notice in writing, via telephone, via secure email or by coming into one of our branches and talking to a staff member.

15.3 You are encouraged to maintain a record of any regular payment arrangement entered into with a merchant using your card number.

15.4 To either change or cancel any regular payment arrangement set up using your card number you should contact the merchant at least 15 days prior to the next scheduled payment. Until you attempt to cancel the regular payment arrangement with the merchant directly we must accept the merchant's transaction. If possible you should retain a copy of their change / cancellation request. Should the merchant fail to act in accordance with these instructions you may have rights to dispute the transaction.

15.5 Should your card number be changed i.e. as a result of lost or stolen card you must request the merchant to change the details of your existing regular payment arrangement to ensure arrangements continue. If you fail to undertake this activity your regular payment arrangement either may not be honoured by us or the merchant may stop providing the goods and/or services.

15.6 Should you elect to close your card account or your account is closed by us you should contact the merchant to amend any regular payment arrangement set up using your card number; as the merchant may stop providing the goods and/or services.

15.7 You may alter, stop or cancel a payment facility at any time by giving us notice in writing or by coming into one of our branches and talking to a staff member.

15.8 If your card is cancelled, you must immediately return to us all cards issued to you or an additional cardholder (cut in half for your protection) or destroy or securely dispose of the cards. You will be liable for any transaction you or any additional cardholder make until the card is returned to us. If you use your card after it is cancelled, we can tell any merchant that the card has been cancelled.

15.9 If your access to Bendigo Phone Banking or Bendigo e-banking is cancelled, we may refuse any transaction you initiate through these facilities without giving any reason or advance notice to you.

15.10 If you cancel a direct debit, periodical payment or sweep facility, we must receive your instructions at least one business day prior to the due date of the next payment, otherwise that payment may

nevertheless be made. For direct debit cancellations we may suggest that you contact the merchant concerned.

16 Stopping or Closing your account

16.1 You may request us to close your account only if it is in credit. You may close the account by:

- (a) visiting one of our branches and telling us you wish to close the account;
- (b) sending a written request to us; and returning to us all unused cheques and all cards linked to that account; or
- (c) where an account has been forcibly closed by the Bank due to being overdrawn for an extended period of time, we may request such funds to be repaid before a new account will be established.

16.2 If a card is linked to your account, you must give us fourteen days notice of your wish to close your account. You must return to us all cards issued on the account at the time of giving notice. This fourteen day period is to allow for outstanding card transactions to be presented for payment before the account is closed.

16.3 We may close your account at any time, due to unsatisfactory conduct or for any other reason if we consider it necessary to prevent fraud or other losses to you or us or to protect our legitimate business interests, by giving you notice that is reasonable in all the relevant circumstances and reimbursing you for any amount standing to the credit of your account. If you or an authorised signatory breach any of these terms and conditions, or your account is opened with a zero balance and you do not operate your account within 180 days of opening, we may close the account without giving you prior notice. Examples of unsatisfactory conduct include behaviour that is:

- Defamatory, harassing, threatening to any person (including use of payment descriptions and/or references)
- Promotes or encourages physical or mental harm of any person (including use of payment descriptions and / or references)

16.4 We will give you notice as soon as possible after closing the account (unless we have previously given you notice) and will reimburse you for the amount standing to the credit of your account.

16.5 If your account is closed:

- (a) we may cancel any card linked to that account, and disable your access to other payment facilities linked to that account;

(b) you must return to us all cards, any security tokens issued to you and all unused cheques linked to that account;

(c) you will be liable for any transactions that were not processed, or that occur, on the account (including, but not limited to, outstanding merchant purchases, cash advances and cheques presented) at the time the account is closed;

(d) you must pay to us on demand all unpaid fees and charges prior to closure of the account;

(e) you must arrange deregistration of your access IDs;

(f) we will automatically cancel any periodical payments or sweep facilities.

16.6 You should make arrangements for any automatic payments, direct debit, direct credit payments, interest payments, periodical payments, sweep facilities, ongoing Pay Anyone Service payments and payments to be made by Bendigo Bulk Payments if applicable that are paid into or out of your account to be re-directed before the account is closed.

16.7 Acting reasonably, we reserve the right to withdraw any particular type of account from offer without notice.

16.8 Acting reasonably, we may place a stop on your account if:

- (a) you are in breach of any of the terms and conditions;
- (b) you have not provided us with information that we have asked you to provide;
- (c) we received notice of your mental incapacity, bankruptcy, insolvency or death;
- (d) we became aware of any dispute which in our reasonable opinion has a bearing on the account.

If we place a stop on your account, you or anyone else will not be able to make any withdrawal transactions on the account. Credit transactions will still be allowed unless you specifically request credit transactions be stopped also.

16.9 If we receive notice of a dispute from a third party who claims a beneficial interest in the funds held in the account, we may at our discretion freeze the account until the dispute has been resolved to our reasonable satisfaction.

17 Dormant accounts

- 17.1 If you do not operate your account for a number of years, your account may be deemed dormant.
- 17.2 If your account does become dormant we will send you a letter (to the address noted for that account) advising you that your account is dormant and that you have the following options:
- (a) you can make a transaction to re-activate the account;
 - (b) you can call 1300 236 344 advising that you would like to re-activate your account;
 - (c) you can close the account; or
 - (d) you can close the account and open another account with us that is more suitable to your current needs.
- 17.3 If you are unable to attend a Bendigo Bank branch to take up any of the above options, please contact us or the Bendigo Bank branch at which the account is held advising of your situation.
- 17.4 If we do not hear from you after we have sent you a letter, your account will be closed and where required to do so by law, the balance of your account will be sent to the Commonwealth Government as unclaimed money.

18 Changes

- 18.1 Acting reasonably, we may change these terms and conditions at any time. If any law regulates that change, we will only make the change to the extent permitted by and subject to, the requirements of that law.

We can only make changes to the extent reasonably necessary to protect our legitimate interests, or to benefit you, including:

- (a) changes because of changes to our cost of funds or other costs of doing business or to ensure that we receive an adequate return on assets;
- (b) changes because of requirements of laws or industry codes of practice, prudential standards, court decisions, decisions of our dispute resolution scheme, guidance or directions from regulators, and similar reasons;
- (c) changes due to changes in the way we operate our business or our systems;
- (d) changes we think are necessary to fix errors or to make things clearer;
- (e) changes for information security or similar purposes;

- (f) changes to reflect market practice or standards or to keep our products competitive and meeting customer expectations and needs; or
- (g) changes made for other good reasons.

- 18.2 Subject to the requirements of any law, you agree that we can give notice of changes to these terms and conditions and of, any change that affects any of the matters specified in this document in writing, (including changes to fees and charges and interest rates):-

- in writing (including by notice in your statement of account or electronic communications such as app notifications, emails or publishing the notice on our website or another platform);
- by an advertisement in national or local media;
- in any other way permitted by law;
- in such other manner as we reasonably consider is likely to come to the attention of as many account holders as possible; or
- in accordance with clause 28.4.

- 18.3 The notice of change table sets out how much prior notice we will give of changes if prior notice is required. Where no prior notice is required, we will give you notice of a change no later than the day on which the change takes effect. However, we may give you a shorter notice period or no notice of a change necessitated by an immediate need to restore or maintain the security of the Bendigo Bank system or individual accounts or to otherwise manage a material and immediate risk where it is reasonable for us to do so. In that case, we will give you notice of the change as soon as is reasonably practicable.

Notice of Change

Type of changes	Minimum number of days notice
Any change that is an increase in fees or charges	30
A variation of the method by which interest is calculated A variation of the frequency with which interest is debited or credited A variation of the balance ranges within which interest rate apply	30
Increase your liability for losses relating to EFT transactions	30
Impose, remove or adjust the daily or periodical withdrawal limits applying to the use of an access method, an account from which we permit you to initiate EFT transactions, or electronic equipment	30
Change to the EFT conditions, BPAY conditions or Pay Anyone conditions (that is not caught by the above)	If we believe the change is unfavourable to you, 30. Otherwise, no advance notice.
Other changes to the terms and conditions (apart from a change in Government charges payable directly or indirectly by you)	If we believe the change is unfavourable to you, 30. Otherwise, no advance notice.
Change to an interest rate	No advance notice.

- 18.4 If a Government charge payable directly or indirectly by you is introduced or varied, we will notify you by advertisement in the national media or local media or in writing unless the introduction or variation is published by the Government.

19 Withholding Tax and GST

- 19.1 When you open an account with us, you have the option of supplying us with your Tax File Number, or if applicable your Australian Business Number. If you don't, we are required by law to deduct withholding tax from your interest, at the highest marginal rate plus the Medicare Levy and forward it to the Australian Taxation Office.
- 19.2 Similar requirements also apply to joint accounts where one or more of the account holders have not supplied their Tax File Number, or if applicable their Australian Business Number or relevant exemption.
- Providing your Tax File Number is NOT compulsory, but is advisable.**
- 19.3 If you are entitled to an exemption in relation to this tax you should advise us of your type of exemption and provide any supporting documentation we may require.

What happens if I don't provide my Tax File Number?

- 19.4 If you choose not to provide us with your Tax File Number, we are required to deduct withholding tax at the highest marginal tax rate – plus the Medicare Levy, when you earn interest income of \$120 or more a year.

Clauses 19.1, 19.2, 19.3 and 19.4 do not apply if you are not a resident of Australia. We are required to withhold Australian non-resident withholding tax from interest income earned on your account which is currently 10%.

20 Privacy

- 20.1 We are committed to ensuring your privacy is protected and understand your concerns regarding the confidentiality and security of personal information you provide to us.
- 20.2 You can obtain information about privacy in our Privacy Policy which is available upon request at any of our branches or on our website at www.bendigobank.com.au

- 20.3 If you have a complaint relating to how we handle your personal information you can also contact the Office of the Australian Information Commissioner (OAIC):

GPO Box 5218
Sydney NSW 2001
Telephone: 1300 363 992
Email: enquiries@oaic.gov.au
Web: www.oaic.gov.au

21 Make a complaint

- 21.1 We consider Internal Dispute Resolution (IDR) to be an important and necessary first step in the complaint handling process as it gives us an opportunity to hear when we do not meet our customers' expectations and address them fairly and reasonably.

- 21.2 You can raise your complaint with us by:

- (a) speaking to a member of our staff directly;
- (b) telephoning 1300 236 344;
- (c) website [Make a complaint | Bendigo Bank](#)
- (d) secure email – by logging into e-banking
- (e) social media
- (f) Contacting Customer Resolutions at:
Reply Paid PO Box 480
Bendigo VIC 3552
Email: feedback@bendigoadelaide.com.au

Alternatively you may refer your complaint directly to the appropriate External Dispute Resolution scheme (refer to clause 21.4).

Complaints about EFT transactions

- 21.3 If your complaint is in relation to an EFT transaction, we will advise you in writing of the procedures for investigating and handling the complaint.

- (a) If we are unable to resolve the complaint within 30 days, we will notify you of this fact, inform you of the reasons for the delay and specify a date by which a decision can reasonably be expected (unless we are waiting for a response from you and we have told you that we require that response and your non-response is preventing us from dealing with your complaint), provide you with the name and contact details of our external dispute resolution provider, and provide you with monthly updates on the progress of your complaint;

- (b) if the complaint involves a credit card account and we decide to exercise any rights we may have under the rules of the credit card scheme:

- (i) the time limits under the rules of the scheme will apply instead of the time limits referred to in clause 21.3(a).

We will advise you in writing of the above time limits and when you can reasonably expect a decision. Your obligation to pay any amount which is the subject of a complaint, and any credit or other charges related to that amount, will be suspended until the complaint is resolved;

- (c) When we have completed our investigation of your complaint, we will promptly advise you in writing of the outcome of that investigation, your right to take your complaint to our external dispute resolution provider, and the name and contact details of our external dispute resolution provider. However, we are not required to do so if your complaint does not relate to hardship and we resolve it to your satisfaction within five business days, unless you ask us.
- (d) if on completion of our investigation we decide that your account has not been incorrectly debited or credited, or in the case of unauthorised transactions, that you have contributed to at least part of the loss occasioned by the unauthorised use, we will supply you with copies of any documents or other evidence relevant to the outcome of our investigation, including information about any logs or audit trails relating to the transaction and advise you whether there was any system or equipment malfunction at the time of the transaction; for example if you don't protect your internet access by using a firewall and anti-virus software it could contribute to the chance of unauthorised transactions;
- (e) if we conclude as a result of our investigation that your account has been incorrectly debited or credited we will promptly make adjustments to your account (including making adjustments to interest and charges) and notify you in writing of the amount by which your account has been debited or credited as a result;
- (f) alternatively, if we decide to resolve your complaint in your favour, we may adjust your account accordingly within seven business days of receiving the complaint and provide the information required by paragraphs (c) and (e) and close the investigation. When we

choose this course of action we are not required to comply with clause 21.3(d);

- (g) if we fail to explain the reasons of any findings that you are liable by reference to relevant aspects of those paragraphs, or in any material respect we fail to observe the complaint investigation and resolution procedures set out in this clause, and where such failure has contributed to a decision by us against you or delayed the resolution of your complaint, we may accept full or partial liability for the amount of the transaction which is the subject of your complaint.

Australian Financial Complaints Authority (AFCA)

- 21.4 We are a member of the Australian Financial Complaints Authority. You can contact AFCA at:

GPO Box 3
Melbourne VIC 3001
Telephone: 1800 931 678
Website: www.afca.org.au
Email: info@afca.org.au

Time limits may apply to complain to AFCA and so you should act promptly or otherwise consult the AFCA website to find out if or when the time limit relevant to your circumstances expire.

22 If you have changed your name, address or contact details or your circumstances change

- 22.1 If you or your business have changed its name, we will need to amend our records as soon as possible. Before amending our records, we will require evidence of the change, such as a marriage certificate, birth certificate, decree nisi or dissolution of marriage, or certificate of registration of change of name or certificate of registration of business name.
- 22.2 If you have changed your address (home, business or email, where relevant) or contact details, you must provide us with your new address or contact details as soon as possible, either by calling into one of our branches, by phoning 1300 236 344 or by writing to your local branch or our head office (address details are in the front of this document).
- 22.3 You should advise us of the details of all of your accounts so that all our records can be changed. If you like, we can also change the branch where you normally pick up your card, to a branch that is more convenient to you.
- 22.4 You must notify us in writing as soon as possible of any proposed or actual changes to your financial or legal status (including name changes, mergers,

administration or receivership, schemes of arrangement, bankruptcies, liquidations, windings up, dissolutions or acting or failing to act in a manner which could result in any of these situations) or any other material changes that may affect or impact upon your use of your account or any payment facility or your ability to continue operating in a financially viable manner.

- 22.5 You must notify us in writing immediately if you are a Company and there is a change in your directors.
- 22.6 We will not be liable for any loss you suffer as a result of your failure to notify us promptly of a change in your directors or circumstances.

23 If you need to send money overseas or have received funds from overseas

- 23.1 We can send money overseas for you in Australian or foreign currencies. You can ask us to make an international telegraphic transfer to an overseas bank nominated by you. We do not have to agree to your request.
- 23.2 Fees and charges apply for the provision of these services. Current fees and charges are set out in the Business Fees and Charges.

24 Banking Code of Practice

- 24.1 The relevant provisions of the Banking Code of Practice apply to banking services described in this document if are an individual or small business under the Code).

25 Financial Claims Scheme

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

As such please note the following information:

- you may be entitled to a payment under the Financial Claims Scheme in the event of us becoming insolvent;
- accessibility to the Financial Claims Scheme is subject to eligibility criteria; and
- information about the Financial Claims Scheme can be found at the APRA website at www.fcs.gov.au.

The Australian Government has given notice that it is reviewing the application of the Financial Claims Scheme to accounts held by non-residents of Australia. This may result in the Financial Claims Scheme no longer applying to accounts held with us by overseas customers.

26 Anti-Money Laundering and Counter-Terrorism Financing (AML/CTF)

- 26.1 We are committed to the regulatory requirements for anti-money laundering and counter-terrorism financing.
- 26.2 To comply with these requirements, we may:
- (a) require you to provide to us, or otherwise obtain, any additional documentation or other information;
 - (b) suspend, block or delay transactions on your account, or refuse to provide services to you;
 - (c) report any, or any proposed, transaction or activity to anybody authorised to accept such reports relating to AML/CTF or any other law.

27 Liability

Subject to any other provision of these terms and conditions, to the extent permitted by law, we are not liable to you for or in connection with:

- (a) any loss or damage you suffer as a result of using your account or a payment facility;
- (b) any delay or failure in processing a transaction on your behalf;
- (c) any transaction which is processed by us on your behalf;
- (d) any failure, malfunction, delay or error (for any reason) of any equipment, system or software (including, without limitation, the telephone, internet enabled device, software and telecommunications and ISP services you or an authorised signatory use to access an account or payment facility);
- (e) any unavailability or failure of a payment facility to accept instructions from you;
- (f) any failure of a card, access ID, password or PIN to permit you or your authorised signatory to access a payment facility;
- (g) any unauthorised access to, or disclosure of information relating to, your account through a payment facility;
- (h) any other action taken or not taken in relation to your account or a payment facility.

We do not exclude any liability to you for loss or damage to you arising directly from the fraud, negligence or wilful misconduct of us, our employees or agents or a receiver appointed by us.

28 Other

- 28.1 We may decide, at our discretion acting reasonably, the order in which payments will be processed.
- 28.2 We may give you a certificate about a matter in connection with the account. We may use the certificate as evidence of the matter.
- 28.3 Notices and other communications for us may be:
- (a) given personally to one of our staff at any of our branches or sent by post to our registered office; or
 - (b) given by any other means permitted by law.
- 28.4 Subject to the requirements of any law, notices and other communications for you may be:
- (a) given to you personally or left at any address specified by you or your registered office, residential or business address last known to us;
 - (b) sent by prepaid post to any of these places;
 - (c) sent by email to your email address last notified to us,
 - (d) if you are registered for Bendigo e-banking by secure email in Bendigo e-banking,
 - (e) if you have downloaded a Bendigo Bank mobile banking application, sent to you in the application or: -
 - (f) given by any other means permitted by law.

We may also give you notices and other communications by making them available electronically (for example, by publishing them on our website) and notifying you that we have done so and how you can obtain the notice or communication. However, we will not give you a notice or communication in this way if you have notified us that you do not want to receive notices and communications from us in this way. You can notify us that you do not want to receive notices and communications from us in this way by contacting us.

- 28.5 You must give us any information or documents we reasonably require to identify you or any person authorised to operate your account. Subject to the requirements of any law, you authorise us to check the authenticity of any such information or documents that you give to us.

28.6 Enforcement expenses may become payable if you breach these terms and conditions. For instance, if you overdraw your account without our written permission we may take legal action to recover the debt.

Any reasonable expenses we incur in recovering our debt will be payable by you and you authorise us to debit the amount of these expenses to your account.

Our rights under these terms and conditions

28.7 We may choose at any time to waive any of our rights under these terms and conditions. Subject to any applicable law, a waiver by us is not a change to, and does not reduce our rights under these terms and conditions unless we give you written notice that it is a change to these terms and conditions.

28.8 Nothing in this document has the effect of excluding, restricting or modifying rights in the Australian Securities and Investments Commission Act or Competition and Consumer Act, which cannot be excluded, restricted or modified by agreement.

28.9 Part or all of any provision of these terms and conditions that is illegal or unenforceable will be severed from these terms and conditions, however the remaining provisions will continue in force.

28.10 We may assign or otherwise deal with our rights under these terms and conditions in any way we consider appropriate. You agree that we may disclose any information or documents we consider desirable to help us exercise this right. You also agree that we may disclose information or documents at any time to a person to whom we assign our rights under these terms and conditions. This may include the monitoring of payment descriptions and references.

28.11 You should inform us promptly if you are in financial difficulty.

28.12 We may only exercise our rights under a term in these terms and conditions to the extent (if any) reasonably necessary to protect our legitimate interests. This clause applies to a term in these terms and conditions, despite any other term, if it:

- (a) is subject to unfair contract terms legislation; and
- (b) is to our advantage; and
- (c) causes a significant imbalance in the rights and obligations of you and us under these terms and conditions; and

- (d) would cause detriment to you if we applied the term or relied on the term.

Words used in this clause have the meanings given to them in the unfair contract terms legislation.

When your credit rating could be affected.

28.13 If your account(s):

- become overdrawn without arrangements; and
- remain overdrawn for more than 60 days after the end of the any period we allow for you to repay the amount overdrawn, then we may commence enforcement action and report your default to a credit reporting agency.

Section C: Cheque Facility

This section has been removed. The following clauses no longer apply to this document.

- 29 Availability of the cheque facility**
- 30 Issuing and Writing Cheques**
- 31 What is the effect of crossing a cheque?**
- 32 What is the meaning of "Not Negotiable"?**
- 33 What is the meaning of "account payee only"?**
- 34 What is the significance of deleting "or bearer"?**
- 35 Stopping your Cheque**
- 36 Dishonouring Cheques**
- 37 Lost or Stolen Cheques and Cheque Books**
- 38 Liability**

Section D: Cards

This section and Section E apply if we issue a card that is linked to an account to which this document applies. However, they only apply to a Bendigo Business Credit Card to the extent that the card is used to access any of the accounts to which this document applies (they do not apply when you use these cards to access credit card accounts).

39 Your card

- 39.1 You must be 16 years of age or more to apply for a debit card or 18 years of age or more to apply for any other card. In addition, the cards are not available on all accounts. The Key Features Tables starting on page 57 indicate the accounts for which they are available.
- 39.2 The issue and use of a card is at all times at our discretion. The card will always remain our property and must be returned to us on demand.
- 39.3 We may issue replacement cards at any time. For example, we may issue a replacement card when the cardholder has changed his or her name, or when the card has been damaged. If we issue a replacement card to you or an additional cardholder, you or the additional cardholder must not use the card it replaces and you remain liable for any use of the replaced card.
- 39.4 Before the expiry date of your card, we will automatically issue you with a renewal card unless you request us in writing not to do so. At least two months prior to your card expiring, you must notify us of any changes to your address. This will ensure our records are up to date in the event that we mail your reissued card directly to you.
- 39.5 If your card includes a signature panel, you must sign your card as soon as you receive it and ensure that any additional cardholder also immediately signs their card. A card may not be accepted unless it has been signed. Your card is only valid for the period shown on it.
- 39.6 We will give a card to you by either mailing it to you by post or handing it to you or your authorised agent at one of our branches. You may be required to produce suitable identification when collecting the card. Once you or have received the card, you are responsible for the security of the card. We recommend against sending cards by ordinary post.
- 39.7 You must choose a password for your card. We may ask you for this password at any time as further proof of your identity.

- 39.8 You may be required to produce suitable identification when using your card.

40 Using your card

- 40.1 Your card must be linked to a primary demand deposit account which is eligible to have card access.

Within Australia

- 40.2 You can use your card at our ATMs to:
- (a) make deposits to your primary demand deposit account (although this can only be done at our ATMs that offer this function);
 - (b) make withdrawals from your primary demand deposit account;
 - (c) transfer money from your primary demand deposit account to another account linked to your card (if any); and
 - (d) obtain account balances for your primary demand deposit account.
- 40.3 You can use your card at an ATM operated by another financial institution to:
- (a) make withdrawals from your primary demand deposit account; and
 - (b) obtain account balances for your primary demand deposit account.
 - (c) you may also be able to transfer money from one account to another depending upon the particular financial institution or provider which operates the ATM.

Other financial institutions can determine from time to time what transactions can be carried out at their ATMs.

- 40.4 You can use your card at a Bank@Post terminal (the Post Office may have restrictions) to:
- (a) make withdrawals from your primary demand deposit account;
 - (b) make deposits to your primary demand deposit account;
 - (c) transfer money from your primary demand deposit account;
 - (d) obtain account balances for your primary demand deposit account. However the Post Office may have restrictions and Australian Post reserves the right not to process a transaction.
 - (e) make bill payments from your primary demand deposit account.

Bank@Post transactions can only be conducted through Post Offices in Australia.

- 40.5 You can use your card at any EFTPOS terminal in Australia to purchase goods and services and for all cards to withdraw cash from your primary demand deposit account, providing the merchant operating the EFTPOS terminal has a policy which allows for cash withdrawals.

- 40.6 You can use your card at a contactless terminal to perform a contactless transaction if your card is capable of performing such transaction. A cash withdrawal cannot be completed when performing a contactless transaction.

Outside Australia

- 40.7 You can use your Bendigo Easy Money card to withdraw from your primary demand deposit account at any ATM overseas bearing the PLUS symbol.
- 40.8 If your card is branded Mastercard, you can access your funds from your primary demand deposit account using your Bendigo Business Debit Mastercard from any overseas ATM bearing the Mastercard symbol.
- 40.9 You can use your Bendigo Business Credit Card to withdraw from your primary revolving credit account or your secondary demand deposit account (if linked) at any ATM overseas bearing the Mastercard, CIRRUS or MAESTRO symbol that allows you to select this option.
- 40.10 You should phone us on 1300 236 344 or your local branch before travelling, for information on use of your card overseas.

Within Australia and outside Australia

- 40.11 You can use your card to purchase goods or services via mail order, by telephone or by other means (such as the Internet) where the merchant accepts that form of payment.

Other

- 40.12 The fact that any promotional material is displayed at premises does not mean that we guarantee that all goods and services available there may be obtained by using your card. We are not responsible if a merchant, Post Office, or financial institution refuses to accept your card, does not allow cash or places other limitations on using your card.
- 40.13 We are not responsible for the following, unless the law says we are:
- (a) any goods or services which you have obtained from a merchant using your card;
 - (b) any refund by a merchant.

If you have any complaints about goods or services, you must raise them directly with the merchant.

40.14 We do not warrant that ATMs will always have money available.

41 Card transactions

- 41.1 All transactions need authorisation from us. We may refuse to authorise a proposed transaction if:
- (a) the transaction exceeds the cleared funds;
 - (b) your card has been reported lost or stolen;
 - (c) we have any other good reason to do so.
- 41.2 You authorise us to give information to other persons for the purpose of authorising transactions made using your card or any additional card.
- 41.3 You authorise us to debit your account with the amount of any purchases, withdrawals and any other transactions made using your card or any additional card.

42 Additional cards

Please refer to clause 14 for information about requesting us to authorise a person as an additional cardholder to access and operate your account

43 Foreign currency transactions

- 43.1 Transactions in foreign currency amounts conducted using your Bendigo Business Debit Mastercard or Bendigo Business Credit Card incur a fee. Current fees and charges are set out in the Business Fees and Charges. They are then converted (depending on the foreign currency converted) into either:
- (a) Australian dollars at the appropriate Mastercard International exchange rate; or
 - (b) United States Dollars and then into Australian dollars at the appropriate Mastercard International exchange rate.
- 43.2 The Australian dollar amount is then debited to your primary demand deposit account.
- 43.3 When you use your card outside Australia you are bound by any exchange control requirements of the Reserve Bank of Australia.

Section E: Bendigo Phone Banking and Bendigo e-banking

This section and Section G apply if you register for access to Bendigo Phone Banking or Bendigo e-banking.

44. Applying for Bendigo Phone Banking or Bendigo e-banking

- 44.1 You can apply for access to Bendigo Phone Banking or Bendigo e-banking at your nearest branch or by calling 1300 236 344.
- 44.2 Bendigo Phone Banking and Bendigo e-banking are not available for all accounts. The Key Features Tables starting on page 57 indicate the accounts for which they are available.
- 44.3 You must be at least 12 years of age to be eligible for Bendigo Phone Banking or Bendigo e-banking.

45. Access IDs, Passwords and PIN

- 45.1 If we approve your application, we will provide you with an access ID and a temporary PIN or password. The temporary PIN or password is valid for 5 days from the date of issue. Before the end of that 5 day period you must use that access ID and temporary PIN or password to gain access to Bendigo Phone Banking or Bendigo e-banking for the first time. You will then be asked to select and enter a PIN or password and to re-enter the same PIN or password to confirm.
- 45.2 You acknowledge and accept that:
- (a) the access ID we issue you, together with your selected PIN or password, is the means by which you use Bendigo Phone Banking and Bendigo e-banking and we identify you; and
 - (b) anyone using your access ID and PIN or password will be able to have access to and conduct transactions on a nominated account using Bendigo Phone Banking or Bendigo e-banking.
- 45.3 You authorise us to act upon all instructions given to us using your access ID and PIN or password and subject to any other provision of these terms and conditions, you are liable for any such instructions. We may delay acting on an instruction.
- 45.4 We may delay acting on an instruction.
- 45.5 You agree that you are bound by the Bendigo Bank Website Terms of Use when you use our website.

46. Services available using Bendigo Phone Banking and Bendigo e-banking

- 46.1 By using Bendigo Phone Banking and Bendigo e-banking you may be able to:
- (a) review the balance of a nominated account to determine the current or available balance;
 - (b) transfer funds between nominated accounts;
 - (c) arrange recurring or future specific date funds transfers (Bendigo e-banking only);
 - (d) review the transaction history of a nominated account;
 - (e) select a nominated account and hear or view transaction related details including the date of the transaction, the type of the transaction (such as a withdrawal, BPAY payment or cheque transaction) and the amount;
 - (f) perform selected transaction enquiries;
 - (g) select an individual or a range of transactions on a nominated account for closer examination;
 - (h) access Secure Email which enables you to send and receive (secure) messages to and from internal Bendigo Bank departments (Bendigo e-banking only). Sensitive information should not be submitted via secure email (i.e. Tax file numbers and card numbers);
 - (i) access Account Notification which allows you to establish account balance thresholds and to set-up email notifications if the thresholds are exceeded (Bendigo e-banking only);
 - (j) make BPAY payments;
 - (k) receive bills and statements electronically via BPAY View (Bendigo e-banking only);
 - (l) authorise transactions on a nominated account where more than one signatory would normally be required. With the authorisations feature, one signatory to the account can "set up" a transaction for authorisation by other signatories - either real time or at a future date (Bendigo e-banking only);
 - (m) transfer funds using the Pay Anyone Service to any account at any financial institution within Australia that is identified by a valid BSB number and account number (Bendigo e-banking only);
 - (n) access Bulk Payment facilities (Bendigo e-banking only);
 - (o) opt for electronic and/or paper statements.

- 46.2 If we have issued a card in relation to your account, Bendigo e-banking also gives you the ability to manage certain card features including the ability for you to:

- If you are using a compatible Apple device and accessing Bendigo e-banking using the iOS Bendigo Bank app, or a compatible Google device and accessing Bendigo e-banking using the Android Bendigo Bank app, you can add your card to your Apple wallet or Google Pay directly from within Bendigo e-banking even before you have received your card;
- Activate your card;
- Set or change your card PIN;
- Temporarily block or unblock your card;
- Report your card as lost or stolen and request a replacement card; or
- Customise certain spending controls and restrictions such as preventing domestic or overseas ATM, in-store or online Transactions or prevent purchases from certain types of merchants such as gambling or liquor transactions.

Blocking or restricting certain types of transactions may not be effective in some cases where the equipment used by the merchant is unable to connect and check the current status of your card. There are limitations to blocking or restricting certain types of transaction which occur in such circumstances even though you have put the block or restriction in place.

For more information on how to manage your card see our website at www.bendigobank.com.au/mycard

47. Equipment

It is your responsibility to obtain and maintain any electronic equipment (e.g. computer hardware or touchtone telephone) which you may need to have to access Bendigo Phone Banking and Bendigo e-banking.

48. Authorised users

Please refer to clause 14 for information about requesting us to authorise a person as an authorised user to use Bendigo Phone Banking or Bendigo e-banking.

49. Access

- 49a) Multi-factor authentication

Multi-factor authentication (or "MFA") is a security measure that required two or more proofs of identity to verify a user. Asking for additional details

to confirm your identity provides greater security compared to a password alone, making it harder for unauthorised persons to access your accounts and information.

We may require that you use one or more of the MFA options we make available to you to log in to Bendigo e-banking, to access or use certain parts of Bendigo e-banking, to request or authorise certain transactions or changes in Bendigo e-banking or to register a device to use the Bendigo Bank app, in our discretion. When we do so, we may refuse to provide you with the relevant access or refuse to accept the relevant request or instruction from you unless the MFA is successful.

The MFA options available may change from time to time and may differ depending on how you are accessing Bendigo e-banking. Some MFA options include use of a one-time passcode which we send to you by SMS to your registered mobile number, email to your registered email address or in some other way, or that you generate using a device or software we have agreed you may use.

You must keep any one-time passcode we send you or that you generate for MFA purposes secret and not disclose it to any person.

You can change the mobile number or email address that is registered with us for MFA by contacting us.

49b) Bendigo Bank app

This clause applies if you access Bendigo e-banking through the Bendigo Bank app.

If you download and access Bendigo e-banking through the Bendigo Bank app, you will need to log in using your Bendigo e-banking access ID and password and register the device you are using. We may de-register a device or require that you re-register the device through the Bendigo Bank app at any time in our discretion.

After you have registered your device, we may give you the ability to set a four-digit PIN or use your device's biometric authentication features (if available) to log in or authenticate yourself in the app in the future or to use it as an additional MFA option.

You must ensure that you keep your Bendigo Bank app four-digit PIN secret and secure and not disclose it to anyone. You must only enable use of a biometric authentication feature on your device in the Bendigo Bank app (if available) while you are the only person who has registered their biometric information on the device. If any other person's biometric information is registered on your device

as part of the biometric authentication feature you will be taken to have authorised that person to access and operate on your accounts and information through the Bendigo Bank app and you will be liable and responsible for their actions.

49.1 You will only have access to accounts where:

- (a) you are an Australian resident. If you are an overseas customer residing outside of Australia, you may have access to account(s) even if you are not an Australian resident, provided Bendigo Bank has an agency arrangement with your country of residence.
- (b) the accounts you seek to access, using Bendigo Phone Banking or Bendigo e-banking, are Bendigo Bank;
- (c) you are registered with us as the registered holder or signatory or have the authority as an authorised user or the registered account holder to access or conduct transactions on the accounts;
- (d) we have received no notification or we are unaware that the nominated account is under any dispute of any kind with any other party or entity;
- (e) we have received no notification or we are unaware that an application for bankruptcy or liquidation has been filed either by you, or issued or lodged by another person or entity.

49.2 We will make reasonable efforts to ensure the availability of Bendigo Phone Banking and Bendigo e-banking during the hours we have specified from time to time and ensure that information we make available to you through Bendigo Phone Banking and Bendigo e-banking is correct.

49.3 We may block access to Bendigo Phone Banking or Bendigo e-banking at any time without notice if we believe either service is being misused by you or used without your authority.

49.4 Where your access has been blocked due to fraudulent activity, you will be required to use firewall software and anti-virus software, update your operating system and provide proof of the same on your internet enabled device before access will be re-instated.

49.5 We may withdraw electronic access to your account without prior notice to you in the event of any Bendigo Bank equipment or Bendigo Bank system malfunction.

49.6 We can remove your electronic access without giving you notice where you have not accessed the

e-banking system for at least 6 months or Phone Banking for at least 12 months.

- 49.7 If you give us notice to cancel your access or your authorised user's access, you remain bound by these terms and conditions which may apply notwithstanding that your access, or your authorised user's access, has been cancelled.

50. Exiting Bendigo e-banking

If you use Bendigo e-banking you must click on the log off button when you have finished using the service. This is particularly important in a work environment or another environment where the terminal you are using may be left unattended for a reasonable period of time.

51. Confirmation of transactions

- 51.1 We will provide you with a transaction receipt number every time you make a transaction on your account using Bendigo Phone Banking or Bendigo e-banking. You should record the transaction receipt number and it should be quoted if you or they have any queries in relation to that transaction.
- 51.2 Subject to the requirements of any law, where you carry out a transaction through Bendigo e-banking on our website and we make a transaction record or receipt (which you can save or print) available to you on the website immediately on completion of the transaction, we will not provide you with a paper transaction record or receipt.

52. Our responsibility for Bendigo Phone Banking and Bendigo e-banking

You acknowledge and accept that Bendigo Phone Banking and Bendigo e-banking may only show transactions and balances current as at the previous business day.

53. Liability

- 53.1 You authorise us to debit all transactions that satisfy our authorisation and authentication requirements to your account.
- 53.2 To the full extent permitted by law we are not liable for any loss (Including consequential loss) you suffer as a result of using Bendigo e-banking or Bendigo Phone Banking other than any loss or damage which is due to fraud negligence, wilful misconduct of us, our employees or agents or a receiver appointed by us or breach of any condition or warranty implied by law which cannot be excluded, restricted or modified at all or only to a limited extent.

Section F: Use and security of your card, access ID, password and PIN

This section applies if you have a card, access ID, password or PIN.

54. Protecting your card, access ID, password and PIN

- 54.1 The security of your card, access ID, password and PIN is very important. You may be liable for unauthorised transactions and the risk of unauthorised transactions increases if you do not keep your card, password and PIN secure. Your liability is governed by section G.
- 54.2 Customers will not breach clause 54.1 in situations where they disclose their access ID and password to Bendigo Bank or a Bendigo Bank approved service provider provided that the customer has been presented with and consented to the relevant disclosure statements related to such a request.
- 54.3 You must ensure that you:
- (a) keep your card, access ID, password and PIN secure and protected;
 - (b) do not tell anyone your PIN or password;
 - (c) do not record your PIN or password anywhere, in electronic or written form, and, in particular, not on the "user guide" provided by us upon registration;
 - (d) do not select a PIN that is easily identified with you (e.g. your date of birth, your name or part of it or your phone number);
 - (e) do not select a PIN that is a common or easily guessed combination (e.g. repeated or consecutive numbers such as 5555 or 1234);
 - (f) do not provide your access ID, PIN, password or card to any person (including a family member or a friend);
 - (g) do not allow any unauthorised person to observe or hear your PIN or password.
- 54.4 You must also ensure that your additional cardholders do each of these things.
- 54.5 If you have a card you must also ensure that you:
- (a) sign your card as soon as you receive it;
 - (b) keep your card in a safe place;
 - (c) check regularly that you have your card in your possession;
 - (d) take steps to ensure that no one else has access to the PIN notification you receive through the mail. We recommend that you

destroy the PIN notification once you have memorised it;

- (e) do not record your PIN on your card or carry any record of your PIN in an undisguised form with the card (merely placing a couple of digits at the beginning or end of your PIN disguising it as a telephone number or birth date is not sufficient);
- (f) do not let anyone use your card. You may be legally liable if someone else uses your card and PIN without your permission;
- (g) destroy expired cards;
- (h) collect your card from the ATM after completing a transaction.

54.6 You must also ensure that any additional cardholder does each of these things.

54.7 The following ways of recording a PIN are often deciphered by thieves and it is strongly recommended that these ways are not used for recording PINs:

- (a) recording the PIN as a series of numbers with any of them marked, circled or highlighted to indicate the PIN;
- (b) recording the PIN with surrounding information that makes it stand out from its context. For instance, a PIN recorded as a 4 or 6 digit telephone number where all other numbers are 8 digits;
- (c) recording the PIN as a string of digits in isolation from other information;
- (d) recording the PIN as a birth date, postcode or telephone number without additional features of disguise.

54.8 A reasonable attempt must be made to protect the security of a PIN. Making any reasonable attempt to disguise the PIN within the record, or prevent unauthorised access to the PIN record, includes but is not limited to:

- (a) hiding or disguising the PIN record among other records,
- (b) hiding or disguising the PIN in a place where a PIN would not be expected to be found,
- (c) keeping a record of the PIN in a securely locked container, or
- (d) preventing unauthorised access to an electronically stored record of the PIN.

54.9 You must not act with extreme carelessness in failing to protect the security of your PIN where extreme carelessness means a degree of

carelessness that greatly exceeds what would normally be considered careless behaviour. An example of extreme carelessness is storing your PIN in an unprotected computer or diary under the heading PIN.

55. Loss, theft and unauthorised use of your card, access ID, password or PIN

55.1 You must notify us immediately if:

- (a) any record you may have of your PIN or password, or any record your authorised user or additional cardholder may have of their PIN or password, is lost or stolen;
- (b) someone has stolen your card or your additional cardholder's card;
- (c) you or your additional cardholder have lost your card;
- (d) you become aware or suspect another person knows your PIN or password or has used your PIN or password without your authority;
- (e) you or an additional cardholder become aware or suspect another person knows their PIN or password or has used their PIN or password without their or your authority.

In Australia phone Bendigo Bank on:

1300 236 344.

For lost and stolen cards please call 1800 035 383.

Overseas

By telephone on +61 3 5485 7872

If you have a Bendigo Business Debit Mastercard or Bendigo Business Credit Card, phone +1 636 722 7111 reverse charges (this service is available 24 hours a day, seven days a week), or visit the Mastercard International website at www.Mastercard.com to obtain a toll free number for the country you are travelling in.

55.2 Any unreasonable delay in notifying us may expose you to liability for losses incurred as a result of unauthorised access or transactions. Liability for unauthorised transactions is set out in clauses 58.

55.3 If for any reason you cannot contact the hotline, then contact your local branch or phone +61 3 5485 7872 during normal business hours. You are not liable for any unauthorised transactions which could have been prevented during any period of unavailability of all these contact points as long as you notify us within a reasonable time of a contact point becoming available.

- 55.4 When you report the loss, theft or unauthorised use of your card, PIN or password, you will be given a notification number which you should retain as evidence of the date and time of your report.
- 55.5 You should confirm any verbal notification in writing or at one of our branches as soon as possible.
- 55.6 If you find your card after reporting it lost or stolen, do not attempt to use it. Cut it up and return it to us. We cancel all cards reported lost or stolen.
- 55.7 You can arrange for an emergency replacement card (except in the case of a Bendigo Easy Money card), if required, at the time of reporting your card lost or stolen.

56. Safeguarding payment instruments

You should safeguard payment instruments such as cards, cheques, bank cheques and passbooks. Subject to clauses 54 and 55 you will be liable for all transactions arising from the use of a payment instrument until you have advised us of its loss, theft or misuse. If any of the above payment instruments are lost, stolen or misused, you should contact us immediately. Our contact details appear at the start of this document.

57. Chargeback rights

- 57.1 Mastercard have a dispute resolution process that is contained in the operating rules of the card scheme. This process sets out the specific circumstances and timeframes in which a member of the scheme (e.g. a bank) can claim a refund in connection with a disputed transaction on a cardholder's behalf.
- This is referred to as a 'chargeback right'. We will claim a chargeback right where one exists and you have disputed the transaction within the required time frame. We will claim the chargeback for the most appropriate reason. Our ability to investigate any disputed transaction on your account, and subsequently process a chargeback, is restricted by the time limits imposed under the operating rules of the card scheme. The timeframes for us to process a chargeback (where a chargeback right exists) vary between 45 days and 120 days, depending on the type of transaction. We do not accept a refusal of a chargeback by a merchant's financial institution unless it is consistent with card scheme rules.
- 57.2 You may dispute a transaction as an unauthorised transaction even if a refund or chargeback right does not exist.

- 57.3 Our ability to dispute a transaction on your behalf (where a chargeback right exists) may be lost if you do not notify us within the required timeframes. For this reason, it is in your interest to report any disputed transaction to us immediately and certainly no later than the due date shown on the statement of the account.
- 57.4 If a dispute is withdrawn or resolved in favour of the merchant a voucher retrieval fee may apply.
- 57.5 Where a dispute is resolved in your favour, we will make the necessary adjustments to any interest and fees charged as a result of your dispute.
- 57.6 To report an unauthorised transaction, please contact the Bendigo Bank by:
- Secure email
 - Downloading a form from our website at www.bendigobank.com.au
 - Telephone 1300 236 344; or
 - In person at your local branch.

Section G: Liability for transactions

58. Authorised Transactions

You are responsible and liable for all authorised transactions.

59. Unauthorised Transactions

If the ePayments Code applies, we will determine your liability for losses relating to unauthorised transactions consistently with the ePayments Code.

Subject to the ePayments Code, you will be liable for unauthorised transactions as follows:

You will not be liable and we will refund an unauthorised transaction where:	You will be liable and we will not refund an unauthorised transaction where:
- you and the other persons you authorised to make transactions did not cause or contribute to it in any way; - it was caused by fraud or negligence by our employees or agents or those of a merchant; - it was performed using a forged, faulty, expired or cancelled payment device, access ID or passcode; - it was performed using a payment device or passcode before you received the payment device or passcode; - it results from the same transaction being debited more than once; - it was performed using a payment device after we were informed that the payment device had been misused, lost or stolen; - it was performed using a passcode after we were informed that the security of the passcode had been compromised; or	You or another person you authorised to make transactions caused or contributed to it occurring by: - acting fraudulently; - disclosing a passcode to someone (including a family member or friend); - writing or recording a passcode on a payment device that was used with the passcode to perform the transaction, or recording all passcodes required to perform the transaction (without a payment device) together, without making a reasonable attempt to protect the security of the passcode(s); - acting with extreme carelessness in failing to protect the security of all passcodes required to perform the transaction; - selecting a numeric passcode that represents your/their birth date or an alphanumeric passcode that is a recognisable part of your/their name; - leaving a card in an ATM;

you are otherwise not liable and entitled to a refund under the ePayments Code.	- delaying telling us about the misuse, loss, theft or compromise of security of a payment device or passcode; or - by letting someone else use your card. Unless the ePayments Code applies and provides otherwise, in each of the abovementioned cases you will be liable for the full amount of your loss resulting from an unauthorised transaction. Where the amount of your loss exceeds the amount you are liable for under the ePayments Code, we will refund you the difference.
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In any case not covered by the circumstances set out above, your liability for an unauthorised transaction will be capped at \$150.00.

59A. System or equipment malfunction

If the ePayments Code applies, notwithstanding any other provision of these terms and conditions, 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 the authorised instructions.

However, where you or the person making the transaction should reasonably have been aware that a system or equipment was unavailable or malfunctioning, our liability to you will be limited to correcting any errors and refunding any fees or charges imposed on you.

Section H: BPAY

60. About the BPAY scheme

- 60.1 This section applies if you ask us to make a BPAY payment on your behalf.
- 60.2 The BPAY scheme is an electronic payments scheme through which you can ask us to make payments to billers who inform you that you can make BPAY payments to them through the BPAY scheme.
- 60.3 We are a member of the BPAY scheme and we will inform you if we are no longer a member.
- 60.4 You can make BPAY payments through the BPAY scheme from a nominated account only if you have access to Bendigo e-banking or Bendigo Phone Banking.
- 60.5 We are not acting as your agent or the agent of the biller when we make a BPAY payment on your behalf.

61. Using the BPAY scheme

- 61.1 When you tell us to make a BPAY payment, you must provide us with the following information:
 - (a) the account from which the BPAY payment is to be debited;
 - (b) the BPAY biller code of the biller to be paid;
 - (c) the amount of the BPAY payment;
 - (d) the biller customer reference number.
- 61.2 You acknowledge and accept that we are not obliged to effect a BPAY payment if you do not give to us all of the information or give us inaccurate information.
- 61.3 We will then debit the account you specify with the amount of that BPAY payment.
- 61.4 We may decide not to make the BPAY payment if there are insufficient cleared funds in the specified account at the time you have told us to make that payment.

62. Payments

- 62.1 We may impose restrictions on the accounts from which a BPAY payment may be made or impose limits on the amount of BPAY payments.
- 62.2 We will not accept an instruction to stop a BPAY payment once you have instructed us to make that BPAY payment except for future dated payments which can be cancelled before the due payment date.

- 62.3 Billers who participate in the BPAY scheme have agreed that a BPAY payment you make will be treated as received by the biller to whom it is directed:

- (a) on the date that you make that BPAY payment, if you tell us to make the BPAY payment before our payment cut-off time on a business day (for payment cut-off times see clause 66);
- (b) on the next business day, if you tell us to make a BPAY payment after our payment cut-off time on a business day or on a day that is not a business day;
- (c) on the day or next business day, you have nominated for a scheduled payment to take place.

- 62.4 A delay may occur in the processing of a BPAY payment where:

- (a) there is a public or bank holiday on the day you tell us to make a BPAY payment;
- (b) you tell us to make a BPAY payment either on a day which is not a business day or after our payment cut-off time on a business day;
- (c) another financial institution participating in the BPAY scheme does not comply with its obligations under the BPAY scheme;
- (d) a biller fails to comply with its obligations under the BPAY scheme.

- 62.5 Although a delay in processing a BPAY payment is not expected to continue for more than one business day, you acknowledge and accept that a delay may continue for a longer period.

- 62.6 If your BPAY payment has been made using a credit card, there are no chargeback rights available under the card. You must contact the Biller about any goods or services you may have agreed to acquire from the Biller and resolve the dispute directly with the Biller. Even if you have used a credit card to make a payment, you may still have rights under clause 63 or clause 67.

- 62.7 If you hold insufficient cleared funds in your nominated account on processing day, we will notify you via email. We will attempt again to process your Data Files (subject to available cleared funds) on the following three business days.

63. Incorrect payment amount to a biller

You must ensure that the information in relation to each BPAY payment is correct. If you discover that you have instructed us to make a payment to a biller for an incorrect amount:

- (a) if the amount you instructed us to pay is greater than the required amount, contact the biller for a refund;
- (b) if the amount is less than the required amount, you should make a further BPAY payment for the difference.

64. When a biller cannot process a payment

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

- (a) notify you;
- (b) credit your account for the amount of the BPAY payment;
- (c) if you request, take all reasonable steps to assist you in making the BPAY payment as quickly as possible.

65. Suspension of BPAY

We may suspend your right to participate in the BPAY service at any time if you are suspected of acting in a fraudulent manner.

66. Cut-off times

66.1 If you instruct us to make a BPAY payment before the time specified below, it will in most cases be treated as having been made on the same day.

Cut-off times:

Monday to Friday 6.30pm (AEST/AEDT)

Saturday, Sunday and Public Holidays processed next business day.

66.2 BPAY payments may take longer to be credited to a biller if you tell us to make a BPAY payment on a Saturday, Sunday or public holiday or if the biller does not process a payment as soon as they receive its details.

67. Liability for mistaken payments, unauthorised transactions and fraud

67.1 You must notify us promptly if:

- (a) you become aware that you may have made a mistake (except in relation to the BPAY payment amount – see clause 63) when instructing us to make a BPAY payment;

- (b) you did not authorise the BPAY payment from your account;
- (c) you believe the BPAY payment was not processed in accordance with your instructions (including delays);
- (d) you think you have been fraudulently induced to make a BPAY payment.

67.2 We will attempt to rectify any such matters in relation to your BPAY payment in the way described in this clause. If a BPAY payment is made on your account without your knowledge or consent, liability for the unauthorised BPAY payment will be determined in accordance with section G. Otherwise, except as set out in this clause, we will not be liable for any loss or damage you suffer as a result of using the BPAY scheme.

67.3 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 has been debited with the amount of that 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 within 20 business days of us attempting to do so from the person who received the amount of that payment, you must pay us that amount and you authorise us to debit that amount to your account.

67.4 If a BPAY payment is made in accordance with a payment direction which appeared to us to be from you or on your behalf but for which you did not give authority, we will credit your account with the amount of that unauthorised payment. However, you must pay us the amount of that unauthorised payment, and you authorise us to debit that amount to your account, if:

- (a) we cannot recover that amount within 20 business days of us attempting to do so from the person who received it; and
- (b) the payment was made as a result of a payment direction which did not comply with any reasonable requirements we may have for such payment direction.

67.5 If a BPAY payment is induced by the fraud of a person involved in the BPAY Scheme, then that person should refund you the amount of the fraud induced payment. However, if that person does not refund you the amount of the fraud induced payment, you must bear that loss (and you authorise us to debit the amount of the payment to your account) unless some other person involved in the BPAY scheme knew of the fraud or would have

detected it with reasonable diligence, in which case we will attempt to obtain a refund for you of the fraud induced payment.

- 67.6 If a BPAY payment you have made falls within the type described in clauses 67.3, 67.4 and 67.5, then we will apply the principles set out in clause 67.4. If a BPAY payment you have made falls within both the types described in clauses 67.3 and 67.5, then we will apply the principles set out in clause 67.5.
- 67.7 If you tell us that a BPAY payment made from your account is unauthorised, you must first give us your written consent addressed to the biller who received that BPAY payment, consenting to us obtaining from the biller information about your account with that biller or the BPAY payment, including your customer reference number and such information as we reasonably require to investigate the BPAY payment. We are not obliged to investigate or rectify any BPAY payment if you do not give us this consent. If you do not give us that consent, the biller may not be permitted under law to disclose to us information we need to investigate or rectify that BPAY payment.
- 67.8 We are not liable for any consequential loss or damage you suffer as a result of using the BPAY scheme other than any loss or damage which is due to our negligence or breach of any condition or warranty implied by law which cannot be excluded restricted or modified at all or only to a limited extent.

Section I: BPAY View

This section applies if you use the BPAY View service.

68. About the BPAY View service

The BPAY View service is a feature of the BPAY system that allows you to receive bills and statements online. Bills and statements are delivered via email and you will receive a message when you log on to Bendigo e-banking. BPAY View is only available if you have access to Bendigo e-banking.

69. Registering/Deregistering for the BPAY View service

You need to register in order to use BPAY View. You register by logging on to Bendigo e-banking at www.bendigobank.com.au (e.g. following the prompts). BPAY View is only available from the time we notify you of its availability. You must have a current valid email address to register for this service.

70. Cancellation of BPAY View

- 70.1 Acting reasonably, we may cancel your access to BPAY View at any time without notice to you. Without limiting the circumstances in which we may cancel access, we may cancel access if:
- (a) you breach any of these terms and conditions;
 - (b) you do not use Bendigo e-banking for six months; or
 - (c) the security or quality of the service is threatened.
- 70.2 If we cancel your access to BPAY View we will notify you as soon as possible.

71. Nominating BPAY View Billers

You must nominate the BPAY View Billers you wish to receive bills and statements from and that you are entitled to receive that bill or statement. You can delete a BPAY View Biller from your list of nominated BPAY View Billers at any time. Deletion is effective immediately and the Biller will be notified.

72. Collection and disclosure of personal information

- 72.1 You authorise us to disclose to the BPAY View Billers nominated by you:
- (a) such of your personal information (for example your name, email address and the fact that you are our customer) as is necessary to enable BPAY View Billers to verify that you can receive bills and statements electronically using BPAY View (or telling them if you cease to do so); and
 - (b) that an event referred to in clauses 75(b), 75(c), 75(d), 75(e), 75(f) or 75(g) has occurred.

- 72.2 You authorise us or a nominated BPAY View Biller (as appropriate) to collect data about whether you access your emails, Bendigo e-banking and any link to a bill or statement.

73. Notice of bills or statements

- 73.1 If you register for access to BPAY View, you will receive bills and statements electronically and you agree that this satisfies the legal obligations (if any) of a BPAY View Biller to give you bills and statements. For the purpose of this clause we act as the agent for each BPAY View Biller nominated by you in providing the message or e-mail containing or linking to the bill or statement.
- 73.2 If you receive a Secure Email notifying you that you have a bill or statement, then that bill or statement is received by you:
- (a) when we receive confirmation that your server has received the email notification, whether or not you choose to access your email; and
 - (b) at the email address nominated by you.
- 73.3 If you receive notification of a bill or a statement via a message when you log on to Bendigo e-banking (i.e. without an email) then that bill or statement is received by you:
- (a) when the notification is available through Bendigo e-banking, whether or not you choose to access Bendigo e-banking; and
 - (b) at Bendigo e-banking.
- 73.4 Bills and statements delivered to you will remain accessible through Bendigo e-banking for the period determined by the BPAY View Biller, up to a maximum of 18 months. If you do not use Bendigo e-banking for six months we may determine that you are not actively using BPAY View and may delete all bills and statements at any time after making that determination.

74. Your obligations

You must:

- (a) contact the BPAY View Biller direct if you have any queries in relation to bills or statements;
- (b) check your emails or log on to Bendigo e-banking at least once a week;
- (c) tell us if you are unable to gain access to your email or Bendigo e-banking or a link to a bill or statement for any reason;
- (d) ensure your mailbox can receive email notifications (e.g. it has sufficient storage space available); and

- (e) tell us if your contact details (including email address) change.

75. Paper bills and statements

You may receive paper bills and statements from a BPAY View Biller instead of electronic bills and statements:

- (a) if you request a BPAY View Biller to provide paper bills and statements (a fee may be charged by the applicable BPAY View Biller for supplying the paper bill or statement to you if you ask for this in addition to the electronic form);
- (b) if you de-register from BPAY View;
- (c) if the BPAY View Biller ceases to participate in the BPAY scheme;
- (d) if we receive notification that your email mailbox is full, so that you cannot receive any email notification of a bill or statement;
- (e) if your email address is incorrect or cannot be found and/or your email is returned to us undelivered;
- (f) if we are aware that you are unable to gain access to your email or Bendigo e-banking or a link to a bill or statement for any reason;
- (g) if any function necessary to facilitate BPAY View malfunctions or is not available for any reason for an extended period.

76. BPAY View billing errors

76.1 You agree that if a BPAY View billing error occurs:

- (a) you must immediately upon becoming aware of the BPAY View billing error take all reasonable steps to minimise any loss or damage caused by the BPAY View billing error, including contacting the applicable BPAY View Biller and obtaining a correct copy of the bill;
- (b) the party who caused the BPAY View billing error is responsible for correcting it and paying any charges or interest which would ordinarily be payable to the applicable BPAY View Biller due to any consequential late payment and as a result of the billing error.

76.2 You agree that for the purpose of this clause you are responsible for a BPAY View billing error if the BPAY View billing error occurs as a result of an act or omission by you or the malfunction, failure or incompatibility of any internet enabled device you are using at any time to participate in BPAY View.

Section J: Automatic Payment

This section applies if you arrange for automatic payments to be made out of your account. Automatic payments are not available on all accounts. The Key Features Tables starting on page 57 indicate the accounts for which they are available.

77. Types of Automatic Payment

If you give us authority, we can have regular payments made automatically out of your account on pre-set dates, advised by you. This type of payment is called a "periodical payment", "direct debit" or "sweep facility".

The difference between these payment methods is:

- (a) we make periodical payments from your account to another account with us or with another financial institution or to a third party. To do this we need you to call into one of our branches to give us your instructions;
- (b) a company, organisation or fund, sends direct debits to your account according to an authority which you need to set up through the company, organisation or fund receiving the money, allowing us to make these payments;
- (c) a sweep facility allows us to transfer payment from your nominated account with us to a Bendigo Business Credit Card. To do this, we need you to call into one of our branches to give us your instructions;
- (d) we make a sweep payment from your account to another account with us. To do this, we need you to call into one of our branches to give us your instructions.

78. Arranging an Automatic Payment

- 78.1 If the automatic payment is a direct debit, the biller will supply you with a Direct Debit Request Service Agreement for you to complete and sign to provide them with this authority.
- 78.2 You can arrange a periodical payment or sweep facility at any time by coming into one of our branches. You are only required to visit a branch the first time you set up the facility.
- 78.3 You must give us the information we require to enable us to make an automatic payment. This information may include the BSB and account numbers, and account name of the accounts from and to which payments are to be made. You must check that all information you give to us is correct (including, but not limited to, the BSB and the account number). We do not check and are not responsible for checking that any information you give to us is correct, including whether the BSB and

account numbers correspond to the account name which you advise us. You are liable for any payment we carry out in accordance with your instructions.

79. Timing of the Automatic Payment

- 79.1 If the automatic payment is a direct debit, the details regarding timing of the payment will be outlined in the Direct Debit Request Service Agreement your biller has supplied to you.
- 79.2 If the automatic payment is a periodical payment or sweep facility we will process the payment in accordance with our agreement with you at the time the periodical payment or sweep facility is established.
- 79.3 You must ensure that you have sufficient cleared funds available in your account from which a payment will be made, to enable that payment to be made. If the payment date falls on a day other than a business day, those funds must be available by 10.00am (AEST/AEDT) on the previous day.
- 79.4 If you have insufficient funds in your account, any direct debits may be returned unpaid (dishonoured) to the originating third party.
- 79.5 However we will attempt to make periodical payments from your account before 8.00am (AEST/AEDT) for three consecutive days. Another attempt will be made on the fourth day and if still unsuccessful, you will be notified in writing that no more attempts will be made and you should call into one of our branches to arrange payment.
- 79.6 To transfer payment via a sweep facility on the payment due date. Only one attempt will be made and if unsuccessful you will be notified in writing that no more attempts will be made and you should call into one of our branches to arrange payment.
- 79.7 A fee will be debited to your account in these circumstances. Current fees and charges are set out in the Business Fees and Charges. If you have insufficient funds in your account on three consecutive payment due dates, the authority will be cancelled and you will be notified in writing.
- 79.8 Subject to these conditions, when you instruct us to make a payment to an account held with another financial institution, we will endeavour to make that payment to the BSB number and account number you advise us. If you give us instructions to make a payment on a business day after 10.00am on that business day, we may process that payment the following business day.

80. Liability

80.1 To the extent permitted by law and subject to any other provisions of these terms and conditions, we are not liable for any loss or damage you suffer as a result of using the Automatic Payment facility or any delay, omission or failure in respect of any payment. Without limitation, this includes, if you request us to make a payment to an account held with another financial institution:

- (a) any delay or failure to make a payment which results in a technical failure in the system we use to make a payment from your account with us to another financial institution; and
- (b) any omission, delay or failure on the part of the other financial institution in processing that payment.

We do not exclude any liability to you for loss or damage to you arising directly from the fraud, negligence or wilful misconduct of us, our employees or agents or a receiver appointed by us.

80.2 If we debit or credit your account under an Automatic Payment arrangement we are not acting as your agent or the agent of another person. We are not liable for any loss or damage to you from us not acting as you require.

Migrating a direct debit arrangement to PayTo

80.3 If you have authorised a merchant or other third party to debit your account as a direct debit arrangement and the merchant or third party migrates the direct debit arrangement to PayTo, the direct debit arrangement will cease to be a direct debit arrangement and will instead be treated as a PayTo Payment Agreement (see Section O (PayTo) for more information about PayTo and Migrated DDRs)

Section K: Pay Anyone Service

This section applies if you use the Pay Anyone Service.

81. About the Pay Anyone Service

- 81.1 The Pay Anyone Service is an online service that allows you to transfer funds directly to an account at any financial institution within Australia. You can only transfer funds using the Pay Anyone Service if you have access to Bendigo e-banking.
- 81.2 Once activated, you can use the Pay Anyone Service to arrange an immediate or future dated one-off transfer or to set up regular future dated transfers to accounts at financial institutions within Australia, but only where you have a valid BSB number and account number for the account you want to transfer to or a PayID which has been created and linked to the account.
- 81.3 We may decide not to process a Pay Anyone transfer, including future dated transfers, if there are insufficient funds available for withdrawal in the account to be debited on the relevant transfer date. We will notify you in Bendigo e-banking if this occurs.
- 81.4 We may also decide not to process a future-dated Pay Anyone transfer if you have instructed us to make the transfer using a PayID and, at the relevant transfer time, we become aware that the details registered for that PayID in the NPP Addressing Service have substantially changed since you instructed us or, in the case of recurring payments, since the previous transfer. We will notify you in Bendigo e-banking if this occurs.

82. Registering/deregistering for the Pay Anyone Service

- 82.1 You can phone 1300 236 344 to register for the Pay Anyone Service. On registration, you will be required to set a daily Pay Anyone limit. You can only register on the phone for a daily Pay Anyone limit up to \$50,000. For limits in excess of \$50,000 you will be required to complete an application form at your local branch.
- 82.2 You may deregister your access, or the access of an authorised user, to the Pay Anyone Service by contacting 1300 236 344. Your authorised user may deregister their access at any time without your consent.

83. Using the Pay Anyone Service

83.1 When you tell us to make a Pay Anyone Service transfer, you must provide us with the following information:

- (a) the account from which you want us to debit the Pay Anyone Service transfer;
- (b) the correct account number of the person or business to whom you wish to transfer funds;
- (c) the correct BSB number of the financial institution at which the account to whom you wish to transfer funds is held or a PayID created and linked to the account;
- (d) the amount of the Pay Anyone Service transfer;
- (e) reference number.

83.2 You acknowledge and accept that we are not obliged to effect a Pay Anyone Service transfer if you do not give us all of the above information or if any of the information is inaccurate.

83.3 You authorise us to debit the nominated account you specify with the amount of that Pay Anyone Service transfer.

83.4 Warning: Some banks do not cross check the account number with the account name, which may lead to your payment being placed into the wrong account, if you enter an incorrect account number. You must ensure that the account number is correct. We will not be liable for any loss as a result of you entering the wrong account number. When we process your Pay Anyone transfer, we process the Pay Anyone transfer based on the BSB and account number you provide. WARNING: We do not cross check the account number with the account name or reference you provide us.

83.5 Pay Anyone transfers may be processed as a Direct Entry Payment or as an Osko Payment.

83.6 We may decide whether to process Pay Anyone transfers you request from your accounts as Direct Entry Payments or Osko Payments and you must not assume that Osko Payments will always be available or offered to you.

84. Payments

84.1 We may impose restrictions on the accounts from which a Pay Anyone Service transfer may be made or impose limits on the amount of a Pay Anyone Service transfer. If so, we will notify you of the restriction or limit.

84.2 We may decide not to make a payment if there are insufficient funds available for withdrawal in the specified nominated account to be debited on the due payment date.

84.3 A delay may occur in the processing of a Pay Anyone Service transfer where:

- (a) there is a public or bank holiday on the day you instruct us to make a Pay Anyone Service transfer;
- (b) you instruct us to make a Pay Anyone Service transfer on a day which is not a business day or after our payment cut off time on a business day.

84.4 If you hold insufficient cleared funds in your nominated account on processing day, we will notify you via email. We will attempt again to process your Data Files (subject to available cleared funds) on the following three business days.

84.5 Regardless of when an immediate Pay Anyone transfer is made, the account from which you want us to debit the Pay Anyone transfer will be debited immediately.

84.6 Pay Anyone transfers are irrevocable and once you have told us to make a Pay Anyone transfer it cannot be stopped or cancelled. You must therefore take care to ensure all information you give us in relation to a Pay Anyone transfer request is correct and complete.

84.7 Where we process a Pay Anyone transfer as an Osko Payment, the transfer will be processed, cleared and settled on a 24/7 near real-time basis.

84.8 Delays may occur in processing Osko Payments.

85. If a transfer amount is incorrect

You must ensure that the information you give us in relation to each Pay Anyone Service transfer is correct. If you discover that we have been instructed to make a transfer for an incorrect amount:

- (a) if the amount transferred is greater than the required amount, contact the person or business to whom the funds were transferred to obtain a refund for the excess;
- (b) if the amount transferred is less than the required amount, you can simply make a further Pay Anyone Service transfer for the difference.

86. Suspension of the Pay Anyone Service

We may suspend your right to use the Pay Anyone Service at any time if you are suspected of acting in a fraudulent manner.

87. Limit Reductions

We may reduce your Pay Anyone daily limit if you do not use any or part of your limit over a period of time. We will notify you in writing at least 30 days before taking such action.

88. Cut-off times

- 88.1 If you instruct us to transfer funds before the time specified below, the transfer will be processed overnight on that business day. Subject to the financial institution to whom the funds are being transferred, the payment will in most cases settle on the next business day.

Cut-off times:

Monday to Friday 7.00pm (AEST/AEDT)

Saturday, Sunday and Public Holidays: processed next business day.

- 88.2 Pay Anyone Service transfers may take longer to be credited if you tell us to make a Pay Anyone Service transfer on a Saturday, Sunday or public holiday or if the financial institution does not process a payment as soon as they receive its details.

89. Liability for mistaken payments, unauthorised transactions and fraud

- 89.1 You must notify us immediately if:
- (a) you become aware that you may have made a mistake (except in relation to the Pay Anyone Service transfer amount - see clause 85), when instructing us to make a Pay Anyone Service transfer;
 - (b) you did not authorise the Pay Anyone Service transfer from your account;
 - (c) you believe a Pay Anyone Service transfer was not processed in accordance with your instructions (including delays);
 - (d) you think you have been fraudulently induced to make a Pay Anyone Service transfer.
- 89.2 We will attempt to rectify any such matters in relation to your Pay Anyone Service transfer in the way described in this clause. Except as set out in this clause, we will not be liable for any loss or damage you suffer as a result of using the Pay Anyone Service.

- 89.3 If a Pay Anyone Service transfer that was authorised by you is made to a person or for an amount which is not in accordance with the instructions given to us, and your account has been debited for the amount of that transfer, after our investigation, we will attempt to provide a reimbursement to your account if the number to be credited was not in accordance with your instructions.

- 89.4 If you authorised a Pay Anyone Service transfer and you later discover you made a mistake in the instruction and we cannot recover the Pay Anyone Service transfer from the person or business who received it within 20 business days of us first attempting to do so you nonetheless authorise us to debit that amount from your account.

- 89.5 We are not liable for any consequential loss or damage you suffer as a result of using the Pay Anyone Service other than any loss or damage which is due to our negligence or breach of any condition or warranty implied by law which cannot be excluded, restricted or modified at all or only to a limited extent.

Section L: Bendigo Bulk Payments

90. Bendigo Bulk Payments

- 90.1 Bendigo Bulk Payments is an on-line service available to eligible business customers. It enables you to lodge data files electronically using Bendigo e-banking for crediting to accounts held by third party recipients (for example, your employees or creditors) with any Australian financial institution participating in BECS. Most major financial institutions participate in BECS.
- 90.2 It also enables your funds to be debited from your nominated account and credited to your recipients' accounts quickly, efficiently and securely. You can make any number of payments to your recipients at one time, with only one total debit shown against your nominated account. We can process direct credit entries such as payroll, creditor/supplier payments or landlord disbursements after lodgement of your Data Files using Bendigo e-banking.

91. Registering for Bendigo Bulk Payments

- 91.1 To be eligible for Bendigo Bulk Payments:
- (a) you must have access to Bendigo e-banking;
 - (b) you must be a registered business, which we define as a company (e.g. your company's name ends in Pty Ltd or Ltd) or a trading entity (e.g. your business name includes t/as);
 - (c) you must have a registered business number; and
 - (d) you must complete a Bendigo Bulk Payments Application Form and a Bendigo Bulk Payments Direct Debit Form. The Application Form contains provision for dual application, which means that you can register two authorised signatories as a security checking mechanism. The identity of these persons can be changed by you from time to time.
- 91.2 If we approve your application, we will register you with APN and obtain a user ID number for you, which allows us to exchange direct entry work in BECS.
- 91.3 It takes a minimum of ten business days after we have received your completed application before you can commence using Bendigo Bulk Payments.
- 91.4 You must be able to create your Data Files using ABA format. If your business uses software which creates Data Files using ABA format, you will not need to obtain additional software. Most accounting/ payroll packages provide for ABA

format files to be created. If you are unsure as to the capabilities of your software, please contact your software vendor directly.

92. Using Bendigo Bulk Payments

- 92.1 Your Data Files are lodged electronically via Bendigo e-banking.
- 92.2 You cannot recall your Data Files after lodgement via Bendigo e-banking.
- 92.3 If your Data Files are lodged with us by cut-off time, they will be processed that day (unless you nominate a later date). Cut-off Time is 7.00pm (AEST/AEDT) on any business day.
- 92.4 If your Data Files are either lodged on a day that is not a business day or after cut-off time, they will be processed on the following business day (unless you nominate a later date).
- 92.5 On processing day, the amounts in your Data Files will be debited from your nominated account in a one- withdrawal transaction (i.e. only one total debit will be shown) and credited to your recipients' accounts. Those funds will then be available for withdrawal from your recipients' accounts. Generally, amounts will be credited to recipients' accounts overnight however, this is subject to individual arrangements between us and the recipients' financial institution.
- 92.6 If you hold insufficient cleared funds in your nominated account on processing day, we will notify you via email. We will attempt again to process your Data Files (subject to available cleared funds) on the following three calendar days.
- 92.7 To prevent delays or complications arising in the processing of your Data Files, you must ensure that:
- (a) you have provided us with correct details of the accounts held by your recipients, including BSB numbers, account numbers and account names; and
 - (b) you hold sufficient cleared funds in your nominated account to cover the total amount of transactions contained within your Data Files.
- 92.8 You are responsible for completing all administration tasks relating to Direct Crediting including dealing with requests for amendments including switching of accounts.

93. Rejections

If your Data Files have been processed via Bendigo Bulk Payments and rejections occur as a result of an action taken, or not taken by your recipients' financial institution, it is that financial institution's responsibility to return the rejected credit item correctly to your nominated account (i.e. re-credit your nominated account). The rejected credit item will normally be returned to your nominated account within three business days of the original processing day. We do not advise you of the details of any rejections received from Data Files processed on your behalf.

94. Bulk Electronic Clearing System

- 94.1 Bendigo Bulk Payments forms part of BECS and is subject to the regulations set by APN. In order to use Bendigo Bulk Payments you must comply with these regulations.
- 94.2 As your "Sponsor", we are responsible for ensuring that you meet all requirements and regulations set by APN. We will advise you of any material changes that affect you.
- 94.3 You must comply with any instruction issued by us on behalf of APN. You must hold sufficient cleared funds in your nominated account to cover the transactions contained within your Data Files. We may decide not to make any payment if there are insufficient funds available for withdrawal in your nominated account to be debited on the processing date.
- 94.4 You are responsible for the controls for data integrity, duplication instruction extraction, file transmission and delivery of Data Files. You must ensure that all Data Files comply with the data specifications which we may notify to you in writing.
- 94.5 You warrant as to the authenticity and accuracy of all materials and information in your Data Files. It is your responsibility to ensure that all information contained in your Data Files is correct. We are not required at any time to verify or check (or be held liable as a result) the amount of the actual transactions in your Data Files.
- 94.6 You must be able to reconstruct your Data Files which may become corrupted. Where Data Files are corrupted, we may request you to supply a duplicate of the Data Files and to deliver a reconstruction of the Data Files to any nominated place.

95. Liability

The indemnity and liability provisions contained in this section apply in their entirety as if the words "Pay Anyone" were replaced by the words "Bendigo Bulk Payments".

Section M: Electronic Conveyancing

96. PEXA

- 96.1 This section applies if you have subscribed to PEXA and registered your account with PEXA.
- 96.2 You are responsible for contacting PEXA to become a PEXA subscriber and registering your account with PEXA.
- 96.3 The records maintained by PEXA of the persons appointment as users and signers are completely separate from the records maintained by Bendigo Bank of the authorised signatories for Bendigo Bank accounts.
- 96.4 Any persons nominated as a PEXA user or signer (including a "Withdrawal Authoriser") must also be recorded by Bendigo Bank as an authorised signatory on the account. You are responsible for ensuring that PEXA is only used by those authorised users or signers and for putting in place procedures to prevent misuse. You therefore agree that where you (including your authorised signatories) issue instructions through PEXA, we may rely on those instructions as valid and that you unconditionally and irrevocably agree to release us from any liability in connection with our doing so. Notwithstanding this, we may (but are under no obligation to do so) refuse to act on a PEXA instruction where we suspect fraudulent activity or account misuse.
- 96.5 The transaction limits set out in Section K and in other parts of this document do not apply to PEXA withdrawals. You (and not us) are responsible for stopping any PEXA transaction once it has been commenced and you must speak with PEXA in this regard for guidance.
- 96.6 In the event of any inconsistency, the provisions described in Clause 96 override any other Terms and Conditions.
- 96.7 In the event of a clear inconsistency and only insofar as it directly relates to your use of PEXA, the provisions of this Clause 96 override any other. This does not apply to Clause 27 which shall always prevail.

Section N: PayID

97. PayID

- 97.1 In our discretion, we may allow you to create a PayID for your account so that NPP Payments can be made to your account using the PayID instead of the BSB and account number.
- 97.2 Creating a PayID is optional. We will not create a PayID for your account without your consent.

Creating a PayID

- 97.3 You may create a PayID for your account by contacting us. Depending on your circumstances, we may also allow you to create a PayID in e-banking.
- 97.4 You may only create a PayID for your account if:
 - (a) we are able to verify your identity in a manner that is satisfactory to us;
 - (b) you own or are authorised to use the PayID;
 - (c) the PayID is not likely to be misleading as to who the account holder for the account is; and
 - (d) creating the PayID will not infringe on the intellectual property rights of any person.
- 97.5 We may refuse to allow you to create a PayID for any reason, including where we have not been able to satisfactorily verify your identity or we are not satisfied that you own or are authorised to use the PayID you are trying to create or we are not satisfied that creating the PayID will not infringe the intellectual property rights of any person.
- 97.6 By creating a PayID for your account:
 - (a) you assure us that you own or are authorised to use the PayID;
 - (b) you agree to immediately notify us if any of the information you provide to us when creating the PayID changes or becomes incorrect or misleading;
 - (c) you acknowledge that the PayID and information relating to you and the account the PayID is linked to (including the account name, BSB and account number) will be registered in the NPP Addressing Service operated by NPP Australia Limited; and
 - (d) you consent to:
 - i. us disclosing your personal information and the other information you provide to us to NPP Australia

- Limited as necessary to create the PayID in the NPP Addressing Service;
- ii. third parties, such as NPP Australia Limited and other financial institutions that connect to or use the NPP, collecting, storing, using and disclosing that information (including your name and account details) in accordance with the NPP Regulations and NPP Procedures and as necessary for purposes related to NPP Payments to you or your account. Without limiting the last sentence, you acknowledge that the account name associated with your account, or a summary of it, may be disclosed to any person that initiates a NPP Payment using the PayID; and
 - iii. third parties such as NPP Australia Limited and other financial institutions that connect to or use the NPP, accessing your PayID information for the purposes of creating and sending PayTo Payment Agreement creation requests to us to seek your authorisation and for the purposes of sending PayTo Payment requests, in connection with an authorised Payment Agreement, to us for processing from your Account.
- 97.7 The types of PayIDs we allow you to create and link to your account may differ depending on your circumstances and the type of account you have.
- 97.8 More than one PayID can be created and linked to an account provided that each PayID is unique.
- 97.9 When creating a PayID we will automatically provision a PayID name that is substantially representative of the account.

Transferring a PayID from or to another account

- 97.10 You can transfer a PayID created and linked to one account with us or another financial institution to another account with us or another financial institution. However, you cannot transfer a PayID while it is locked (see below).
- 97.11 If you want to transfer a PayID you have created for one account with us to another account with us or another financial institution, you can do so by contacting us and requesting that we transfer the PayID. We will action your request within one business day unless we agree another time period with you. A transfer of your PayID to another institution is completed by that institution.

- 97.12 If you want to transfer a PayID that has been created and linked to an account at another institution to an account with us, you must first contact the other financial institution to tell them you want to transfer the PayID and then create the PayID with us.

Updating, locking and closing a PayID

- 97.13 You can request that we update or close a PayID that has been created and linked to your account at any time by contacting us.
- 97.14 You must promptly notify us if, at any time, you cease to own or be authorised to use a PayID created and linked to your account or if any of the information you give us when the PayID is created changes, and request that we update or close the PayID.
- 97.15 We will action a request from you to update or close a PayID within one business day unless we agree another time period with you.
- 97.16 We may, if we have reasonable grounds for doing so, lock or close a PayID created and linked to your account at any time without prior notice to you. Without limitation, this includes where we suspect you created the PayID or are using the PayID in connection with fraudulent or illegal activity.
- 97.17 If your PayID is locked, you can request that it be unlocked by contacting us. If a PayID is closed it must be re-created before it can be used again.

PayID disputes

- 97.18 If a PayID cannot be created for your account because it has already been created and linked to another account by someone else we can lodge a dispute. However, there is no guarantee that the dispute will be resolved in your favour or result in you being able to create the PayID for your account. We will promptly notify you of the outcome of the dispute.

Liability for PayIDs

- 97.19 To the maximum extent permitted by law, we are not liable to you for any loss or damage you suffer as a result of:
- (a) a PayID being created and linked to your account or you using or attempting to use a PayID that has been created and linked to your account;
 - (b) us refusing to create a PayID or any delay in a PayID being created and linked to your account;
 - (c) us locking or closing a PayID that has been created and linked to your account; or

- (d) any failure or malfunction of the NPP (including the NPP Addressing Service) or any of our systems or procedures that use or connect with the NPP.

We do not exclude any liability to you for loss or damage to you arising directly from the fraud, negligence or wilful misconduct of us, our employees or agents or a receiver appointed by us.

Section O: PayTo

This 'PayTo' section applies in relation to your use or attempted use of PayTo and any Payment Agreement that is created for an account, and related PayTo Payments, when we begin to offer PayTo, if PayTo is available for your account. The Key Features Tables starting on page 57 indicate the accounts for which PayTo is available.

PayTo allows payers to approve Payment Agreements with Merchants or Payment Initiators who offer PayTo as a payment option.

If you wish to receive PayTo Payments as a Merchant you will need to do so through a Payment Initiator. This 'PayTo' section applies to you as a payer only and does not apply to you in your capacity as a Merchant or Payment Initiator, if relevant.

98. PayTo Definitions

98.1 In this section and Section N (PAYID), the following definitions apply:

"Migrated DDR" means A Payment Agreement created by a Merchant or Payment Initiator to process payments under an existing direct debit arrangement as PayTo Payments instead of through the direct debit system – see the 'Migration of Direct Debit arrangements' clause below.

"Mandate Management Service (MMS)" means The Mandate Management Service being a central, secure database of Payment Agreements operated by NPP Australia Limited.

"Merchant" means a merchant with which you have, or would like to have a Payment Agreement.

"NPP" means the New Payments Platform operated by or on behalf of NPP Australia Limited.

"NPP Payment" means a payment cleared and settled via the NPP.

"PayTo Agreement or Payment Agreement" means an agreement created by an approved Merchant or Payment Initiator in the Mandate Management Service by which you authorise us to make payments from your account or a Migrated DDR.

"Payment Initiator" means an approved payment service provider who, whether acting on behalf of you or a Merchant, is authorised by you to initiate payments from your account.

"PayTo" means the NPP functionality which enables us to process NPP Payments from your account in accordance with and on the terms set out in a Payment Agreement.

"PayTo Payment" means an NPP Payment we make pursuant to a Payment Agreement.

Creating a Payment Agreement

You can set up a Payment Agreement with a Merchant or Payment Initiator that offers PayTo as a payment option by providing the Merchant or Payment Initiator with a PayID you have created for your account (see Section N 'PayID' above) or the BSB and account number for your account. You are responsible for ensuring that the PayID or BSB and account number you provide for the purpose of establishing a Payment Agreement are correct. Any personal information or data you provide to the Merchant or Payment Initiator will be subject to the privacy policy and terms and conditions of the relevant Merchant or Payment Initiator.

If you agree to setup a Payment Agreement with a Merchant or Payment Initiator, they will create the Payment Agreement in the Mandate Management Service through their financial institution or payments processor and we will be notified.

After we receive notification that a Payment Agreement has been created for your account, we will notify you with the details of the Payment Agreement and ask you to confirm your approval of the Payment Agreement. You may approve or decline any Payment Agreement in your discretion and we will record whether you approved or declined the Payment Agreement in the Mandate Management Service.

If a Payment Agreement required your confirmation within a timeframe stipulated by the Merchant or Payment Initiator, and you do not provide confirmation within that timeframe, the Payment Agreement may be withdrawn by the Merchant or Payment Initiator.

If you tell us that you approve a Payment Agreement it will be active once we record your approval in the Mandate Management Service. Payment requests may be made by a Merchant

or Payment Initiator immediately after you have approved a Payment Agreement so do not approve a Payment Agreement unless you are sure all the details are correct.

If you think the payment amount, frequency or any other detail presented in a Payment Agreement is incorrect, you should decline the Payment Agreement and contact the relevant Merchant or Payment Initiator to have them resubmit a new Payment Agreement with the correct details.

By approving a Payment Agreement, you:

- authorise us to collect, use and store your name and account details and other details about you and the Payment Agreement from and in the Mandate Management Service; and
- acknowledge that these details may be disclosed to NPP Australia Limited (who operates the Mandate Management Service) and the financial institution or payment processor for the Merchant or Payment Initiator for the purposes of creating payment instructions and constructing NPP Payment messages, enabling us to make PayTo Payments from your account and for related purposes; and

consent to us, other financial institutions and payment processors, NPP Australia Limited, Merchants and Payment Initiators using and disclosing such of your personal information as is contained in a Payment Agreement record in the Mandate Management Service as contemplated by the NPP regulations and procedures:

Payments

By authorising a Payment Agreement you instruct us to make PayTo Payments from your account in accordance with the Payment Agreement each time a PayTo Payment is requested by the Merchant or Payment Initiator who is a party to the Payment Agreement or their financial institution or payment processor.

It is your responsibility to ensure you have sufficient funds in your account to process each PayTo Payment. We are not required to make a PayTo Payment if there are insufficient

cleared funds in your account at the time the PayTo Payment is requested.

Amending a Payment Agreement

We are not able to amend any other terms of the Payment Agreement including the details of the Merchant or Payment Initiator.

A Payment Agreement can be amended from time to time by the Merchant or Payment Initiator.

If a Merchant or Payment Initiator seeks to amend a Payment Agreement, we will notify you of the amendment and request that you approve or decline the amendment. We will record whether you approved or declined the Payment Agreement amendment request in the Mandate Management Service.

If you think the payment amount, frequency or any other detail presented in a Payment Agreement amendment request we provide to you for approval is incorrect, you should decline the amendment request and contact the relevant Merchant or Payment Initiator to have them resubmit a new amendment request with the correct details. We cannot change the details in an amendment request.

If you do not respond to a Payment Agreement amendment request within five calendar days it will expire and it will be treated as being declined by you.

We will record whether you approve or decline a Payment Agreement amendment request in the Mandate Management Service.

If you approve a Payment Agreement amendment request, the amendment will be effective once we record your approval in the Mandate Management Service.

If you decline a Payment Agreement amendment request, the Payment Agreement will not be affected by the amendment request and will continue as if the amendment request had not been submitted.

Pausing or resuming a Payment Agreement

You can pause a Payment Agreement, or resume a paused Payment Agreement, in Bendigo e-banking or by contacting us. We will promptly act on your instruction to pause or resume a Payment Agreement by updating the Mandate Management Service. The Merchant or Payment Initiator who is a party to the Payment Agreement will be notified each time you pause or resume a Payment Agreement.

A Payment Agreement may also be paused or resumed by the relevant Merchant or Payment Initiator. We will notify you each time a Payment Agreement is paused or resumed by the Merchant or Payment Initiator.

We may also pause any Payment Agreement that has been setup using a PayID if the PayID is locked or closed. If we do, we will resume the Payment Agreement once the PayID is unlocked or we obtain instructions from you that otherwise enable the Payment Agreement to be resumed (unless the Payment Agreement has since been cancelled). We will notify you if we pause or resume a Payment Agreement and the Merchant or Payment Initiator associated with the Payment Agreement will also be notified each time we pause or resume a Payment Agreement.

While a Payment Agreement is paused, we will not process any PayTo Payment requests we receive pursuant to the Payment Agreement. PayTo Payments will resume once a paused Payment Agreement is resumed.

Warning! Although pausing a Payment Agreement will stop related PayTo Payments being made from your account, doing so may breach the terms of your agreement with the relevant Merchant or Payment Initiator or you may be required to make payment in some other way. We suggest that you ensure you understand the consequences of pausing a Payment Agreement before you do so and, if necessary, contact the relevant Merchant or Payment Initiator.

We will not be liable to you or any other person for any loss that you or any other person suffers as a result of a Payment Agreement being paused by you or the Merchant or Payment Initiator.

Transferring a Payment Agreement

It is not currently possible to transfer a Payment Agreement between accounts with us or another financial institution. If you want to change a Payment Agreement, including to change it from one account to another, you will need to contact the Merchant or Payment Initiator through whom the Payment Agreement was set up.

Cancelling a Payment Agreement

You can cancel a Payment Agreement at any time in Bendigo e-banking or by contacting us. We will promptly act on your instruction to

cancel a Payment Agreement by updating the Mandate Management Service. The Merchant or Payment Initiator associated with your Payment Agreement will then be notified that you have cancelled the Payment Agreement.

A Payment Agreement may also be cancelled by the relevant Merchant or Payment Initiator. We will notify you if a Payment Agreement is cancelled by the Merchant or Payment Initiator.

We may also cancel any Payment Agreement that has been setup using a PayID if the PayID is closed, unless we agree otherwise with you. We will notify you if we cancel a Payment Agreement and the Merchant or Payment Initiator associated with the Payment Agreement will also be notified that the Payment Agreement has been cancelled.

We will not process any PayTo Payment requests we receive from the Merchant or Payment Initiator pursuant to a Payment Agreement after it has been cancelled.

Warning! Although cancelling a Payment Agreement will stop related PayTo Payments being made from your account, doing so may breach the terms of your agreement with the relevant Merchant or Payment Initiator or you may be required to make payment in some other way. We suggest that you ensure you understand the consequences of cancelling a Payment Agreement before you do so and, if necessary, contact the relevant Merchant or Payment Initiator.

We will not be liable to you or any other person for any loss that you or any other person suffers as a result of a Payment Agreement being cancelled by you or the Merchant or Payment Initiator.

Migration of Direct Debit arrangements

If you have an existing direct debit arrangement with a Merchant or a Payment Initiator, the Merchant or Payment Initiator may choose to create a Payment Agreement for the direct debit arrangement to process payments as PayTo Payments instead of through the direct debit system.

If a Merchant or a Payment Initiator does this, you will receive notice from them that your future payments will be migrated to PayTo and you will then have the option of telling the Merchant or Payment Initiator that you do not consent.

If you do not advise the Merchant or Payment Initiator that you do not consent to your direct debit arrangement being migrated to PayTo,

the Merchant or Payment Initiator may create a Payment Agreement in the Mandate Management Service that reflects the terms of your direct debit service agreement and the Payment Agreement will be deemed to have been approved by you. We will not seek your approval of a Payment Agreement that relates to a migrated direct debit arrangement.

Once the Payment Agreement has been created by the Merchant or Payment Initiator, you and the Merchant or Payment Initiator will be able to amend, pause and resume and cancel a Payment Agreement that has been established to migrate a direct debit arrangement, and you will be able to transfer the Payment Agreement, in the same way as any other Payment Agreement as set out above.

By permitting the creation of a Payment Agreement for a direct debit arrangement (by not contacting the Merchant or Payment Initiator and telling them that you do not consent), you:

- authorise us to collect, use and store your name and account details and other details about you and the Payment Agreement from and in the Mandate Management Service;
- acknowledge that these details may be disclosed to NPP Australia (who operates the Mandate Management Service) and the financial institution or payment processor for the Merchant or Payment Initiator for the purposes of creating payment instructions and constructing NPP Payment messages, enabling us to make PayTo payments from your account and for related purposes; and
- consent to us, other financial institutions and payment processors, NPP Australia Limited, Merchants and Payment Initiators using and disclosing such of your personal information as is contained in a Payment Agreement record in the Mandate Management Service as contemplated by the NPP regulations and procedures.

General PayTo obligations

We will accurately reflect all information you provide to us in connection with a Payment Agreement in the Mandate Management Service.

You must:

- ensure that all information and data you provide to us or to any Merchant or Payment Initiator that is authorised to use PayTo is accurate and up-to-date;
- not use PayTo to send threatening, harassing or offensive messages to a Merchant, Payment Initiator or any other person;
- where we allow you to provide a payment description or reference in connection with a Payment Agreement you must ensure that it does not contain, refer to or link to:
 - any swearing, profanity or offensive, discriminatory, threatening or abusive content;
 - any information that is confidential or must be kept secret;
 - sensitive personal information of any person (including information or an opinion about a person's racial or ethnic origin, political opinions or membership of a political association, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual orientation or practices, criminal record and health information);
 - anything which infringes the intellectual property rights of any person; or
 - anything which is illegal or seeks to promote illegal activity;
- comply with all applicable laws in connection with your use of PayTo;
- promptly consider, action and respond to any Payment Agreement creation request, amendment request or other notification we

send you (if you use the Bendigo Bank app, we recommend that you allow notifications from it on your device to ensure that you promptly receive and are able to respond to such requests and notifications in a timely way);

- immediately notify us if you no longer hold or have authority to operate the account from which payments under a Payment Agreement you have approved or permitted to be created are being or are to be made;
- promptly notify us if you receive a Payment Agreement creation request or amendment request or become aware of PayTo Payments being processed from your account that you are not expecting, or experience any other activities that appear suspicious or erroneous;
- promptly notify us if you become aware of a PayTo Payment being made from your account that is not permitted under the terms of your Payment Agreement or that was not authorised by you; and
- comply with any direction we give you where doing so is necessary for us to comply with our obligations relating to PayTo including under the NPP regulations and procedures.

You are responsible for complying with the terms of any agreement that you have with the Merchant or Payment Initiator who is a party to a Payment Agreement (including any payment and notice giving obligations or termination requirements) and for dealing with the Merchant or Payment Initiator in relation to any concerns or complaints you have in relation to any goods or services relating to the Payment Agreement.

From time to time, we may request that you confirm that one or more of your 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 Payment Agreement(s).

We may monitor your Payment Agreements for misuse, fraud and security reasons. You acknowledge and consent to us pausing or cancelling all or some of your Payment Agreements if we reasonably suspect misuse, fraud or security issues. We will promptly notify you if we pause or cancel a 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 Payment Agreement for misuse, fraud or for any other reason.

If you notify us of a PayTo Payment being made from your account that is not permitted under the terms of your Payment Agreement or that was not authorised by you and submit a claim, we will respond to your claim within ten business days and, if the claim is founded, we will refund the PayTo Payment to your account.

Liability for PayTo

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:

- processing payments under a Payment Agreement which you have approved or are deemed to have approved;
- you failing to properly consider or promptly respond to any Payment Agreement creation request or amendment request we send you;
- you failing to properly consider and action any notification we send you in relation to any Payment Agreement;
- you or a Merchant or Payment Initiator pausing, resuming or cancelling a Payment Agreement; or
- any delay or failure in respect of a Payment Agreement or a PayTo Payment being processed due to the unavailability or failure of the Mandate Management Service,

except to the extent such loss is caused by us failing to comply with our obligations relating to PayTo under these Terms and Conditions.

We do not exclude any liability to you for loss or damage to you arising directly from the fraud, negligence or wilful misconduct of us, our employees or agents or a receiver appointed by us.

Section P: Farm Management Deposits

The following definitions apply in this section:

'Fixed Rate FMD' means our Fixed Rate Farm Management Deposit Account;

'FMD' means Farm Management Deposit as defined by the ITAA 97;

'FMD account' means a Fixed Rate FMD or Variable Rate FMD;

'FMD provider' means a Farm Management Deposit provider as defined in subsection 393-20(3) of the ITAA 97;

'investment term' means the period that you choose. It is the period for which the interest rate that applies to your investment is fixed, assuming that you do not make additional deposits to, or withdrawals from, your account during that period

'review date' means the day on which your investment term expires

'Variable Rate FMD' means our Variable Rate Farm Management Deposit Account.

99. Farm Management Deposits

What is a farm management deposit?

99.1 The farm management deposit scheme is designed to allow individuals carrying on a Primary Production Business in Australia to shift before-tax income from years when they need it least to years when it is most needed. The scheme helps those individuals to manage their exposure to adverse economic events and seasonal fluctuations. Eligibility criteria apply to individuals carrying on a Primary Production Business in Australia under the scheme. We recommend you get advice from an independent tax adviser before opening an FMD account.

FMD applications

99.2 When opening an FMD account, your account cannot be opened in joint names. You are required to provide us with the following information on your application form;

- personal details about yourself, including your:
 - Name;
 - Address;
 - Date of birth;
 - Telephone number; and
 - While it is not required, You may also provide us with your Tax File Number.

- If you are not the owner of the deposit, you must provide the owner's name, address and date of birth;
- a description of the major commodity or commodities you produced in the year of income;
- whether you wish to open a Fixed Rate FMD account or a Variable Rate FMD account;
- the frequency of interest payments (if applicable);
- the amount to be deposited;
- the term of your account if you are opening a fixed rate FMD account;
- your account details where your interest should be credited;
- the date of original deposit (if applicable).

You have 7 days from the opening of an FMD account to make any deposits to the account or the account may be closed. After that 7 day period, you may only make additional deposits at our discretion.

Upon the receipt of your funds, we will send you a letter confirming the interest rate applicable to your Farm Management Deposit.

The taxation implications of investing in an FMD account depends on your individual circumstances. You should consult with your taxation advisor before deciding to invest in an FMD account.

TIP! When transferring all, or part, of an FMD from another FMD provider, to preserve the taxation benefit the principal invested must be transferred via EFT. To enable this process, you will first need to open an FMD account with us with a \$0 balance.

If You request us to do so in writing We must electronically transfer an FMD, or part of an FMD, to another FMD provider that agrees to accept it as an FMD.

Tax consequences of farm management deposits

99.3 The scheme allows individuals carrying on a Primary Production Business in Australia to deduct the amount of any FMD they own from their assessable income for the income year in which the deposit is made. However, the amount of the deductions cannot exceed the owner's taxable primary production income for the income year. Under the Pay As You Go system, owners may reduce their instalment income for an instalment period by the amount of FMDs made during that period. The reduction is limited to the amount that the owners can reasonably expect to deduct for

the deposit for the income year in which the deposit is made. However, the instalment income for the period cannot be reduced below nil. When an FMD is repaid to an owner in an instalment period, the instalment income of the period will include the amount of the repayment. But the owner's instalment income will only include so much of the repayment as will be included in the owner's assessable income for the income year in which the repayment is made. If neither the owner's tax file number nor Australian Business Number has been quoted to the FMD provider that holds the deposit, the amount repaid will also be subject to withholding at a rate equal to the sum of the top marginal tax rate and the Medicare levy.

Important requirements for farm management deposits

99.4 Some of the requirements for FMDs are summarised below. There are also other requirements set out in the ITAA 97:

- The ITAA 97 sets out the requirements for FMDs (e.g., the owner must be an individual who is carrying on a Primary Production Business in Australia when the deposit is made).
- A breach of those requirements (e.g., the repayment of an FMD within 12 months of its deposit unless there are applicable exceptions) may lead to the loss of tax benefits for you. You should consult with your taxation advisor before deciding to invest in an FMD account.
- The FMD provider must not deduct any fees from the principal of an FMD, however, it may charge fees on the deposit.
- The deposit must not be made by a trustee on behalf of a beneficiary unless the beneficiary is
 - (a) under a legal disability; and
 - (b) presently entitled to a share of the income of the trust.
- The deposit must be \$1,000 or more when it is made, unless the deposit is
 - (a) the immediate reinvestment of an FMD as an FMD with the same FMD provider; or
 - (b) the extension of the term of an FMD (even if other terms such as those relating to interest payable are also varied).
- The fact that the owner is the owner of the FMD must not be the reason why, or one of the reasons why, amounts of interest that are or will be payable to the FMD provider in respect of loans or other debts of the owner, or of a partnership of which the owner is a partner, are or

will be less than they would otherwise be.

Repayments of farm management deposits

- 99.5 The tax benefits are not retained for FMD amounts repaid within the first 12 months after the deposit was made, unless the repayment is made:
- A. because the owner;
 - I. dies; or
 - II. becomes bankrupt; or
 - III. ceases to carry on a primary production business in Australia and does not start carrying on such a business again within 120 days; or
 - IV. has requested the deposit, or part of the deposit, to be transferred to another FMD provider and the repayment relates to the transfer; or
 - B. because the circumstances specified in Subsection 393-40(3) of the Act or in regulations made for the purposes of that subsection, relating to repayment in the event of severe drought, exists; or
 - C. because the circumstances specified in Regulation 393-15, relating to repayment in the event of a natural disaster, exist.

If a deposit does not meet the conditions for it to be an FMD it will convert to a Term Deposit.

Repayment of a Fixed Rate FMD prior to review

99.6 If you wish to withdraw or transfer your funds after the 7 day grace period, we may at our discretion not permit the withdrawal or transfer for up to 31 days from the day we receive your request, or until review, whichever occurs sooner. This does not apply in cases of proven financial hardship. Your request can be received at a branch during opening hours. You will be required to complete a transfer request form signed by an authorised signatory or signatories before your transfer request will be actioned. Any funds withdrawn after the 7 day grace period and prior to review will be subject to an interest rate reduction. Refer to clause 99.11 for an example of an interest rate reduction (note that the same formula is used to calculate the interest rate reduction on a term deposit as a fixed rate FMD). Your funds will be paid or transferred on the business day after the expiry of the 31 days or the next review date, as applicable. If we repay part of your fixed rate FMD prior to review, we are entitled to reduce the interest rate that is applied to your funds as outlined in clause 99.7.

Interest rate reduction for withdrawals prior to the review date

99.7 If you request an early withdrawal, we are entitled to reduce the interest rate that is applied to your funds. If we decide not to permit your withdrawal or transfer during this period, your funds will be paid or transferred on the business day after the expiry of the 31 days or the next review date, as applicable. If an early withdrawal is requested, we will apply the lowest tiered interest rate for a three month term deposit with us (irrespective of the account balance) at the time you open your account or reinvest, less a further 0.25% pa (with a minimum rate of 0.00% pa), to determine the interest payable on the amount withdrawn. If we adjust the amount of interest that has already been paid to You then we will do so by debiting the account to which interest earned on Your FMD was paid and we will not deduct it from the balance of the FMD in Your FMD account.

Additional information in relation to farm management deposits

99.8

- The minimum deposit is \$1,000 and the maximum deposit is \$800,000.
- An individual can own more than one FMD and can own FMDs with different FMD providers, but the sum of the balances of all of the farm management deposits of an owner claimed as a deduction must not be more than \$800,000.
- The amount of any repayment of the deposit must be at least \$1,000, except where the entire amount of the deposit is repaid.
- The deposit will not be deductible if taxable non-primary production income for the year of income exceeds \$100,000.

Maturing fixed rate FMD accounts

99.9 Your fixed rate FMD terminates on the review date.

We will send you a pre-review letter no less than five business days before the review date of your fixed rate FMD account advising you that your fixed rate FMD is due to expire. This advice will set out an indicative interest rate that may apply to your fixed rate FMD account if you choose to roll all, or part of, your fixed rate FMD for the same investment term, or if your fixed rate FMD is automatically renewed in accordance with clause 99.9. The new interest rate will be based on the prevailing interest rate applying to that particular fixed rate FMD amount and investment term on the review date.

Important Note: The rates and tiers may change prior to your review date. You should check the current interest rates and tiers with us on the review date.

Following receipt of the pre-review letter, you may instruct us, in writing, that at review you want to:

- roll all, or part of, the balance of your fixed rate FMD account over into a new fixed rate FMD for the same or a different term at the relevant fixed rate FMD interest rate on the review date;
- add funds to your fixed rate FMD account and roll the increased balance of the fixed rate FMD account over into a new fixed rate FMD for the same or a different term at the relevant fixed rate FMD interest rate on the review date;
- roll all, or part of, the balance of your fixed rate FMD account into a new variable rate FMD account;
- withdraw all, or part of, and roll over the balance of the funds in your fixed rate FMD account into a new fixed rate FMD account, in accordance with one of the methods of withdrawal or variable rate FMD account.

If you wish to roll all of your fixed rate FMD over for the same term, you do not need to do anything. If your fixed rate FMD is renewed and the interest rate that is applied is different to the indicative rate stated in your pre-review letter, you will receive written confirmation from us of your new interest rate and term. Note, if the same term is not available the closest available term will be selected at the discretion of the Bank unless we have received written instructions to the contrary before this date.

If you instruct us to repay funds from your fixed rate FMD account, that request will be processed on the review date, thus reducing the balance of your fixed rate FMD account. Funds will be repaid in accordance with your instructions on the review date.

In the absence of acceptable instructions regarding the review of your fixed rate FMD, your fixed rate FMD account will be rolled over into a new fixed rate FMD account for the same term, provided that same term is still available, at our prevailing fixed rate FMD interest rate on the review date. If the same term is not available the closest term will be selected at the discretion of the Bank. The interest rate will be determined by the fixed rate FMD balance and invested for the same term as your original fixed rate FMD. You have seven calendar days from the review date to either:

- withdraw funds; or
- add funds.

If you withdraw funds within seven calendar days after the review date, that request for repayment will be processed on the day of receipt, thus reducing the balance of your fixed rate FMD account. Funds will be repaid in accordance with your instructions on that day. We will apply the interest rate applying to the particular fixed rate FMD amount and term you have chosen on review date (and not necessarily the indicative interest rate advised in the pre-review letter), as at the review date, to determine the interest payable on the amount repaid.

That interest will be paid in accordance with the interest payment method you selected on your account application form. Interest cannot be credited directly to your FMD account and must be credited to another account in your name.

In the event that you withdraw part of your funds within seven calendar days after the review date and the balance is rolled over into a new fixed rate FMD account, the balance of the new fixed rate FMD account will be the reduced balance, and the interest rate applicable to the new fixed rate FMD account (which may be less than the interest rate payable if there was no withdrawal) will apply to the reduced balance, not the balance of your fixed rate FMD account at the review date.

If you request a withdrawal of funds either at review or within seven calendar days after review, that request will be processed either on the review date, or on the day we receive your request as applicable ("relevant day"), and if the funds are:

- to be transferred to another account you hold with us, the funds will be transferred to that account on the relevant day; or
- to be transferred to an account held with another FMD provider, the funds will be transferred to the other FMD provider on the next business day following the relevant day.

If you add funds to your fixed rate FMD account within seven calendar days after the review date, the funds will be credited to your fixed rate FMD account on the day they are received by us, and if you add funds to your account on or before the review date, the funds will be credited to your fixed rate FMD on the review date or in the event of a fixed rate FMD maturing over a weekend or public holiday, on the next business day the balance of the new fixed rate FMD account will be the increased balance. The interest rate applicable to the new fixed rate FMD account will apply to the increased balance from the date the additional funds are credited to your account. If all, or part, of your fixed rate FMD is immediately reinvested as a fixed rate FMD with us, the reinvestment does not involve the repayment of the FMD account, or the making of a new FMD account for taxation purposes.

Calculation and crediting of interest

99.10 We calculate interest by applying the applicable daily percentage rate to the balance of your account at the end of each day. The daily percentage rate is the relevant interest rate divided by 365, or in a leap year, 366.

Interest will be credited at the review date or at the frequency you selected when opening the account, from the date of the initial deposit.

Example of interest rate reduction

- 99.11 George and Sue have a \$120,000 fixed rate FMD invested for twelve months (365 days) at 4.80% p.a. 180 days into the term George and Sue require \$10,000, and we agree to their early withdrawal request. As at the account open date or reinvestment, the interest rate for \$10,000 invested at the lowest tiered interest rate for a three month term deposit with us (irrespective of the account balance) less a further 0.25% p.a. (with a minimum rate of 0.00% p.a.) was 1.00% p.a.

Therefore George and Sue will only receive 1.00% p.a. on the amount they withdraw (\$10,000). this equates to:

INTEREST EARNED=	AMOUNT WITHDRAWN	X APPLICABLE INTEREST RATE	/ DAYS IN THE YEAR	X DAYS INVESTED
	\$10,000	X 1.00% P.A.	/ 365 DAYS	X 180 DAYS
= \$49.32				

If George and Sue had not withdrawn the \$10,000 early, for the same period they would have earned:

INTEREST EARNED=	AMOUNT WITHDRAWN	X APPLICABLE INTEREST RATE	/ DAYS IN THE YEAR	X DAYS INVESTED
	\$10,000	X 4.80% P.A.	/ 365 DAYS	X 180 DAYS
= \$236.71				

Inactive and deceased accounts

- 99.12 A FMD cannot become unclaimed monies under the *Banking Act 1959* (Cth). The deposit must be repaid if;
- you die or become bankrupt; or
 - you cease to carry on a Primary Production Business in Australia and do not start carrying on such business again within 120 days.

Section Q: Confirmation of Payee service

100. Using the Confirmation of Payee service when making a payment

- 100.1 If you make a payment using a BSB and account number, we may use the Confirmation of Payee service to provide you with a view on the likelihood that the account name you have entered matches the account you are paying to.
- 100.2 If we indicate to you that the Confirmation of Payee service result does not match and we allow you the option of proceeding with the payment, you should check the account details with the intended recipient before proceeding with the payment. We may decline to process a payment where the Confirmation of Payee service result does not match and we consider it reasonably necessary to do so to avoid you or us suffering loss or being victim to fraud or a scam.
- 100.3 At all times it remains your responsibility to ensure that the BSB and account number you are using to make a payment are correct irrespective of any Confirmation of Payee service match result we share with you and your liability for payments will not be affected by any Confirmation of Payee match result we share with you.
- 100.4 You must not misuse the Confirmation of Payee service or try to use it in breach of these terms and conditions or for any purpose other than confirming the name for the account you intend on making a payment to.
- 100.5 Without limiting any other right we have under these terms and conditions, we may limit or suspend your ability to make payments or use a payment facility or access method if we reasonably believe you are misusing the Confirmation of Payee service in breach of these terms and conditions.

101. Sharing your account details through the Confirmation of Payee service

- 101.1 We'll ensure your account details, including your name, are accurately recorded by us (based on the information you have provided to us and any verification we have undertaken) for the use of the Confirmation of Payee service.
- 101.2 You must promptly notify us of any changes to your name and provide us with any evidence of your name change that we reasonably request.

101.3 You authorise and consent to:

- us using and disclosing your account details (including your name) with the Confirmation of Payee service;
- us and other financial institutions who process payments to or from your account using the related transaction details (including any name included with a payment instruction) with the Confirmation of Payee service;
- payers' financial institutions using and disclosing your account details (including your name) for the purposes of the Confirmation of Payee service and prior to making payments to you; and
- your account details (including your name) and transaction details being disclosed, stored and used in connection with the Confirmation of Payee service in accordance with the industry rules, regulations and procedures that apply to the Confirmation of Payee service.

102. Opt-out requests

- 102.1 You may request that we withhold from sharing your account details with the Confirmation of Payee service for an account if there are special circumstances and it is reasonably necessary to withhold your account details to protect your safety or security (an opt-out request). We will only agree to an opt-out request if we agree that special circumstances exist and it is reasonably necessary to protect your safety or security.
- 102.2 If we agree to an opt-out request:

- payers may not be able to confirm your account details through the Confirmation of Payee service when making payments to your account;
- we may still disclose your account details (including your name) to other financial institutions through the Confirmation of Payee service to facilitate their fraud checking processes (but they will not share your details with payers);

- we may still disclose your account details (including your name) through the Confirmation of Payee service for them to be shared with some government agencies to confirm your identity in relation to payments they are making to you;
- financial institutions who process payments to or from your account may still use the related transaction details (including any name included with a payment instruction) with the Confirmation of Payee service; and
- you can request to opt your account back in to sharing your account details with the Confirmation of Payee service at any time.

Talk to us today

In person	At your nearest Bendigo Bank branch
On the phone	Call 1300 236 344
Online	At bendigobank.com.au
By mail	The Bendigo Centre PO Box 480 Bendigo VIC 3552

This document must be read in conjunction with the Business Fees and Charges and the Schedule of Interest Rates for Business Accounts. Together they form the Terms and Conditions for Bendigo Business Accounts and Facilities. Bendigo and Adelaide Bank Limited, The Bendigo Centre, Bendigo VIC 3550 ABN 11 068 049 178. AFSL No. 237879.

(V071) BEN50TC039

(05/06/2026)

bendigobank.com.au

Bendigo Term Deposit Accounts and Facilities. Terms and Conditions.

7 April 2026



About this document

This document must be read in conjunction with the Schedule of Fees, Charges and Transaction Account Rebates (personal customers), Business Fees and Charges (business customers), and the Schedule of Interest Rates for Term Deposit Accounts.

You should read this document and the Schedule of Fees, Charges and Transaction Account Rebates (personal customers), Business Fees and Charges (business customers), and the Schedule of Interest Rates carefully before acquiring any of the products to which this document applies.

This document contains terms and conditions which apply to the following:

- Bendigo Standard Term Deposit Account
- Bendigo Gold Term Deposit Account

We are committed to improved support for financially vulnerable customers, staff, suppliers, and our wider community. We recognise financial abuse can happen to anyone and may also include forms of family and domestic violence or elder abuse.

Our products and services must not be used to engage in financial or other abuse.

Examples of this conduct include, but are not limited to:

- making defamatory, harassing or discriminatory comments to any person, including through payment descriptions or references;
- using or encouraging threatening or abusive language;
- engaging in coercive or controlling behaviour, e.g. to restrict a person's account access or use of funds; or
- promoting or encouraging physical or mental harm to any person.

We may take steps to investigate circumstances where we reasonably believe any product or service is being used in this way.

We can take action, for example to close, stop, suspend, or deny access or use of our products or services, or to block or decline payments or payment methods, if we reasonably consider it necessary to protect you or another person from financial or other abuse. This is in addition to any other rights we may have under these terms. You should be aware that we may not be able to provide you prior notice before taking such action.

The issuer of the products described in this document is Bendigo and Adelaide Bank Limited, ABN 11 068 049 178, AFSL No. 237879.

Contact details

You can contact us at any of our branches, which are listed on our website: www.bendigobank.com.au

Alternatively you can contact us via:

- Telephone 1300 236 344
From overseas +61 3 4554 0666
- The Bendigo Bank website at www.bendigobank.com.au

Key features

Term Deposit Accounts are investment accounts which provide for a fixed rate of interest for the investment term provided you do not make additional deposits to, or withdrawals from, your account prior to the review date (refer to clauses 4 and 5 of the Terms and Conditions).

You must choose the investment term at the time you open your account as this will determine the rate of interest we pay on your investment.

The accounts to which this document applies have different features and some have restrictions. You should select the account which most closely suits your needs. Set out below is a summary of the main features of, and restrictions applying to, the accounts.

Term Deposit Accounts – Key Feature Table		
Feature	Bendigo Standard Term Deposit Account ++	Bendigo Gold Term Deposit Account++
Minimum to Open	\$1,000	\$2,000
Minimum Balance to Maintain	\$1	\$1
Investment Term	1 Month to 60 Months	12 Months
Interest Calculated	Daily	Daily
Interest Credited	On the review date or at an agreed frequency*	Quarterly from the date of the initial deposit
Interest Payment Method	Credited to another eligible account held with us or paid into your term deposit account	Credited to another eligible account held with us or paid into your term deposit account
Additional Deposits	Within the first 7 days of opening or renewing	Yes
Withdrawals prior to the review date	On request**	On request** If withdrawal exceeds 25% of your initial deposit amount it will attract an interest rate reduction. Refer to clauses 3.12, 3.14 and 4.1 to 4.3

*Current available interest payment frequencies are set out in the Schedule of Interest Rates for Term Deposit Accounts.

**Withdrawals may not be available for up to 31 days or until the next review date if sooner unless you prove financial hardship. An interest rate reduction may apply. Refer to clauses 3.12 to 3.13 and 4.1 to 4.3 of these terms and conditions. If you may require access to your funds in the future, a savings account may be more suitable for your needs.

++ Overseas customers: transactions that can be carried out in branches cannot be carried out overseas if we do not have a branch overseas.

The terms and conditions beginning on page 121 explain the way in which these accounts operate.

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Section A: Meaning of words

"account" means an account or accounts we establish in your name or in your name jointly with another person(s) or in the name of a business or entity.

"authorised signatory" is defined in clause 15.

"Bendigo and Adelaide Bank Group" means Bendigo and Adelaide Bank Limited and its related bodies corporate.

"business day" means any day on which banks in Melbourne or Sydney are able to effect settlement through the Reserve Bank of Australia.

"Confirmation of Payee service" means the banking industry initiative that enables payers making payments using a BSB and account number to confirm the account name associated with the account.

"Government charges" means all charges or duties on deposits into, or withdrawals from, your account that are payable under a law of the Commonwealth or any State or Territory or any other jurisdiction whether or not you are primarily liable to pay these charges.

"initial deposit" means the amount you initially deposit with us when you open your account. It does not include any additional deposits made during the investment term.

"investment term" means the period that you choose (see clause 1.5). It is the period for which the interest rate that applies to your investment is fixed, assuming that you do not make additional deposits to, or withdrawals from, your account during that period.

"law" means common law, principles of equity and laws made by parliament (including regulations and other instruments under them, and consolidations, amendments, re-enactments or replacements of them).

"password" means the word or sequence of numbers and/or letters nominated by you for identification purposes.

"per annum" means the amount per year.

"review date" means the day on which your investment term expires.

"terms and conditions" means this document, the Schedule of Fees, Charges and Transaction Accounts Rebates (personal customers), Business Fees and Charges (business customers), and the Schedule of Interest Rates for Term Deposit Accounts and any Term Deposit Certificate issued prior to 9 November 2023 you receive when you open your account and any other written advice we give you of the interest rate applicable to your account.

"tiered interest" means you will earn different rates of interest depending on the balance of your account. One interest rate will apply to the entire balance of your account but that rate will depend upon the amount of your balance. When your balance reaches a higher interest tier you will receive the interest rate for that tier on the entire balance of your account. For example:

- if the rate of interest is 0.05% pa where the account balance is less than \$2,000.00 and 1.50% pa where the account balance is \$2,000.00 or more; and
- your account balance is \$3,000.00, the rate of interest applying to the entire balance of your account will be 1.50% pa

"we", "us", "our" and **"Bendigo Bank"** means Bendigo and Adelaide Bank Limited, ABN 11 068 049 178, AFSL No. 237879.

"you" and **"your"** means the holder of an account or if there are more than one of you, all of you jointly and each of you severally.

The singular refers to the plural and vice versa.

A reference to:

- a document includes any variation or replacement of it; and
- any thing includes the whole and each part of it.

All examples used in this document are for illustrative purposes only.

This document does not contain all the terms and conditions which apply to your account. Some of the terms and conditions will be contained in the Schedule of Interest Rates for Term Deposit Accounts we issue to you when you open your account.

Unless you have previously agreed to be bound by these terms and conditions, your first use of any account indicates that you understand and agree to be bound by these terms and conditions.

Section B: General terms and conditions

1. Opening and holding an account

- 1.1 You must provide us with any information we reasonably require to open an account or provide a payment facility. Where you wish to open an account in the name of a deceased estate, you must provide us with the original or certified copy of one of the following.
- (a) probate of the will of the deceased person granted to you as executor;
 - (b) letters of administration of the deceased person's estate granted to you as administrator, or
 - (c) death certificate of the deceased person and the will (if there is a will).
- Where you do not provide us with probate or letters of administration, you must also give us an indemnity in a form acceptable to us against any loss caused by opening the account or allowing withdrawals from the account.
- 1.2 Subject to the requirements of any law, we may refuse to open an account.
- 1.3 We require you to deposit a minimum amount with us in order to open an account. The minimum amounts that currently apply are set out in the Key Features Table. There is a \$1 minimum account balance required to maintain an account.
- 1.4 When you open a Bendigo Standard Term Deposit Account or Bendigo Gold Term Deposit Account, you will receive a Schedule of Interest Rates for Term Deposit Accounts which will detail the interest rate tiers applicable to your account.
- 1.5 You must choose an available investment term before you open your account. The available investment terms are set out in the Schedule of Interest Rates for Term Deposit Accounts.

2. Identification

- 2.1 We need to obtain identification information as required by law, including Know Your Customer requirements under anti-money laundering and counter-terrorism financing legislation for all required parties. This will include information such as, for an individual, name, residential address and date of birth. Where the customer is a Trust, details of the Trustee and beneficiaries may be required. Our staff will advise you what items of identification are acceptable. We may also require other information such as information about beneficial owner(s), and information about your activities and reason for opening an account in Australia.

- 2.2 If you are unable to visit a branch or provide identification in another manner acceptable to us, there is also a certifier method of identification available. We can supply you with a special form, which must be signed by an acceptable certifier.
- 2.3 An acceptable certifier includes a solicitor, police officer, accountant and Justice of the Peace. Please contact us for a complete list of all acceptable certifiers. You will be required to show identification such as your drivers licence, passport, birth certificate or citizenship certificate to the acceptable certifier. For acceptable certifiers overseas, please contact us for details.
- 2.4 There are special provisions for people under the age of six years and Aboriginal and Torres Strait Islander Peoples in isolated areas.
- 2.5 If you are a business customer, listed below are the documents we need when we open an account for you. You must provide us with any other documents we require to identify you, refer to clause 2.1 for further information.
- 2.6 You must also provide us with any other document we request in order to identify you.

Documents that we need to open an account for you

Sole Trader	All individual identification requirements.
Partnership	- ABN Lookup (to be completed by Bank Staff); or - ASIC Search where applicable (to be completed by Bank Staff); or - Original, certified copy or certified extract of the Partnership Agreement; or - Original or a certified copy of the minutes of a partnership meeting approving the establishment of the business relationship; AND - All company or individual identification requirements (whichever is applicable).
Domestic Company	Company Search (to be completed by Bank Staff).
Foreign Company	- Company Search if registered in Australia (to be completed by Bank Staff); or - An original or certified copy of the company's certificate of registration issued by the relevant foreign registration body.
Trust	- All company or individual requirements (whichever is applicable); - Original or certified copy of the Full Trust Deed
Incorporated Association	- An original, certified copy or certified extract of the Rules or Constitution of the Association; or - ASIC Search (to be completed by Bank Staff); AND - Authorised original minutes of a meeting of the association.
Unincorporated Association	Authorised original minutes of a meeting of the association.
Body Corporate/Owners Corporation	- Depending on whether the Body Corporate is an "Incorporated Association" or a "Domestic Company", supply supporting documentation as per that entity type; AND - Plan of Subdivision documents issued by the State Government Planning Office; or - Copy of rates notice from Local Council confirming Plan of Subdivision details.
Franchise	- Original or certified Copy of original franchise agreement. - All company or individual requirements (whichever is applicable).
Co-operative	- Authorised original minutes of a meeting of the co-operative; AND - ASIC Search (to be completed by Bank Staff); or - Information provided by the relevant government (State or Territory) registration body.
Government Body	- Search a relevant Commonwealth, State, or Territory website (to be completed by Bank Staff); AND - Authorised original minutes of a meeting of the Government Body.

Verification

- 2.7 We may, and you consent to us doing so, seek verification of your identification and identification documents from independent sources and/or third party service providers.
- 2.8 We will keep copies of all documents provided by you and will disclose or provide copies of your identification documents to third party bodies as required by law.
- 2.9 We may request, and you must provide, further documentary evidence of your identity as we deem necessary to confirm your identity.
- 2.10 We may request that you produce, and you must provide in person if necessary, the original and/or certified true copies of all documentary evidence confirming your identity.

Inability to confirm identity

- 2.11 In the event that we are unable to properly confirm your identity, we may at our sole discretion, reject your application, suspend the operation of your account, refuse transactions and/or place a freeze on your funds until such time as your identity can be confirmed.

Additional Information

- 2.12 Acting reasonably, we may request, and you must provide, any other additional information we deem necessary in relation to your identity, personal affairs, business dealings and/or the purpose of your relationship with us. In the event you refuse or fail to provide us with information we have reasonably requested, we may at our sole discretion, reject your application, suspend the operation of your account, refuse transactions and/or place a freeze on your funds until such time as the information is provided.
- 2.13 You provide us with the following undertakings:
 - (a) you will not initiate, engage in or effect a transaction that may be in breach of Australian law or sanctions (or the law or sanctions of any other country); and
 - (b) the underlying activity/product for which Internet Banking is being provided does not breach any Australian law or sanctions (or the law or sanctions of any other country).
- 2.14 More information is available from the Australian Transaction Reports and Analysis Centre (AUSTRAC) 1800 021 037.

3. Deposits and withdrawals

Deposits

- 3.1 You may only make deposits to your account as follows:
 - (a) if you have a Bendigo Standard Term Deposit Account, after the initial deposit to the account, you may make additional deposits to your account within 7 days of the initial deposit. After that 7 day period, you may only make additional deposits at our discretion.
 - (b) if you have a Bendigo Gold Term Deposit Account, after the initial deposit to the account, you may make additional deposits to your account at any time.

You can make these deposits at any of our branches. Some of the above methods for deposits may not be accessible by you when you are not in Australia.

- 3.2 If you make an additional deposit to your account, we may, depending on the amount deposited, increase the interest rate payable on the balance of your account (see clause 5.4(c)).
- 3.3 The proceeds of a deposit may not be available for up to five business days after the deposit is made. It will usually take three business days for a cheque to clear. If we allow you to draw on a cheque before it has cleared, you will be liable for the amount of the cheque if it is subsequently dishonoured and you authorise us to debit the amount of the cheque plus applicable bank charges to your account. International deposits may be subject to extended clearance times.
- 3.4 We may not accept any cheque that is not payable to you whether the cheque has been endorsed in your favour or not.

Withdrawals

- 3.5 Where these terms and conditions allow you to make withdrawals, you may make withdrawals from your account in a number of ways including:
 - (a) at any of our branches;
 - (b) by instructing us to credit the funds directly into another eligible account you hold with us. Please ask our staff for the range of eligible accounts; or
 - (c) by bank cheque. We will charge you a fee for this service: See the Schedule of Fees, Charges and Transaction Account Rebates (personal customers) or Business Fees and Charges (business customers).

Some of the above methods for withdrawals may not be accessible by you when you are not in Australia.

- 3.6 We may not allow a withdrawal unless we have proof of your identity that is satisfactory to us.
- 3.7 You must not overdraw your account at any time. If you overdraw your account in breach of these terms and conditions, you must repay the overdrawn amount immediately. We will calculate interest on the overdrawn amount on a daily basis and you authorise us to debit it to your account at the same time that we would have credited interest in respect of your account until the amount is repaid. We do not agree to provide you with credit merely because we debit an amount to your account that causes it to be overdrawn.
- 3.8 You authorise us to debit to your account all withdrawals you, or an authorised signatory, make from that account.

Withdrawals on the review date

- 3.9 You may withdraw part or all of your funds from your account on the review date.
- 3.10 We can at our discretion impose a limit on the amount you can withdraw in cash from your account at a branch.

Withdrawals prior to the review date

If you may have a need in the future to immediately withdraw or transfer your funds before the review date, a savings account or other deposit product may be more suitable for your needs.

- 3.11 If you wish to withdraw or transfer your funds after the grace period and before the next review date, you can make a request at any branch during opening hours. Your funds will be available on the business day after the expiry of 31 days after you request a withdrawal (or the next review date if sooner) unless you can prove financial hardship or you hold a Bendigo Gold Term Deposit.
- 3.12 If you have a Bendigo Standard Term Deposit Account and you wish to withdraw part or all of your funds prior to the review date, we will reduce the interest rate payable on the amount withdrawn (see clause 4.1(a)). We may also, depending on the amount withdrawn, reduce the interest rate payable on the balance of your account (see clause 4.1(b)).
- 3.13 If you have a Bendigo Gold Term Deposit Account:
- (a) you may withdraw up to 25% of the value of your initial deposit amount prior to the review date, without a reduction in the interest rate. The interest rate that will apply to these amounts will be the rate applying to the account, as if no amounts had been withdrawn; and
 - (b) if you withdraw an amount in excess of 25% of the value of your initial deposit amount prior to the review date, you will need to give us notice by making a request at any branch during opening

hours. You will be subject to an interest rate reduction on that portion of the amount withdrawn which is in excess of 25% of the value of your initial deposit amount (see clause 4.1(a)) and we may, depending on the amount withdrawn, reduce the interest rate payable on the balance of your account (see clause 4.1(b)).

4. Interest rate reduction for withdrawals prior to the review date

- 4.1 If funds are withdrawn prior to the review date, subject to clause 4.2 below:
- (a) the interest rate that will apply to the money you withdraw will be the lowest tiered interest rate for a three month term deposit with us (irrespective of the account balance) at the time you open your account or reinvest, less a further 0.25% pa (with a minimum rate of 0% pa). Interest at that rate will be calculated from the date you make the initial deposit to the day before the date of the withdrawal;
 - (b) the money you leave in your account will continue to earn interest at the rate originally specified or, if the withdrawal results in the balance of your account falling into a lower interest tier, the interest rate that will apply on and from the date of the withdrawal will be that applying to the amount of the remaining balance for the investment term as set out in the Schedule of Interest Rates for Term Deposit Accounts at the last review date or, if there has not been a review date, the date of your initial deposit. The schedule will be given to you when you open your account or, where your investment has been renewed, sent to you with your Term Deposit Review Confirmation letter.
- 4.2 If you have a Bendigo Gold Term Deposit Account, the reduced interest rate (set out in clause 4.1(a) above) will only apply to that portion of the amount withdrawn prior to the review date which is in excess of 25% of the value of your initial deposit. If you withdraw an amount prior to the review date that is not in excess of 25% of the value of your initial deposit, no interest rate reduction will apply to the amount withdrawn.

- 4.3 Where an additional deposit or interest credit forms part or all of the amount withdrawn prior to the review date, the interest rate reduction resulting from the withdrawal will be calculated for the period from the date of the additional deposit or interest credit to the day before the date of the withdrawal. We will treat deposits and credits made to your account first as having been withdrawn from your account first.

5. Interest

- 5.1 We pay interest on your account.

Interest rates

- 5.2 The type of account you have in conjunction with the investment term you select will determine the rate of interest that applies to your account. All account types apply tiered interest and as a result more than one interest rate may apply.
- 5.3 Subject to clauses 4.1 and 5.4, your interest rate will be fixed for the investment term at the time you make your initial deposit. It will be based on the prevailing interest rates of the day. You will be advised of your interest rate at the time you open your account. On renewal, your interest rate may change (see clauses 8.2, 8.3 and 8.4).
- 5.4 If you make an additional deposit to your account prior to the review date, the interest rate may change. In particular, if you make an additional deposit to your account which results in the balance of your account reaching a higher interest tier, the interest rate that will apply to the balance of your account on and from the date of that additional deposit will be the interest rate applying to that particular amount for the investment term you have chosen at the date of your initial deposit (it will not be the prevailing interest rate applying on the day you make the additional deposit). For example, if:
- (a) when you make your initial deposit the interest rate (for the investment term you have chosen) is:
 - (i) 0.50% pa where the account balance is between \$1,000.00 and \$4,999.99;
 - (ii) 4.10% pa where the account balance is between \$5,000.00 and \$24,999.99;
 - (iii) 4.50% pa where the account balance is \$25,000.00 or more;
 - (b) you make an initial deposit of \$4,000.00;
 - (c) prior to the review date you make an additional deposit to your account of \$6,000.00, the interest rate that will initially apply to your account will be 0.50% pa, but the rate will increase to 4.10% pa on and from the date you make the additional deposit, as your balance will have reached a higher interest tier.

If you make a withdrawal from your account prior to the review date, clause 4 will apply.

Details of the interest tiers applicable to your investment, assuming you do not withdraw your funds prior to the review date, will be set out in the Schedule of Interest Rates for Term Deposit Accounts. The Schedule will be given to you when you open your account or, where your investment has been reviewed, sent to you with your Term Deposit Review Confirmation letter.

- 5.5 Our current interest rates for Term Deposit Accounts are set out in the Schedule of Interest Rates for Term Deposit Accounts. You can find out our current interest rates at any time by contacting one of our branches, by phoning 1300 236 344 or by visiting our website www.bendigobank.com.au

Calculation and crediting of interest

- 5.6 We calculate interest by applying the applicable daily percentage rate to the balance of your account at the end of each day. The daily percentage rate is the relevant interest rate divided by 365, or in a leap year, 366.
- 5.7 If you have a Bendigo Gold Term Deposit Account, interest will be credited quarterly from the date of the initial deposit. For all other accounts, interest is credited at the review date or at any available frequency you tell us when you open your account. The available frequencies with which interest can be credited are set out in the Schedule of Interest Rates for Term Deposit Accounts. You will be advised of the frequency with which interest will be credited in respect of your account at the time you open your account.
- 5.8 Although we may credit interest before the review date, you will not be entitled to interest until the review date, or if you withdraw all of your funds before the review date, the date of that withdrawal. If you have elected to have interest credited before the review date and you withdraw all of your funds before the review date, we will be entitled to deduct from the balance of your account, before repaying to you the amount standing to the credit of your account, an amount equal to the amount of any excess interest payments we have credited during the investment term.
- 5.9 You can elect to have interest credited to your account or to another eligible account held with us. Please ask our staff for the range of eligible accounts. If you wish to change the account to which your interest is credited, you may do so at any time by giving us notice in writing or by visiting one of our branches.

6. Fees and charges

- 6.1 Fees and charges and Government charges apply to your account. You authorise us to debit the fees and charges and Government charges to your account. Current fees and charges are set out in the Schedule of Fees, Charges and Transaction Account Rebates (personal customers) or Business Fees and Charges (business customers). You can find the current fees and charges at anytime by contacting one of our branches, phoning 1300 236 344 or by visiting our website at www.bendigobank.com.au
- 6.2 We may change the fees and charges from time to time (including introducing new fees and charges) and Government charges may change at any time. However, we will not introduce entry fees, exit fees or charges for the management of funds (excluding charges for the maintenance of the account). If the law regulates such a change we will only make the change to the extent permitted by, and subject to, the requirements of that law. Our right to make these changes is subject to the conditions in clause 17.

7. Your investment options

- 7.1 We will send you a Term Deposit Review Confirmation letter before the review date for your investment, which will advise you that your investment term is due to expire. This advice will contain the following information:
- (a) current balance for the investment;
 - (b) current review date;
 - (c) interest due upon review date.

It will also set out an indicative interest rate that may apply to your investment if you choose to renew your investment for the same investment term, or if your investment is automatically renewed in accordance with clause 8.1. The new interest rate will be based on the prevailing interest rate applying to that particular investment amount and investment term on the review date. We will also include with your Term Deposit Review Confirmation letter a Schedule of Interest Rates for Term Deposit Accounts which will detail the interest tiers and interest rates current at the time of printing.

Important Note: The rates and tiers may change prior to your review date. You should check the current interest rates and tiers with us on the review date.

- 7.2 Before the review date you may contact us to provide instructions regarding your investment. At this time you may instruct us to renew your investment on the terms set out in the Term Deposit Review Confirmation letter, to reinvest your funds for a different investment term, to increase the amount of your investment, or you may advise us you wish to close the account or withdraw part of your funds.

- 7.3 If we determine, acting reasonably, that a payment or deposit to your account was an error, made by mistake (for example, where the sender entered or selected your account details by mistake) or was made in connection with fraud or a scam (including where the funds are the proceeds of fraud or a scam payment) we may return the amount to the sender or the person to whom we reasonably believe is legally entitled to the funds and debit your account.

8. What happens on the review date

- 8.1 On the review date, we will automatically renew your investment for a period equal to that of the previous investment term (or the nearest equivalent investment term if the previous investment term is no longer available), unless we receive written instructions to the contrary before this date.
- 8.2 If you instruct us to renew your investment or your investment is automatically renewed in accordance with clause 8.1 above, it will be renewed from the review date.
- (a) If your investment term has not changed you will be advised of an indicative interest rate in the Term Deposit Review Confirmation letter which we will send to you shortly before the review date. If your investment term has changed, your indicative interest rate will be set out in the Schedule of Interest Rates for Term Deposit Accounts (which will be sent to you together with your Term Deposit Review Confirmation letter) and will be the indicative rate applicable to your investment term. Your interest rate will then be fixed for that investment term provided you do not make any additional deposits to, or withdrawals from your account before the review date.
 - (b) If you make additional deposits to, or withdrawals from your account before the review date, then depending on the amount deposited or withdrawn, your interest rate may change. Details of the indicative interest rate tiers applicable to your investment will be set out in the Schedule of Interest Rates sent to you with your Term Deposit Review Confirmation letter.
 - (c) Your new interest rate may be higher or lower than the interest rate on your investment prior to being renewed in accordance with clause 8.1 above.
- 8.3
- (a) If your investment is renewed and the interest rate that is applied at the review date is the same as the indicative rate stated in your Term Deposit Review Confirmation letter, that letter will act as confirmation of the roll over transaction.

- (b) If your investment is renewed and the interest rate that is applied is different to the indicative rate stated in your Term Deposit Review Confirmation letter, you will receive confirmation from us of your new interest rate.

8.4 You have a grace period of seven days from the review date to change the details of your investment (for example, withdraw or increase the amount of your investment or change the length of the investment term without incurring a fee or incurring a reduction in your interest rate). If you elect, within this period, to reinvest for a different investment term or to add to, or reduce, your investment:

- (a) your investment will be renewed at the prevailing interest rate applying to the particular investment amount and investment term you have chosen on the review date (and not necessarily the indicative interest rate advised in the Term Deposit Review Confirmation letter). Your interest rate will then be fixed for that investment term, provided you do not make additional deposits to, or withdrawals from, your account prior to the review date. If you do, then depending on the amount deposited or withdrawn, your interest rate may change.
- (b) we will confirm the details of your investment including your new interest rate (assuming you do not make additional deposits to, or withdrawals from your account prior to the review date), investment term and the frequency with which interest will be credited in writing. Details of the indicative interest tiers applicable to your investment will be set out in the Schedule of Interest Rates for Term Deposit Accounts sent to you with your Term Deposit Review Confirmation letter.
- (c) Your new investment term will be effective from the review date (and not the date you change the details of your investment).

8.5 If your investment is renewed (either in accordance with clauses 8.2, 8.3 or 8.4) the term and conditions set out in this document will apply as if the amount of the investment that is renewed, and the renewal, were an initial deposit.

9. Transaction processing

9.1 We may assign any date we reasonably consider appropriate to a debit or credit to your account, except that, in the case of a debit, the date must not be earlier than the date on which the relevant transaction occurs. However, we will credit payments to your account as soon as practicable after we receive them. This is not necessarily the same day that you make the payment.

We give effect to the debit or credit based upon the date assigned to it by us.

9.2 We may subsequently adjust debits and credits to your account so as to accurately reflect the legal obligations of you and us, for example, because of an error or because a cheque is dishonoured. If we do this, we may make consequential changes, including to interest.

For example: If a payment or deposit is made into your account in error, we may withdraw that payment or deposit from your account without your consent, including any interest paid into your account on that payment or deposit. If you have spent those funds you will be required to repay them or your account may be overdrawn.

10. Bank cheques

10.1 We can issue you with a cheque drawn on us. This is known as a bank cheque. There is a fee for the issue of a bank cheque: See the Schedule of Fees, Charges and Transaction Account Rebates (personal customers) or Business Fees and Charges (business customers).

10.2 Although most people regard bank cheques as cleared funds, they are not equivalent to cash. A bank may dishonour a bank cheque including if:

- (a) the signature of an officer of a bank is forged or placed on a bank cheque without the bank's authority;
- (b) the bank cheque has been fraudulently or materially altered;
- (c) a fraud or other crime has been committed;
- (d) the bank is advised that the bank cheque is lost or stolen;
- (e) there is a court order preventing the bank from paying a bank cheque;
- (f) the bank has not received payment or value for the issue of the bank cheque.

10.3 If a bank cheque is lost, destroyed or stolen, we may provide a replacement bank cheque for a fee: See the Schedule of Fees, Charges and Transaction Account Rebates (personal customers) or Business Fees and Charges (business customers).

11. Account combination

11.1 We may combine the balances of two or more of your accounts, even if the accounts are at different branches, if one of your accounts is overdrawn or is in debit and the other is in credit. In this situation the credit in one account would be used to reduce the debit balance in the other account.

- 11.2 We will promptly inform you if we combine your accounts; however, we need not notify you in advance.
- 11.3 When combining accounts we will comply with any applicable requirements of the Code of Operation for Department of Human Services and Department of Veterans' Affairs Direct Credit Payments.
- 11.4 We will not exercise our right to combine your accounts in connection with amounts you owe in respect of any credit facility which you hold with us that is regulated by the National Credit Code:
- (a) while we are actively considering your financial situation as a result of your hardship application (we may ask you, as a condition of not exercising our right to combine your accounts, to agree to retain funds in an account until our decision on your hardship application has been made); or
 - (b) while you are complying with an agreed arrangement with us resulting from our consideration of your hardship application.
- 11.5 If you are a recipient of Centrelink benefits, we will act in accordance with our obligations under the Code of Operation for Department of Human Services and Department of Veterans' Affairs Direct Credit Payments when exercising our right to combine accounts.

12. Statements and confirmation of transactions

- 12.1 You agree that statements of account will be issued six monthly and upon account closure.
- 12.2 You must check your statement of account and immediately notify us if you notice an error or possible unauthorised transaction on that statement. You should keep your statements safe for future reference.
- 12.3 If you make an additional deposit or a withdrawal prior to the review date, we will also provide you with a receipt for that deposit or withdrawal.
- 12.4 We strongly advise you to keep all receipts and statements in a safe place, as you may need them to do things such as complete tax returns. If you misplace any of your account records or need us to provide you with information about any of your transactions, such as interest credits for tax purposes, we can help by conducting a search of our records.
A fee may apply for this service to cover our costs: See the Schedule of Fees, Charges and Transaction Account Rebates (personal customers) or Business Fees and Charges (business customers).
- 12.5 You should keep records of transactions to reconcile to your statement.

- 12.6 Confirmation of transactions involving your account will be recorded in your statement of account. You may also request a transaction confirmation in person by visiting one of our branches.
- 12.7 If you have access to Bendigo e-banking when your account is opened we will give you statements of account only by making them available for you in Bendigo e-banking unless you adjust your statement settings to request that we also send you printed copies by post. You must provide us with your email address in order to receive e-statement notification emails when a new statement of account is available. You can adjust your statement settings in Bendigo e-banking or by contacting us.

13. Password

- 13.1 You must choose a password when you open an account. We may ask you for this password, and you must provide it when we ask for it, at any time as further proof of your identity.

Use and security of your password

- 13.2 The security of your password is very important. You will be liable for unauthorised transactions which you contribute to by not keeping your password secure.
- 13.3 You must ensure that you:
- (a) keep your password secure and protected;
 - (b) do not tell anyone your password;
 - (c) do not provide your password to any person (including a family member or a friend);
 - (d) do not allow any unauthorised person to observe or hear your password.
- 13.4 You must notify us immediately if:
- (a) any record you may have of your password, is lost or stolen;
 - (b) you become aware or suspect another person knows your password or has used your password without your authority; or
 - (c) you become aware or suspect another person knows your password or has used your password without your authority.

In Australia contact Bendigo Bank on:

1300 236 344

Overseas

Contact us by telephone on 61 3 5485 7872.

- 13.5 Any delay in notifying us will expose you to liability for losses incurred as a result of unauthorised access or transactions.
- 13.6 You should confirm any verbal notification in writing or at one of our branches as soon as possible.

14. Joint accounts

- 14.1 This paragraph applies if an account is in two or more names jointly.

Understanding your obligations

- 14.2 You may choose to operate accounts jointly with other persons or entities.
- 14.3 If you do, your liability under these terms and conditions is both joint and several. This means that each of you is liable both on your own and together for the whole of any debit balance on the account. You should carefully consider any arrangement which involves you becoming a joint account holder.
- 14.4 It is up to you and the other joint account holder(s) to specify how many of you must sign in order to operate a joint account. Account operating instructions are part of your contract with us and may only be altered by written notification to us, signed by each party to the joint account. However, any joint account holder(s) can cancel operating instructions by contacting us which will require that all further instructions be given jointly by all joint account holder(s).
- 14.5 Despite any instructions you may give us to the contrary, we may insist that the joint account only be operated on the signatures of all joint account holders if:
- (a) one of the joint account holders requests us in writing to do so;
 - (b) we are notified of any dispute between the joint account holders;
 - (c) we are notified of the death or bankruptcy of any of the joint account holders.
- 14.6 You agree that each of you act as an agent for the other and that we can send a copy of a notice or statement to all or any one of you, except where we are legally obliged to do otherwise.
- 14.7 You agree that each joint account holder may have access to information about the account without the consent of the other joint account holders.
- 14.8 In the event of your death, the account will be treated as the account of the surviving account holder(s) only.

15. Authorised signatories and operating instructions

- 15.1 You may ask us, in writing, to authorise one or more other people to operate your account. A person who is authorised to operate your account is called an authorised signatory. Where there is more than one authorised signatory, you must specify how many of the authorised signatories must sign in order to operate your account. Your instructions in relation to how many authorised signatories must sign in order to operate your account are called operating instructions. If you are a company, body corporate, club or association, we may require appointment of authorised signatories and directions as to operating instructions to be under common seal or authenticated by minutes of a resolution of your directors or governing body. We do not have to agree to your request but if we agree, we may impose conditions. If we do not agree to your request, we will notify you.
- 15.2 You can arrange to have the authority of an authorised signatory revoked or your operating instructions changed at any time. If you want to revoke the authority of an authorised signatory or change your operating instructions, you must notify us in writing. If you are a company, body corporate, club or association, we may require the revocation of authorisation or change of operating instructions to be under common seal or authenticated by minutes of a resolution of your directors or governing body.
- 15.3 We are entitled to act on all instructions given by your authorised signatories in accordance with your operating instructions (including appointing a new authorised signatory or revoking the authority of an authorised signatory). We are not required to make any inquiries in relation to any instructions received by an authorised signatory in relation to the operation of your account.
- 15.4 These terms and conditions apply to the authorised signatory in the same way that they apply to you. You should ensure that any authorised signatory has read these terms and conditions and complies with them as if they were you. If the authorised signatory does not comply with these terms and conditions, you will be in default.
- 15.5 You consent to us giving an authorised signatory information about your account.
- 15.6 You may ask us, in writing, to limit the dollar (\$) amount available to some authorised signatories to restrict their authority.

16. Stopping or closing your account

- 16.1 You may close your account on the review date or prior to the review date, but we may reduce the interest rate payable on your investment if you close your account prior to the review date (refer to clause 4).
- 16.2 You may close the account by:
- visiting one of our branches and telling us you wish to close the account;
 - sending a written request to us.
- 16.3 We may close your account at any time, due to unsatisfactory conduct or for any other reason if we reasonably consider it necessary to prevent fraud or other losses to you or us or to protect our legitimate interests by giving you notice that is reasonable in all the relevant circumstances and reimbursing you for any amount standing to the credit of your account. If you or an authorised signatory breach any of these terms and conditions, we may close the account without giving you prior notice.
- 16.4 We will give you notice as soon as possible after closing the account (unless we have previously given you notice) and will reimburse you for the amount standing to the credit of your account.
- 16.5 If your account is closed:
- you will be liable for any transactions that were not processed, or that occur on the account at the time the account is closed;
 - you must pay to us on demand all unpaid fees and charges prior to closing the account.
- 16.6 We reserve the right to withdraw any account from offer without notice.
- 16.7 We may place a stop on your account if:
- you are in breach of any of the terms and conditions;
 - you have not provided us with information that we have asked you to provide;
 - we receive notice of your mental incapacity, bankruptcy or death;
 - we become aware of any dispute which in our reasonable opinion has a bearing on the account.

If we place a stop on your account, you or anyone else will not be able to make any withdrawal transactions on the account. Credit transactions will still be allowed unless you specifically request credit transactions be stopped also. We do not exclude any liability to you for loss or damage to you arising directly from the fraud, negligence or wilful

misconduct of us, our employees or agents or a receiver appointed by us.

- 16.8 If we receive notice of a dispute from a third party who claims a beneficial interest in the funds held in the account, we may at our discretion freeze the account until the dispute has been resolved to our reasonable satisfaction.

17. Changes

- 17.1 Acting reasonably, we may change these terms and conditions at our absolute discretion at any time. If any law regulates that change, we will only make the change to the extent permitted by, and subject to, the requirements of that law.

We can only make changes to the extent reasonably necessary to protect our legitimate interests, or to benefit you, including:

- changes because of changes to our cost of funds or other costs of doing business or to ensure that we receive an adequate return on assets;
- changes because of requirements of laws or industry codes of practice, prudential standards, court decisions, decisions of our dispute resolution scheme, guidance or directions from regulators, and similar reasons;
- changes due to changes in the way we operate our business or our systems;
- changes we think are necessary to fix errors or to make things clearer;
- changes for information security or similar purposes;
- changes to reflect market practice or standards or to keep our products competitive and meeting customer expectations and needs; or
- changes made for other good reasons.

- 17.2 Subject to the requirements of any law, you agree that we can give notice of changes to these terms and conditions and of any change that affects any of the matters specified in this document (including changes to fees and charges and interest rates)

- in writing (including by notice in your statement of account);
- by an advertisement in a major daily newspaper published in Australia or at such other frequency as published by the overseas local major newspaper (if applicable);

- in such other manner as we reasonably consider is likely to come to the attention of as many account holders as possible or;
- in accordance with clause 25.4.

17.3 The notice of change table sets out how much prior notice we will give you of changes, if prior notice is required.

Notice of Change

Type of change	Minimum number of days notice
Any change that is an increase in fees or charges	30
A variation of the method by which interest is calculated A variation of the frequency with which interest is debited or credited A variation of the balance ranges within which interest rate apply	30
Other changes to the terms and conditions (apart from a change in Government charges payable directly or indirectly by you)	No later than the day on which the change takes effect
Change to an interest rate This does not apply to rates linked to money markets or other external rates (which we do not control for which we cannot notify changes in advance.) These changes take effect from the earlier of the date you receive notification or they are first published.)	No later than the date of the change

18. Tax

18.1 When you open an account with us, you have the option of supplying us with your Tax File Number or, if applicable, Australian Business Number. If you don't, we are required by law to deduct withholding tax from your interest, at the highest marginal rate plus the Medicare Levy and forward it to the Australian Taxation Office.

18.2 Similar requirements also apply to joint accounts where one or more of the account holders have not supplied their Tax File Number or, if applicable, Australian Business Number or relevant exemption.

Providing your Tax File Number is NOT compulsory, but is advisable.

18.3 If you are entitled to an exemption in relation to this tax you should advise us of your type of exemption and provide any supporting documentation we may require.

18.4 What happens if I don't provide my Tax File Number?

If you choose not to provide us with your Tax File Number, we are required to deduct withholding tax at the highest marginal tax rate – plus the Medicare Levy, when you earn interest income of \$120 or more a year.

The above clauses 18.1, 18.2, 18.3 and 18.4 do not

17.4 If a Government charge payable directly or indirectly by you is introduced or varied, we will notify you by advertisement in the national media or local media or in writing unless the introduction or variation is publicised by the Government

apply if you are not a resident of Australia. We are required to withhold Australian non-resident withholding tax from interest income earned on your account which is currently 10%.

Note: Generally children under 16 do not need to provide us with a Tax File Number, however, where the child's investment income (or interest) is likely to be \$420 per annum or more, it is advisable to obtain a tax file number as interest earned in excess of \$420 is subject to withholding tax. Deductions of withholding tax are calculated on a daily pro-rata basis, regardless of whether or not the account earns more than \$420 in interest during the financial year.

19. Privacy

19.1 We are committed to ensuring your privacy is protected and understand your concerns regarding the confidentiality and security of personal information you provide to us.

19.2 You can obtain information about privacy in our Privacy Policy which is available upon request at any of our branches or on our website www.bendigobank.com.au

20. Make a complaint

- 20.1 We consider Internal Dispute Resolution (IDR) to be an important and necessary first step in the complaint handling process as it gives us an opportunity to hear when we do not meet our customers' expectations and address them genuinely, efficiently and effectively.
- 20.2 You can raise your complaint with us by:
- (a) speaking to a member of our staff directly;
 - (b) telephoning 1300 236 344
 - (c) website www.bendigobank.com.au/contact-us/make-a-complaint
 - (d) secure email by logging into e-banking
 - (e) contacting us through a Bendigo Bank social media channel
 - (f) contacting Customer Resolutions at:
Reply Paid PO Box 480
Bendigo Vic 3552
Email feedback@bendigoadelaide.com.au

Australian Financial Complaints Authority

- 20.3 Alternatively you may refer your complaint directly to the appropriate External Resolution scheme.

We are a member of the Australian Financial Complaints Authority (AFCA). You can contact AFCA at:

Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001
Telephone: 1800 931 678
Website: www.afca.org.au
Email: info@afca.org.au

Time limits may apply to refer a complaint to AFCA and so you should act promptly or otherwise consult the AFCA website to find out if, or when the time limit relevant to your circumstances expires.

If your complaint relates to how we handle your personal information you can also contact the Office of the Australian Information Commissioner (OAIC):

GPO Box 5218
Sydney NSW 2001
Telephone: 1300 363 992
Email: enquiries@oaic.gov.au
Web: www.oaic.gov.au

21. If you have changed your name, address or contact details

- 21.1 If you have changed your name, we will need to amend our records as soon as possible. Before amending our records, we will require evidence of your name change, such as a marriage certificate, birth certificate, decree nisi or dissolution of marriage, or a certificate of registration of change of name.
- 21.2 If you have changed your address (home, business or email, where relevant) or contact details you must provide us with your new address or contact details as soon as possible, either by calling into one of our branches, by phoning 1300 236 344 or by writing to your local branch or our head office.
- 21.3 You should advise us of all of your account details so that our records can be changed.

22. Banking Code of Practice

- 22.1 The Australian Banking Association's Banking Code of Practice as updated, and adopted by us, from time to time sets out standards of practice and service in the Australian banking industry for individual and small business customers, and their guarantors. The relevant provisions of the Banking Code of Practice apply to the banking service outlined in these *Terms and Conditions*. You can obtain a copy of the Banking Code of Practice on our website or from any of our branches.
- 22.2 You should inform us promptly if you are in financial difficulty so that we may discuss your situation.
- If you are not a resident of Australia, then the above clause 22 does not apply. We are not bound by the Banking Code of Practice in relation to your account.

23. Financial Claims Scheme

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

As such please note the following information:

- you may be entitled to a payment under the Financial Claims Scheme in the event of us becoming insolvent;
- accessibility to the Financial Claims Scheme is subject to eligibility criteria; and
- information about the Financial Claims Scheme can be found at www.fcs.gov.au.

The Australian Government has given notice that it is reviewing the application of the Financial Claims Scheme to accounts held by non-residents of Australia.

This may result in the Financial Claims Scheme no longer applying to accounts held with us by overseas customers.

24. Anti-Money Laundering and Counter-Terrorism Financing (AML/CTF)

- 24.1 We are committed to the regulatory requirements for anti-money laundering and counter-terrorism financing.
- 24.2 To comply with these requirements we may:
- (a) require you to provide to us, or otherwise obtain, any additional documentation or other information;
 - (b) suspend, block or delay transactions on your account, or refuse to provide services to you;
 - (c) report any, or any proposed, transaction or activity to any body authorised to accept such reports relating to AML/CTF or any other law.

25. Other

- 25.1 We can decide, at our discretion acting reasonably, the order in which payments will be processed.
- 25.2 We may give you a certificate about a matter in connection with the account. The certificate is sufficient to prove the matter, unless you prove the certificate is incorrect.
- 25.3 Notices and other communications for us may be:
- (a) given personally to one of our employees at your local branch or sent by post to our registered office; or
 - (b) given by any other means permitted by law.
- 25.4 Subject to the requirements of any law, notices and other communications for you may be:
- (a) given to you personally or left at any address specified by you or your residential or business address last known to us;
 - (b) sent by prepaid post to any of these places;
 - (c) sent by email to your email address last notified to us;
 - (d) if you are registered for Bendigo e-banking by secure email in Bendigo e-banking;
 - (e) if you have downloaded a Bendigo Bank mobile banking application, sent to you in the application or
 - (f) given by any other means permitted by law.

We may also give you notices and other communications by making them available electronically (for example, by publishing them on our website) and notifying you that we have done so and

how you can obtain the notice or communication.

However, we will not give you a notice or communication in this way if you have notified us that you do not want to receive notices and communications from us in this way. You can notify us that you do not want to receive notices and communications from us in this way by contacting us.

- 25.5 Enforcement expenses may become payable if you breach these terms and conditions. For instance, if you overdraw your account without our written permission we may take legal action to recover the debt. Any reasonable expenses we incur in recovering our debt will be payable by you and you authorise us to debit the amount of these expenses to your account.
- 25.6 We may choose at any time to waive any of our rights under these terms and conditions. Subject to any applicable law, a waiver by us is not a change to, and does not reduce our rights under, these terms and conditions unless we give you written notice that it is a change to these terms and conditions.
- 25.7 Nothing in this agreement has the effect of excluding, restricting or modifying rights in the Australian Securities and Investments Commission Act or Competition and Consumer Act, which cannot be excluded, restricted or modified by agreement.
- 25.8 Part or all of any provision of these terms and conditions that is illegal or unenforceable will be severed from these terms and conditions, however the remaining provisions of these terms and conditions will continue in force.
- 25.9 We may assign or otherwise deal with our rights under these terms and conditions in anyway we consider appropriate. You agree that we may disclose any information or documents we consider desirable to help us exercise this right. You also agree that we may disclose information or documents at any time to a person to whom we assign our rights under these terms and conditions.
- 25.10 You should inform us promptly if you are in financial difficulty.
- 25.11 We may only exercise our rights under a term in these terms and conditions to the extent (if any) reasonably necessary to protect our legitimate interests. This clause applies to a term in these terms and conditions, despite any other term, if it:

- (a) is subject to unfair contract terms legislation; and
- (b) is to our advantage; and

- (c) causes a significant imbalance in the rights and obligations of you and us under these terms and conditions; and
- (d) would cause detriment to you if we applied the term or relied on the term.

Words used in this clause have the meanings given to them in the unfair contract terms legislation.

26. Confirmation of Payee service

26.1 Using the Confirmation of Payee service when making a payment

If you make a payment using a BSB and account number, we may use the Confirmation of Payee service to provide you with a view on the likelihood that the account name you have entered matches the account you are paying to.

If we indicate to you that the Confirmation of Payee service result does not match and we allow you the option of proceeding with the payment, you should check the account details with the intended recipient before proceeding with the payment. We may decline to process a payment where the Confirmation of Payee service result does not match and we consider it reasonably necessary to do so to avoid you or us suffering loss or being victim to fraud or a scam.

At all times it remains your responsibility to ensure that the BSB and account number you are using to make a payment are correct irrespective of any Confirmation of Payee service match result we share with you and your liability for payments will not be affected by any Confirmation of Payee match result we share with you.

You must not misuse the Confirmation of Payee service or try to use it in breach of these terms and conditions or for any purpose other than confirming the name for the account you intend on making a payment to.

Without limiting any other right we have under these terms and conditions, we may limit or suspend your ability to make payments or use a payment facility or access method if we reasonably believe you are misusing the Confirmation of Payee service in breach of these terms and conditions.

26.2 Sharing your account details through the Confirmation of Payee service

We'll ensure your account details, including your name, are accurately recorded by us (based on the information you have provided to us and any verification we have undertaken) for the use of the Confirmation of Payee service.

You must promptly notify us of any changes to your name and provide us with any evidence of your name change that we reasonably request.

You authorise and consent to:

- us using and disclosing your account details (including your name) with the Confirmation of Payee service;
- us and other financial institutions who process payments to or from your account using the related transaction details (including any name included with a payment instruction) with the Confirmation of Payee service;
- payers' financial institutions using and disclosing your account details (including your name) for the purposes of the Confirmation of Payee service and prior to making payments to you; and
- your account details (including your name) and transaction details being disclosed, stored and used in connection with the Confirmation of Payee service in accordance with the industry rules, regulations and procedures that apply to the Confirmation of Payee service.

26.3 Opt-out requests

You may request that we withhold from sharing your account details with the Confirmation of Payee service for an account if there are special circumstances and it is reasonably necessary to withhold your account details to protect your safety or security (an opt-out request). We will only agree to an opt-out request if we agree that special circumstances exist and it is reasonably necessary to protect your safety or security.

If we agree to an opt-out request:

- payers may not be able to confirm your account details through the Confirmation of Payee service when making payments to your account;
- we may still disclose your account details (including your name) to other financial institutions through the Confirmation of Payee service to facilitate their fraud checking processes (but they will not share your details with payers);
- we may still disclose your account details (including your name) through the Confirmation of Payee service for them to be shared with some government agencies to confirm your identity in relation to payments they are making to you;

- +financial institutions who process payments to or from your account may still use the related transaction details (including any name included with a payment instruction) with the Confirmation of Payee service; and
- you can request to opt your account back in to sharing your account details with the Confirmation of Payee service at any time.

Please note: if you did not receive the Schedule of Fees, Charges and Transaction Account Rebates (personal customers), Business Fees and Charges (business customers) or the Schedule of Interest Rates for Term Deposit Accounts with this document, please contact your nearest branch or phone 1300 236 344 to arrange for them to be sent to you.

Talk to us today

In person	At your nearest Bendigo Bank branch
On the phone	Call 1300 236 344
Online	At bendigobank.com.au
By mail	The Bendigo Centre PO Box 480 Bendigo VIC 3552

This document must be read in conjunction with Schedule of Fees, Charges and Transaction Account Rebates (personal customers), Business Fees and Charges (business customers) and the Schedule of Interest Rates for Term Deposit Accounts. Together they form the Terms and Conditions for Bendigo Term Deposit Accounts and Facilities. Bendigo and Adelaide Bank Limited, The Bendigo Centre, Bendigo Vic 3550 ABN 11 068 049 178. AFSL No. 237879.

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bendigobank.com.au

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Business.

Fees and Charges.

15 May 2026

It's not just business banking.

It's bigger than that.

It's your company thriving and your customers getting what they want, then coming back for more. It's jobs in the community and it's your future. We think that business banking is more than just balance sheets and budgets. Which is why we're doing more than ever to help every Australian business succeed.

About this document

The Business Fees and Charges booklet provides information about a range of business account services, the applicable fees and transaction account rebates.

Sections A-G of this Business Fees and Charges booklet apply to the Bendigo Bank account types listed below.

Section H of this Business Fees and Charges booklet applies to banking services and payment facilities provided by Bendigo Bank in relation to interests or investment in a managed fund issued by Sandhurst Trustees Limited ABN 16 004 030 737 AFSL 237906.

This document should be read in conjunction with your applicable account Standard Terms or other terms and conditions, Letter of Offer or other disclosure documents and any applicable Schedule of Interest Rates.

You should refer to the abovementioned documents that are relevant to your account or contact us to find out which services are available for your account.

The fees, charges and transaction account rebates set out in this booklet may change from time to time in accordance with the relevant terms and conditions for the account, banking service or payment facility.

This booklet includes fees for:

- Business accounts
- Term Deposit accounts
- Business credit cards
- Business debit cards
- Business Lending
- Interest rate risk management
- Equipment finance
- International services
- Sandhurst Cash Common Fund
- Sandhurst Investment Term Fund
- Sandhurst Select 90 Fund
- Sandhurst Cash Management Trust

For information about personal account products and services available please contact us.

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Section A – Transaction Account Rebates

What is a Transaction Account Rebate?

If you hold an eligible account as listed in Section B of this booklet we will give you a monthly fee allowance (a rebate) that we will use to reduce the eligible monthly Transaction Fees you incurred on your account.

The period for calculating your Transaction Account Rebate commences on the first day of each month and ends on the last day of each month.

Eligible Transaction Fees are accumulated during a calendar month and charged to your account on the first day of the following month. On the first day of each month we will subtract your Transaction Account Rebate from the eligible Transaction Fees charged to your account. Any unused rebate does not carry over to the following month.

Fees that are eligible for the rebate in this booklet are identified by '(R)'.

Section B – Business Accounts

Bendigo Transaction Accounts

Account	Monthly Service Fee	Transaction Account Rebate
Bendigo Business Everyday Account	\$15.00 ⁷	No ¹
Bendigo Business Basic Account	No	No
Bendigo Accountant Everyday Account	\$15.00	No
Bendigo Accountant Basic Account	No	No
Bendigo Cash Management Account ⁸	No	No

Bendigo Savings Accounts

Account	Monthly Service Fee	Transaction Account Rebate
Bendigo Business EasySaver Account	No	No

Bendigo Trust Accounts

Account	Monthly Service Fee	Transaction Account Rebate
Bendigo Real Estate Trust Account	No	No
Bendigo Solicitors Trust Account	No	No
Bendigo Conveyancer Trust (VIC) Account	No	No
Bendigo Retention Money Trust (NSW) Account	No	No

Bendigo Term Deposit Accounts

Account	Monthly Service Fee	Transaction Account Rebate
Bendigo Standard Term Deposit Account	No	No
Bendigo Gold Term Deposit Account	No	No
Bendigo Cash Solutions Term Deposit Account ⁸	No	No

Bendigo Farm Management Deposit Accounts

Account	Monthly Service Fee	Transaction Account Rebate
Bendigo Fixed Rate Farm Management Deposit Account	No	No
Bendigo Variable Rate Farm Management Deposit Account	No	No

Bendigo Accounts no longer offered (existing accounts only)

Account	Monthly Service Fee	Transaction Account Rebate
Bendigo Schools Management	No	\$10.00
Our Community Account	No	\$4.00
Bendigo Oxfam Community Investment Account ²	No	\$4.00
Bendigo Community Choice Investment Account	No	\$4.00
Bendigo Primary Producer Account	No	\$10.00
Bendigo Business Cash Management Account	No	No
Bendigo Schools Cash Management Account	No	\$10.00
Bendigo Trust Account	No	\$6.00
Bendigo Business Solutions Account	\$10.00	\$20.00
Bendigo Business Account	No	No
Bendigo GST Management Account	No	\$1.75
Bendigo Club Account	No	\$7.00
Bendigo Emergency Services Account	No	No ¹
Bendigo Community Choice Partners Account	No	No ¹
Bendigo Business Flexi Offset	No	No
Not-for-Profit Cash Management Account	No	\$4.00 ³
Capacity Builder Account	No	\$1.75
Social Investment Deposit Account	No	\$4.00
Bendigo Commercial Everyday Account	Available on Application	No
Bendigo Commercial Basic Account	No	No
Not-For-Profit Everyday Account	No	No
Bendigo Business CommunitySaver Account	No	No
Bendigo Business Investment Facility	No	\$25.00

Business Credit Cards

Account	Monthly Service Fee	Transaction Account Rebate
Business Credit Card	\$4.00 ⁴	No
Qantas Business Credit Card	No ⁶	No

Business Debit Card

Account	Monthly Service Fee	Transaction Account Rebate
Business Debit Mastercard	\$3.00 ⁵	No

1. Account exempt from eligible Transaction Fees

2. Formerly Bendigo Oxfam Australia Cash Management Account or Bendigo Oxfam Australia Deposit Account

3. Standard Transaction Account Rebate applies however:

A further Transaction Account Rebate may be negotiated between Bendigo Bank and the customer. However, not all customers will obtain a further Transaction Account Rebate. If a further Transaction Account Rebate is negotiated, it will be calculated based on the income earned from the monthly average balance held less the cost of Transaction Fees and (if applicable) is reviewed quarterly and may be renegotiated at that time. NOTE: As at 8th August 2011, existing Not-for-Profit Cash Management Account holders with negotiated rebates will continue to receive their existing rebate. Cash Management accounts opened from this date (8th August 2011) will receive Transaction Account Rebates as per the above.

4. Applies when you have a Business Credit Card linked to your account. This fee is charged per card linked to the account and is charged to the account monthly

5. Does not apply to the Bendigo Business Everyday Account, Bendigo Business Basic Account, Bendigo Accountant Everyday Account, Bendigo Accountant Basic Account and Not-For-Profit Everyday Account.

6. An \$89 card fee applies when you have a Qantas Business Card linked to your account. This fee is charged per card linked to the account and is charged to the account annually.

7. Monthly Service Fee is waived when account has an eligible Business Overdraft Limit.

8. Only available through an approved adviser or custodian

Section C - Transaction Fees

This section lists transaction fees that are payable on your Bendigo Business Bank account.

Fees that are eligible for the rebate are identified by '(R)'.

Free Transactions

Sweep Facility (internal)

When you instruct us in writing to make a regular payment from your Bendigo Bank Business Debit Card account to a Business credit card account.

Retail Purchase

When you make a payment for goods and services by selecting credit.

Note: Where 'credit' account is selected when making purchases using your Business Debit Mastercard, Business Credit Card or Qantas Business Credit Card.

Bendigo Bank ATM Deposit

When you make a deposit of cash or cheques into a Bendigo Bank ATM. This service is only available at Bendigo Bank ATMs which have a deposit facility.

Direct Credit (Inward)

When you make an arrangement with a third party to transfer funds to a Bendigo Bank account.

Direct Debit

When you make an arrangement with a third party to automatically debit an account.

Note: If you provide a merchant with your Business or Qantas Business Credit Card BSB and account number to establish a direct debit on your account it will be treated as a cash advance and interest will be calculated and charged accordingly. If you only provide the merchant with the card number, the direct debit will be treated as a purchase.

Periodical Payment (Internal)

When you instruct us in writing to make a regular payment from one Bendigo Bank account to another Bendigo Bank account.

Bendigo Bank ATM Enquiry

When you make an enquiry at a Bendigo Bank ATM.

Cash Deposit (in branch)

When you make a deposit 'over the counter' at any Bendigo Bank branch. A collection item fee may apply. Please refer to the Collection Item fee in this booklet.

Non-Bendigo Bank ATM Enquiry²

When you make an enquiry on your account at a non-Bendigo Bank ATM.

² Other financial institutions may charge you a fee for using their ATMs. This fee will be displayed at the time of the transaction and allows the customer to accept or decline the fee as shown. If using your credit card, interest will be charged from the day the enquiry is completed.

Non-Bendigo Bank ATM Withdrawal³

When you make a withdrawal from your account at a non-Bendigo Bank ATM.

³ Other financial institutions may charge you a fee for using their ATMs. This fee will be displayed at the time of the transaction and allows the customer to accept or decline the fee as shown. If using your credit card, interest will be charged from the day the enquiry is completed.

e-banking Transactions

Bill Payment Withdrawal (R)

When you instruct us through Bendigo Phone Banking or Bendigo e-banking to pay a bill via the BPAY scheme. (Including using BPAY View in e-banking)

e-banking Internal Transfer (R)

When you instruct us to transfer funds to a nominated Bendigo Bank account via Bendigo e-banking.

Phone Banking Transfer (R)

When you instruct us to transfer funds to a nominated Bendigo Bank account via Bendigo Phone Banking.

e-banking Pay Anyone Transfer, including Osko (R)

When you instruct us to make a payment to another account at any financial institution within Australia using the Pay Anyone service.

Cheque Transactions

Cheque Withdrawal (R)⁴

Where a cheque book is issued, and a cheque written from that book is debited to your account.

Bank Cheque Withdrawal (R)¹

When you request us to provide you with a bank cheque.

¹This fee will continue to be charged where the bank is notified that all customers of the account are deceased, as a service will continue to be performed

⁴ Existing Accounts Only. Cheque Facilities and Cheque books not available on new accounts opened from 1 August 2023

Card Initiated Transactions

EFTPOS Withdrawal (R)

When you make a payment for goods and services by selecting savings or cheque, or request cash from an EFTPOS terminal in Australia or overseas using a PIN.

Bendigo Bank ATM Withdrawal

When you make a withdrawal at a Bendigo Bank ATM or an ATM that forms part of a Bendigo Bank shared ATM network.

Bendigo Bank ATM Transfer

When you transfer funds from your account to another Bendigo Bank account at a Bendigo Bank ATM.

Bank@Post™¹

Transactions made at a Bank@Post terminal in an Australian Post office, where this facility is available.

Bank@Post Balance Enquiry Free

Bank@Post Deposit \$4.00

Bank@Post Loan Repayments Free

Bank@Post Withdrawal \$4.00

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Branch Transactions

Cash Withdrawal (in branch) (R)

When you make a cash withdrawal from your account or present a Bendigo Bank cheque for cash 'over-the-counter' at a Bendigo Bank branch.

Transfer (in branch) (R)

When you make an 'over-the-counter' request at a Bendigo Bank branch to transfer funds from your account to another Bendigo Bank account (including scheduled in branch transfers where you request one or more future dated transfers as opposed to establishing a periodical payment or sweep facility).

EFT Credit Transfer (R)

When you make an 'over-the-counter' request at a Bendigo Bank branch to transfer funds to an account at another bank.

Collection Item (R)

When you make a cheque deposit or deposit of paper items to any Bendigo business account.

Other Transactions

Periodical Payment to Other Financial Institution (R)

When you instruct us in writing to make a regular payment for a fixed amount from a Bendigo Bank account to an account at another financial institution. This fee is payable each time payment is made.

¹This fee will continue to be charged where the bank is notified that all customers of the account are deceased, as a service will continue to be performed

	Transaction	Current Transaction Accounts					When is fee charged?
		Business Everyday	Accountant Everyday	Business Basic	Accountant Basic	Cash Management Account ⁶	
Free	Monthly Service Fee	\$15.00	\$15.00	N/A	N/A	N/A	1st of following month
	Business Debit Mastercard Fee	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	1st of following month
	Sweep facility (internal)	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	N/A
	Retail purchase	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	N/A
	Bendigo Bank ATM deposit	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	N/A
	Direct credit (inward)	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	N/A
	Direct debit	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	N/A
	Periodical payment (internal)	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	N/A
	Bank@Post loan repayment	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	N/A
	Bendigo Bank ATM enquiry	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	N/A
	Cash deposit (in branch)	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	N/A
	Non-Bendigo Bank ATM enquiry ¹	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	N/A
	Non-Bendigo Bank ATM withdrawal ¹	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	N/A
	BPAY® withdrawal	Unlimited	Unlimited	\$0.40	\$0.40	Unlimited	1st of following month
e-banking	e-banking internal transfer	Unlimited	Unlimited	\$0.40	\$0.40	Unlimited	1st of following month
	Phone Banking transfer	Unlimited	Unlimited	\$0.40	\$0.40	Unlimited	1st of following month
	e-banking Pay Anyone transfer, including Osko®	Unlimited	Unlimited	\$0.40	\$0.40	Unlimited	1st of following month
Branch	Cash withdrawal	Unlimited	Unlimited	\$1.75	\$1.75	\$2.50	1st of following month
	Transfer	Unlimited	Unlimited	\$1.75	\$1.75	\$2.50	1st of following month
	Collection item	Unlimited	Unlimited	\$0.70	\$0.70	Unlimited	1st of following month
Card initiated	EFTPOS withdrawal	Unlimited	Unlimited	\$0.70	\$0.70	Unlimited	1st of following month
	Bendigo Bank ATM withdrawal	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	N/A
	Bendigo Bank ATM transfer	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	N/A
	Bank@Post withdrawal ⁴	\$4.00	\$4.00	\$4.00	\$4.00	\$2.50	at time of transaction ³
	Bank@Post deposit ⁴	\$4.00	\$4.00	\$4.00	\$4.00	\$2.50	at time of transaction ³
	Bank@Post balance enquiry	Nil	Nil	Nil	Nil	Nil	N/A
	Cash advance	N/A	N/A	N/A	N/A	N/A	N/A
Other	Cheque withdrawal ⁵	Unlimited	Unlimited	\$0.70	\$0.70	N/A	1st of following month
	Bank cheque withdrawal ⁴	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	at time of transaction ^{2, 3}
	EFT Credit Transfer	\$4.00	\$4.00	\$4.00	\$4.00	\$4.00	at time of transaction ^{2, 3}
	Periodical payment to other financial institution	\$3.75	\$3.75	\$3.75	\$3.75	\$3.75	at time of transaction ^{2, 3}

¹ Other financial institutions may charge you a fee for using their ATMs. This fee will be displayed at the time of the transaction and allows the customer to accept or decline the fee as shown. If using your credit card interest will be charged from the day the transaction is completed.

² Fee charged on the 1st of the following month for accounts no longer offered.

³ Fee charged on the 1st of the following month for Accountant Basic account and Accountant Everyday account.

⁴ This Fee Will continue to be charged where the bank is notified that all customers of the account are deceased, as a service will continue to be performed.

⁵ Existing Accounts Only. Cheque Facilities and Cheque books not available on new accounts opened from 1 August 2023.

⁶ Only available through an approved adviser or custodian

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	Transaction	Current Savings Accounts	Term Deposit Accounts			Bendigo Farm Management Deposit Accounts		When is fee charged?
		Business EasySaver	Standard Term Deposit	Gold Term Deposit	Cash Solutions Term Deposit ²	Fixed Rate Farm Management Deposit	Variable Rate Farm Management Deposit	
Free	Monthly Service Fee	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Sweep facility (internal)	Unlimited	N/A	N/A	N/A	N/A	N/A	N/A
	Direct credit (inward)	Unlimited	N/A	N/A	N/A	N/A	N/A	N/A
	Direct debit	Unlimited	N/A	N/A	N/A	N/A	N/A	N/A
	Periodical payment (internal)	Unlimited	N/A	N/A	N/A	N/A	N/A	N/A
	Cash deposit (in branch)	Unlimited	Unlimited ¹	Unlimited ¹	Unlimited ¹	Unlimited ¹	Unlimited	N/A
e-banking	BPAY withdrawal	Unlimited	N/A	N/A	N/A	N/A	N/A	N/A
	e-banking internal transfer	Unlimited	N/A	N/A	N/A	N/A	Unlimited	N/A
	Phone Banking transfer	Unlimited	N/A	N/A	N/A	N/A	Unlimited	N/A
	e-banking Pay Anyone transfer, including Osko	Unlimited	N/A	N/A	N/A	N/A	Unlimited	N/A
Branch	Cash withdrawal	\$1.75	Unlimited ¹	Unlimited ¹	Unlimited ¹	Unlimited ¹	Unlimited	1st of following month
	Transfer	\$1.75	Unlimited ¹	Unlimited ¹	Unlimited ¹	Unlimited ¹	Unlimited	1st of following month
	Collection item	\$0.70	N/A	N/A	N/A	N/A	N/A	1st of following month
Other	Bank cheque withdrawal	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	at time of transaction
	EFT Credit Transfer	\$4.00	\$4.00	\$4.00	\$4.00	Unlimited ¹	Unlimited	at time of transaction
	Periodical payment to other financial institution	\$3.75	N/A	N/A	N/A	N/A	N/A	at time of transaction

¹For Standard Term Deposits, Fixed Rate Farm Management Deposits and Cash Solutions Term Deposits, transactions only available seven days from the review date or initial deposit. For Gold Term Deposits only for amounts up to 25% of the initial deposit amount without interest rate reduction.

² Existing Accounts Only. Cheque Facilities and Cheque books not available on new accounts opened from 1 August 2023.

³ Only available through an approved adviser or custodian

	Transaction	Business Credit Cards		When is the fee charged?
		Quantity	Fee amount	
Free	Monthly Service Fee	N/A	\$4.00	1st of following month
	Business Debit Mastercard fee	N/A	N/A	N/A
	Sweep facility (internal payment)	Unlimited	No fee	N/A
	Bendigo Bank ATM deposit	Unlimited	No fee	N/A
	Direct credit (inward)	Unlimited	No fee	N/A
	Bendigo Bank ATM enquiry	Unlimited	No fee	N/A
	Cash deposit (in branch)	Unlimited	No fee	N/A
e-banking	BPAY withdrawal	Unlimited	\$3.00 or 3% ³	at time of transaction
	Internal transfer	Unlimited	\$3.00 or 3% ³	at time of transaction
	Phone Banking transfer	Unlimited	\$3.00 or 3% ³	at time of transaction
	Pay Anyone transfer, including Osko	Unlimited	\$3.00 or 3% ³	at time of transaction
Branch	Cash withdrawal	Unlimited	\$3.00 or 3% ³	at time of transaction
	Transfer	Unlimited	\$3.00 or 3% ³	at time of transaction
Card initiated	EFTPOS withdrawal	Unlimited	\$3.00 or 3% ³	at time of transaction
	Bendigo Bank ATM withdrawal	Unlimited	\$3.00 or 3% ³	at time of transaction
	Bendigo Bank ATM transfer	Unlimited	\$3.00 or 3% ³	at time of transaction
	Bank@Post withdrawal	Unlimited	\$4.00	at time of transaction
	Bank@Post deposit	Unlimited	\$4.00	at time of transaction
	Bank@Post balance enquiry	Unlimited	No fee	N/A
Other	Retail purchase	Unlimited	No fee	Retail purchase interest may be payable
	Direct debit	Unlimited	\$3.00 or 3% ³	at time of transaction
	Periodical payment (internal)	Unlimited	\$3.00 or 3% ³	at time of transaction
	Non-Bendigo Bank ATM enquiry ¹	Unlimited	See footnote ¹	at time of transaction
	Non-Bendigo Bank ATM withdrawal ¹	Unlimited	See footnote ¹	at time of transaction
	Cheque withdrawal ²	Unlimited	N/A	N/A
	Bank cheque withdrawal ⁴	Unlimited	\$10.00	at time of transaction
	EFT Credit Transfer	Unlimited	\$4.00	at time of transaction
	Periodical payment to other financial institution	Unlimited	\$3.75	at time of transaction

¹Other financial institutions may charge you a fee for using their ATMs. This fee will be displayed at the time of the transaction and allows the customer to accept or decline the fee as shown. If using your credit card interest will be charged from the day the transaction is completed.

²Existing Accounts Only. Cheque Facilities and Cheque books not available on new accounts opened from 1 August 2023.

³Refer to Cash Advance fee definition on page 149.

⁴This fee will continue to be charged where the bank is notified that all customers of the account are deceased, as a service will continue to be performed.

	Transaction	Regulated Trust Accounts				When is fee charged?
		Real Estate Trust ¹	Solicitor Trust ¹	Conveyancer Trust (VIC) ¹	Retention Money Trust (NSW) ¹	
Free	Monthly Service Fee	N/A	N/A	N/A	N/A	N/A
	Business Debit Mastercard Fee	N/A	N/A	N/A	N/A	N/A
	Sweep facility (internal)	Unlimited	Unlimited	Unlimited	Unlimited	N/A
	Retail purchase	N/A	N/A	N/A	N/A	N/A
	Bendigo Bank ATM deposit	N/A	N/A	N/A	N/A	N/A
	Direct credit (inward)	Unlimited	Unlimited	Unlimited	Unlimited	N/A
	Direct debit	Unlimited	Unlimited	Unlimited	Unlimited	N/A
	Periodical payment (internal)	Unlimited	Unlimited	Unlimited	Unlimited	N/A
	Bank@Post loan repayment	N/A	N/A	N/A	N/A	N/A
	Bendigo Bank ATM enquiry	N/A	N/A	N/A	N/A	N/A
	Cash deposit (in branch)	Unlimited	Unlimited	Unlimited	Unlimited	N/A
	Non-Bendigo Bank ATM enquiry ²	N/A	N/A	N/A	N/A	N/A
	Non-Bendigo Bank ATM withdrawal ²	N/A	N/A	N/A	N/A	N/A
e-banking	BPAY withdrawal	\$0.40	\$0.40	\$0.40	\$0.40	1st of following month
	e-banking internal transfer	\$0.40	\$0.40	\$0.40	\$0.40	1st of following month
	Phone Banking transfer	\$0.40	\$0.40	\$0.40	\$0.40	1st of following month
	e-banking Pay Anyone transfer, including Osko	\$0.40	\$0.40	\$0.40	\$0.40	1st of following month
Branch	Cash withdrawal	\$1.75	\$1.75	\$1.75	\$1.75	1st of following month
	Transfer	\$1.75	\$1.75	\$1.75	\$1.75	1st of following month
	Collection item	\$0.70	\$0.70	\$0.70	\$0.70	1st of following month
Card initiated	EFTPOS withdrawal	\$0.70	\$0.70	\$0.70	\$0.70	1st of following month
	Bendigo Bank ATM withdrawal	N/A	N/A	N/A	N/A	N/A
	Bendigo Bank ATM transfer	N/A	N/A	N/A	N/A	N/A
	Bank@Post withdrawal ³	N/A	N/A	N/A	N/A	N/A
	Bank@Post deposit ³	N/A	N/A	N/A	N/A	N/A
	Bank@Post balance enquiry	N/A	N/A	N/A	N/A	N/A
	Cash advance	N/A	N/A	N/A	N/A	N/A
Other	Cheque withdrawal ^{3,4}	\$0.70	\$0.70	\$0.70	\$0.70	1st of following month
	Bank cheque withdrawal ³	\$10.00	\$10.00	\$10.00	\$10.00	1st of following month
	EFT Credit Transfer	\$4.00	\$4.00	\$4.00	\$4.00	1st of following month
	Periodical payment to other financial institution	\$3.75	\$3.75	\$3.75	\$3.75	1st of following month

¹ If you have a Solicitors Trust, Real Estate Trust, Conveyancer Trust (VIC) or Retention Money Trust (NSW) as well as holding that account, you must open and maintain another Bendigo primary demand deposit account in the same name at all times. Fees associated with the regulated trust accounts are to be debited from the primary demand deposit account.

² Other financial institutions may charge you a fee for using their ATMs. This fee will be displayed at the time of the transaction and allows the customer to accept or decline the fee as shown. If using your credit card interest will be charged from the day the transaction is completed.

³This fee will continue to be charged where the bank is notified that all customers of the account are deceased, as a service will continue to be performed.

⁴ Existing Accounts Only. Cheque Facilities and Cheque books not available on new accounts opened from 1 August 2023.

	Transaction	Accounts no longer offered (existing accounts only)								When is fee charged?	
		Business Investment Facility	Commercial Everyday	Commercial Basic	Business Community Saver	Capacity Builder	Social Investment Deposit	Business Accounts	Fees for other existing accounts		Eligible for account rebate
Free	Monthly Service Fee	N/A	Available on application	N/A	N/A	N/A	N/A	Refer to page 141	N/A	N/A	1st of following month
	Business Debit Mastercard Fee	N/A	\$0.00	\$0.00	N/A	N/A	N/A	\$3.00	\$3.00	N/A	1st of following month
	Sweep facility (internal)	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	N/A	N/A
	Retail purchase	N/A	Unlimited	Unlimited	N/A	N/A	N/A	Unlimited	Unlimited	N/A	N/A
	Bendigo Bank ATM deposit	N/A	Unlimited	Unlimited	N/A	N/A	N/A	Unlimited	Unlimited	N/A	N/A
	Direct credit (inward)	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	N/A	N/A
	Direct debit	Unlimited	Unlimited	Unlimited	Unlimited	N/A	Unlimited	Unlimited	Unlimited	N/A	N/A
	Periodical payment (internal)	Unlimited	Unlimited	Unlimited	Unlimited	N/A	Unlimited	Unlimited	Unlimited	N/A	N/A
	Bank@Post loan repayment	N/A	Unlimited	Unlimited	N/A	N/A	N/A	Unlimited	Unlimited	N/A	N/A
	Bendigo Bank ATM enquiry	N/A	Unlimited	Unlimited	N/A	N/A	N/A	Unlimited	Unlimited	N/A	N/A
	Cash deposit (in branch)	Unlimited	Unlimited	Unlimited	Unlimited	N/A	Unlimited	Unlimited	Unlimited	N/A	N/A
	Non-Bendigo Bank ATM enquiry ¹	N/A	Unlimited	Unlimited	N/A	N/A	N/A	Unlimited	Unlimited	N/A	N/A
	Non-Bendigo Bank ATM withdrawal ¹	N/A	Unlimited	Unlimited	N/A	N/A	N/A	Unlimited	Unlimited	N/A	N/A
	e-banking	BPAY withdrawal	\$5.00	Unlimited	\$0.40	N/A	N/A	N/A	\$0.40	\$0.40	Yes
e-banking internal transfer		\$5.00	Unlimited	\$0.40	Unlimited	\$0.40	\$0.40	\$0.40	\$0.40	Yes	1st of following month
Phone Banking transfer		\$5.00	Unlimited	\$0.40	Unlimited	\$0.40	\$0.40	\$0.40	\$0.40	Yes	1st of following month
e-banking Pay Anyone transfer, including Osko		\$5.00	Unlimited	\$0.40	Unlimited	\$0.40	\$0.40	\$0.40	\$0.40	Yes	1st of following month
Branch	Cash withdrawal	\$5.00	Unlimited	\$1.75	\$1.75	N/A	\$1.75	\$1.75	\$1.75	Yes	1st of following month
	Transfer	\$5.00	Unlimited	\$1.75	\$1.75	\$1.75	\$1.75	\$1.75	\$1.75	Yes	1st of following month
	Collection item ³	Unlimited	Unlimited	\$0.70	\$0.70	N/A	N/A	\$0.70	\$0.70	Yes	1st of following month
Card initiated	EFTPOS withdrawal	N/A	Unlimited	\$0.70	N/A	N/A	N/A	\$0.70	\$0.70	Yes	1st of following month
	Bendigo Bank ATM withdrawal	N/A	Unlimited	Unlimited	N/A	N/A	N/A	Unlimited	Unlimited	N/A	N/A
	Bendigo Bank ATM transfer	N/A	Unlimited	Unlimited	N/A	N/A	N/A	Unlimited	Unlimited	N/A	N/A
	Bank@Post withdrawal ³	N/A	\$4.00	\$4.00	N/A	N/A	N/A	\$4.00	\$4.00	No	at time of transaction
	Bank@Post deposit ³	N/A	\$4.00	\$4.00	N/A	N/A	N/A	\$4.00	\$4.00	No	at time of transaction
	Bank@Post balance enquiry	N/A	Nil	Nil	N/A	N/A	N/A	Nil	Nil	N/A	N/A
	Cash advance	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Other	Cheque withdrawal	\$5.00	Unlimited	\$0.70	N/A	N/A	\$0.70	\$0.70	\$0.70	Yes	1st of following month
	Bank cheque withdrawal ³	\$10.00	\$10.00	\$10.00	\$10.00	N/A	\$10.00	\$10.00	\$10.00	Yes	at time of transaction ²
	EFT Credit Transfer	\$5.00	\$4.00	\$4.00	\$4.00	\$4.00	\$4.00	\$4.00	\$4.00	Yes	at time of transaction ²
	Periodical payment to other financial institution	\$5.00	\$3.75	\$3.75	\$3.75	N/A	\$3.75	\$3.75	\$3.75	Yes	at time of transaction ²

¹ Other financial institutions may charge you a fee for using their ATMs. This fee will be displayed at the time of the transaction and allows the customer to accept or decline the fee as shown. If using your credit card interest will be charged from the day the transaction is completed.

² Fee charged on the 1st of the following month for accounts no longer offered

³ This fee will continue to be charged where the bank is notified that all customers of the account are deceased, as a service will continue to be performed.

Section D – Other Fees and Charges

This section lists banking services that are available to your Bendigo Business Bank account.

Fees that are eligible for the rebate are identified by '(R)'.

Other Card Fees

Cash Advance

Cash Advance Fee - \$3.00 or 3% of the Transaction Amount whichever is greater.

Payable each time we provide credit in the form of cash or you perform a Transaction we treat as being equivalent to cash.

Cash Advances include:

- Cash withdrawals in-branch or through an ATM (including ATMs provided by other providers);
- Cash withdrawals or 'cash out' at electronic funds transfer point of sale (EFTPOS) terminals, if and where available;
- Pay Anyone Payments and Internal Transfers using Bendigo Phone Banking or Bendigo e-banking (including through the Bendigo Bank app;
- Direct debits you establish using the BSB and Account number for your Account;
- Any other Transaction you perform or authorise using the BSB and Account number for your Account; and
- Transactions relating to gambling or the purchase of lottery tickets or prepaid cards or money transfers.

Late Payment Fee

Payable each time you fail to pay your Minimum Repayment as stated on a Statement of Account by its due date.

\$15.00

International Card Transactions

Your overseas transactions are converted using the foreign exchange rates provided by the relevant card scheme (Mastercard or Visa) that processes the transaction. The exact rate you are charged depends on when the transaction is posted via the card processor to your account. This may be later than the day on which you made the purchase.

International Transaction Fee ³	See note below
International ATM Withdrawal ^{3, 4}	\$5.00
International ATM Enquiry ⁴	\$1.50

³ An International Transaction Fee of 3% of the Transaction amount (in AUD) payable for each Transaction which is conducted in a currency other than Australian dollars (AUD) or in Australian dollars (AUD) but with or using a merchant, payment processor, financial institution, or other entity (including an online merchant) who is outside of Australia.

Note: It may not always be apparent to you that an online merchant is located outside of Australia.

⁴ Other financial institutions may charge you a fee for using their ATMs. This fee will be displayed at the time of the transaction and allows the customer to accept or decline the fee as shown. If using your credit card interest will be charged from the day the withdrawal is completed.

Replacement Card

Payable whenever we issue you a replacement, reissue or redirection card other than by standard post at your request.

\$15.00

Sales Voucher Retrieval¹

Applies if we make a retrieval request for a sales voucher for a non-PIN generated transaction and the retrieval request is withdrawn or determined as being a valid transaction.

\$10.00 per retrieval

Cheque Fees

Bank Cheque Replacement¹

When a bank cheque has been lost, destroyed or stolen and you request us to provide you with a replacement bank cheque.

\$30.00

Bank Cheque Stop Payment¹

When you request us to stop payment on a bank cheque and to purchase it back. Allowed only in limited circumstances.

\$20.00

Cheque Book²

Issue of a cheque book for your cheque account.

Free

Cheque Cancellation Fee^{1, 2}

When you request us to place a stop on a cheque (other than a lost or stolen cheque) you have issued.

\$5.00

Cheque Dishonour (Inward)^{1, 2}

When you deposit a cheque into your account and that cheque is subsequently dishonoured by the financial institution on which it was drawn.

\$10.00

Cheque Dishonour (Outward)^{1, 2}

When we dishonour a cheque, you have written.

\$10.00

Cheque Search^{1, 2}

When you request a copy of, or access to, a cleared personal or bank cheque drawn on your account.

\$60.00 per hour
(minimum \$15.00 charge)

Cheque Trace^{1, 2}

When you request a trace to obtain information of final destination of a cheque. A copy of the cheque will be provided with this request.

\$20.00

¹This fee will continue to be charged where the bank is notified that all customers of the account are deceased, as a service will continue to be performed

² Existing Accounts Only. Cheque Facilities and Cheque books not available on new accounts opened from 1 August 2023

Telegraphic Transfers¹

Inward Telegraphic Transfer in a Foreign Currency

Acceptance of payments in a foreign currency for swift transfer to a Bendigo Bank account.

\$10.00

Inward Telegraphic Transfer in AUD Currency

Acceptance of payment in AUD currency for swift transfer to a Bendigo Bank account.

\$2.00

Note: Transfer of Australian dollars or foreign currency into any Bendigo and Adelaide Bank account may incur a handling or acceptance fee by the accepting bank and / or intermediary bank(s), (the amounts of which are not disclosed to us). These fees may be deducted from the total funds originally remitted

Outward Telegraphic Transfers

When you request the transfer of funds to a non-Bendigo Bank account. This includes:

International Telegraphic Transfers – funds sent from your Bendigo Bank account to overseas destinations worldwide in AUD or foreign currency.

Domestic Telegraphic Transfers – AUD funds sent from your Bendigo Bank account to other financial institutions within Australia

Note: The accepting bank may charge a handling or acceptance fee (the amounts of which are not disclosed to us) which may be deducted from the total of funds upon receipt.

This service is available to account holders only either in branch or via e-banking. \$30.00

Bendigo and Adelaide Bank shareholders (shareholder must hold a Bendigo Bank account) \$15.00

Amendment to Telegraphic Transfer Instructions

Applies if you request us to change details on a telegraphic transfer after we have remitted the funds. In some instances, the request may not be successful as the application of the amendment request is generally at the discretion of the receiving bank.

\$25.00

Telegraphic Transfer Trace Fee

Applies where you request us to investigate the fate of a telegraphic transfer. If the funds have not been delivered to the beneficiary due to our error this fee will be refunded to you.

\$25.00

Telegraphic Transfer Remittance Return Request

Applies if you request the return payment of a telegraphic transfer.

\$25.00

Rejected Telegraphic Transfer

Applies where a telegraphic transfer is rejected by another bank. Beneficiary banks or intermediary banks may deduct charges (the amounts of which are not disclosed to us) for any rejected payments. Any returned payments will be converted (if applicable) at the 'BUY' rate prevailing on the day the funds are received by us. This could result in a significant loss to you. If your payment has been returned (rejected), we will try to contact you for instruction for up to 5 business days. If you do not respond within this time frame, the returned funds will be converted (if applicable) at the 'BUY' rate prevailing on the day of processing with the proceeds then credited back to your account.

Other Bank fees may apply

General Fees

Miscellaneous Service Charge

Payable where a service is provided for your account on a time basis.

\$60.00 per hour
(Minimum charge \$30.00)

Bank Confirmation - Audit Request¹

When you or your representative (for example, your accountant) request us to provide a written statement of your financial accounts.

\$60.00 per hour
(Minimum charge \$30.00)

Document Request¹

Payable for each copy of any document requested (apart from copies of documents entitled to be obtained under the National Credit Code).

\$16.50

e-banking Bill Payment Transaction Trace Fee¹

When you request us to trace a bill payment you have made through the BPAY scheme.

\$20.00

Bill Payment Transaction Recall Fee¹

When you request us to recall a bill payment you have made through the BPAY scheme.

\$20.00

Cash Order or Exchange – Notes/Coin

When we are required to order cash on your behalf or when we are required to have cash collected on your behalf.

Charges reflect the costs charged to us by external contractors providing cash supplies to our branches and may vary due to location. Please contact your local branch for information regarding fees for your location.

Higher rates may be charged for by branches deemed to be in a remote location by our Service Provider.

Higher rates may be charged for services performed on weekends, public holidays or with less than three days notice.

Additional fees for delivery of coin bags, delivery of note bags or the wrapping of coin may be applicable. Coin bag limits may apply.

¹ This fee will continue to be charged where the bank is notified that all customers of the account are deceased, as a service will continue to be performed.

Deposit Book

When you request us to order a pre-encoded deposit book for your account. This fee applies to each book ordered by you.

\$5.00

Deposit Box Envelopes

If you wish to use the Bendigo Bank Deposit Box facility we will provide you with a box of envelopes.

This charge applies to each box of envelopes provided to you.

\$10.00

Direct Debit Dishonour Fee

Applies when a direct debit from your account is dishonoured due to insufficient available funds.

\$10.00

Direct Entry Trace Fee¹

Payable if you request a trace to obtain information about a direct debit transaction made or received by the customer.

\$30.00

Pay Anyone Trace Fee

e-banking Pay Anyone Trace Fee, including Osko

Applies to each Pay Anyone transaction (including Osko payments), where a trace is requested by the customer to obtain information about the transaction made or received by the customer.

\$30.00

Periodical Payment Dishonour

If you have established a periodical payment and we cannot make the payment due to insufficient funds in your account, then we will apply this fee after four (4) unsuccessful attempts on consecutive days.

\$5.00

Security Token (issue & replacement)

Applies to customers using the Pay Anyone and Bulk Payments Service. Tokens may be used for other Bendigo Bank services (i.e. Logon to Bendigo e-banking).

e-token	Free
One Touch	\$20.00 incl. GST

Statement Fee

If you request us to provide you with a copy of a statement we will apply a fee to each statement we re-issue to you.

\$5.00

Sweep Facility Rejection

If you have established a sweep facility payment and we cannot make the payment due to insufficient funds in your nominated account then we will apply this fee after one (1) unsuccessful attempt.

\$5.00

Voucher Search¹

Where you request us to search and/or retrieve voucher/s or other documentation.

\$60.00 per hour
(Minimum charge \$15.00)

Company/Business Name Search

When we are required to, or you request us to, conduct a company or business name search.

\$50.00

¹ This fee will continue to be charged where the bank is notified that all customers of the account are deceased, as a service will continue to be performed.

Section E – Other Services

Direct Debit Service

The Direct Debit Service gives customers the ability to debit their customers account, once their permission has been given, for ongoing payment arrangements. Direct Debit Service Fees are inclusive of GST.

Establishment Fee	\$275.00
Base Transaction Fee (1-149 transactions)	\$27.50
Transaction Fee (over 150 transactions)	16.5 cents per transaction
Direct Debit Rejection fee	\$2.75 per rejection

BPAY® Biller

BPAY® Biller is a product that allows customers to accept payments via BPAY. Customers receive a daily report that contains a list of all BPAY Payments received.

Application Fee	\$90.00
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Monthly Transaction Fees	Available on application
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Fees quoted are exclusive of GST. GST does apply.

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Bulk Payments

Bulk Payments allows customers to make multiple payments in one batch file (e.g. for payroll payments). Bulk payment fees are inclusive of GST. They are payable by direct debit from a nominated account. A tax invoice will be issued upon request. A Direct Debit Request Authority is completed as part of the application process.

Establishment Fee

Once approved, Bulk Payment customers are charged a one off Establishment Fee of \$99.00.

Processing fee

Customers are charged 16.5c per transaction (per account number credited). 15c is charged at the time of the upload, with GST being built up and charged on the first business day of the month.

BPAY Batch

BPAY Batch allows business customers to create a file via their accounting software that contains multiple BPAY transactions. They are payable by direct debit from a nominated account.

Establishment Fee

Once approved, BPAY Batch customers are charged a one off Establishment Fee of \$99.00.

Processing fee

Customers are charged \$0.30 per transaction (i.e.: per payment within the batch file). Fees are charged monthly, on the first business day of the month, for the previous month's files.

Section F – Business Finance

Business Lending

Business Overdraft

Market Rate Loan

Establishment Fee or Further Advance	Available on application
Line Fee ¹	Available on application

Business Loan

Establishment Fee or Further Advance	Available on application
Monthly Service Fee ¹	Available on application

Bank/Performance Guarantee

Application Fee	\$200.00
Line Fee ¹ Payable at settlement and either, monthly, quarterly, or half-yearly thereafter. You are required to open a Bendigo Bank account to debit the Line Fee.	2.50% p.a. of the aggregate value of all Bank/Performance Guarantees issued.

Transaction Negotiation Authority

Application Fee	\$100.00
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Business Lending no longer on offer

Business Solutions Overdraft

Monthly Service fee ¹	\$10.00
Transactions	Transaction Account Rebate \$20.00 [^] [^] Fees that are eligible for the rebate in this booklet are identified by (R)

Business Investment Facility

Transactions	Bank cheque withdrawal (R) \$10.00 All other withdrawals (R) \$5.00 Note: The fees listed in Section C for withdrawal do not apply to the Bendigo Investment Facilities.
Monthly Service Fee ¹	\$15.00

Commercial Business Investment Facility

Line Fee ¹	Available on Application
Transactions	Bank cheque withdrawal (R) \$10.00 All other withdrawals (R) \$5.00 Note: The fees listed in Section C for withdrawal do not apply to the Bendigo Investment Facilities.

Bendigo Business Flexi Loan

Commercial Solutions Interest in Advance Term Loan

Commercial Solutions Interest Only

Commercial Solutions Principal and Interest

Service Fee ¹	Available on application
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Commercial Overdraft Facility

Commercial Solutions Overdraft

Line Fee ¹	Available on application
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Small Business Overdraft Facility

Business Solutions Loan

Monthly Service Fee ¹	\$15.00
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Business Solutions Interest in advance

Annual Administration Fee ¹	\$180.00
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Interest Rate Risk Management

SWAP

Application Fee	Nil
Transaction Fees	Nil

Caps and Collars

Application Fee	Available on application
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Forward Start Option

Application Fee	Available on application
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Equipment Finance

A flexible range of solutions for your vehicle, plant and other equipment financing needs.

Equipment Loan

You own the equipment and purchase it with a Bendigo Bank loan, using the equipment as security.

Documentation Fee	\$450.00
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Finance Lease

Bendigo Bank purchases the equipment and leases it back to you for an agreed period.

Documentation Fee	\$495.00 (inclusive of GST)
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Novated Lease

Like a finance lease but designed specifically for employee motor vehicles that form part of a salary package arrangement.

Documentation Fee	\$495.00 (inclusive of GST)
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*For Private Sales, Sale & Buy Back and Refinance of other Financial Institutions, an additional \$100.00 (plus GST if applicable) documentation fee will apply

Early Termination Fee (applicable to transactions commencing from 1 July 2019): \$250.00 (Equipment Loan) or \$275.00 inclusive of GST (Finance Lease or Novated Lease).

¹ This fee will continue to be charged where the bank is notified that all customers of the account are deceased, as a service will continue to be performed.

International Trade Services

Trade Finance

Documentary Import Bills for Collection

Handling Fee	\$75.00 or 0.30% of amount, whichever is greater (up to a maximum of \$750.00) + \$20.00 SWIFT fee
Extension of term	\$70.00 (includes \$20.00 SWIFT fee)
Dishonour	\$70.00 (includes \$20.00 SWIFT fee)
Trade Finance	\$50.00 fee + credit risk margin
Avalisation of Bill	Credit risk margin (minimum \$100.00) + \$20.00 SWIFT fee
Documents released free of payment	\$75.00

Import Letter of Credit

Establishment Fee	\$100.00 or 0.45% of amount, whichever is greater, per six months or part thereof, + \$20.00 SWIFT fee
Negotiation Fee	Nil
Amendments to increase value or validity past six months	\$100.00 or 0.45% of amount per six months or part thereof + \$20.00 SWIFT fee
All other Amendments	\$70.00 (includes \$20.00 SWIFT fee)
Drawings in excess of Letter of Credit value	\$100.00 or 0.45% of overdrawn amount, whichever is greater
Drawings under expired Letter of Credit	\$50.00
Issuing Bill of Lading Indemnity	\$75.00 pa or part thereof
Airway Bill release	\$75.00 pa or part thereof
Discrepancy fee – deducted from proceeds paid to exporter	\$100.00
Release of goods consigned to bank	\$75.00
Trade Finance	\$50.00 fee + credit risk margin

Transferable Letter of Credit

Refer to Trade Finance for transaction specific pricing

Export Documentary Collections

Handling Fee	\$75.00 or 0.20% of amount, whichever is greater (up to a maximum of \$600) + courier costs (see below)
Correspondence	\$70.00 (includes \$20.00 SWIFT fee)
Direct Collections	\$75.00 minimum. Refer to Trade Finance for pricing
Documents delivered free of payment	\$70.00 (includes \$20.00 SWIFT fee)
Courier Costs	Refer to Trade Finance for pricing

Export Letters of Credit

Advising Fee	\$75.00 – refunded if negotiated through Bendigo Bank
Negotiation	\$75.00 or 0.20% of amount, whichever is greater (up to a maximum of \$900)
Confirmation	\$120.00 minimum. Refer to Trade Finance for pricing
Assignment of Proceeds	\$120.00
Negotiation without Recourse	\$120.00 minimum if not confirmed. Refer to Trade Finance for pricing
Courier Costs	Refer to Trade Finance for pricing

Foreign Currency Standby Letter of Credit

Issuance	\$100.00 or 0.45% of the amount, whichever is greater, per six months or part thereof, + \$20.00 SWIFT fee
Drawing Fee	\$125.00 flat
Courier Costs	Refer to Trade Finance for pricing

Foreign Currency Bank Guarantee

Issuance	\$100.00 or 0.45% of the amount, whichever is greater, per six months or part thereof, + \$20.00 SWIFT fee
Drawing Fee	\$125.00 flat
Courier Costs	Refer to Trade Finance for pricing

Section G - Loan Variation and Securities

The following fees may apply in relation to business finance loans and securities.

Document Preparation Fee

The cost of preparing the loan documents for your new loan application. The amount varies based on the complexity of the loan application.

Available on application

Agent Lodging Fee

Payable when the Bank (or our representative) attends a settlement for the purchase or refinance of any security property or arrange for the stamping and/or lodging for registration of any security interest.

\$125.00

Break Costs¹

Payable in certain situations, for example if you convert from a fixed to a variable rate or prepay more than the allowed amount during any given fixed rate period. The formula for calculating this fee is complex and is available upon request. See the Business Standard Terms for a summary of how we calculate this fee and for further details on when this fee might apply.

Available on application

Discharge Administration Fee¹

Payable in relation to each security that is partially or fully released or discharged or where the loan account balance is paid in full and no security is released or discharged.

\$350.00

Fixed Rate Lock Fee

Up to \$500k	\$600.00 + 0.15% of loan amount
Over \$500k	Available on application

Fixed Rate Lock Late Application Fee

\$250.00

Loan Term Reduction / Extension

When we approve a request to amend the original loan term.

Available on application

Legal Fees/Solicitors Disbursements

Costs and disbursements inclusive of GST, payable when a solicitor is engaged in establishing the loan.

Available on application

Production Fee¹

Payable for each document we produce for you for any Land Titles Office.

\$150.00

A Variation Fee - Simple may also apply if we give our consent to any dealing that requires production of a document.

Amounts we have to pay to a holder of a security interest to obtain their consent to registration of a security or production by them of a title at any Land Titles Office to enable registration of a security.

Available on application

Search Processing Fee

Payable per search on the completion of any of the following: title search, company search, business name search, incorporated association search, bankruptcy search, covenants and caveat search.

\$50.00

Valuation Fee

Payable prior to ordering a valuation required for loan security property. Otherwise deducted from the amount financed or debited to the loan account.

Available on application

Variation Fee (Complex)¹

Payable if you substitute existing security with new security on your loan.

\$300.00

Variation Fee (Simple)¹

Payable when we agree to renegotiate an interest rate on a loan facility or consent to the creation of a subsequent security interest in favour of another party, consent to enter into a deed of priority, or consent to a lease change or dealing affecting the security property. A production fee may also apply if we are required to produce a document to any Land Titles Office.

\$150.00

¹This fee will continue to be charged where the bank is notified that all customers of the account are deceased, as a service will continue to be performed.

Section H –Sandhurst funds

This section sets out the fees and charges that may apply to the banking services and payment facilities provided by Bendigo Bank in relation to interests or investment in a managed fund issued by Sandhurst Trustees Limited ABN 16 004 030 737 AFSL 237906 (**Sandhurst**). Sections A-G of this Business Fees and Charges booklet do not apply in relation to such banking services and payment facilities when being used to access or make payments to or from interests or investment in a managed fund issued by Sandhurst. Unless otherwise stated, all fees and charges in the table below are charged at the time of transaction.

	Transaction	Sandhurst Trustees Funds		
		Sandhurst Cash Common Fund	Sandhurst Select 90 Fund & Sandhurst Investment Term Fund	Sandhurst Cash Management Trust
Cheque fees	Cheque withdrawal ^{1,4}	40c	N/A	40c
	Cheque dishonour (outward) ¹	\$10.00	N/A	\$10.00
	Cheque dishonour (inward) ¹	N/A	N/A	N/A
	Cheque cancellation	N/A	N/A	N/A
	Bank cheque withdrawal	N/A	N/A	N/A
	Bank cheque replacement fee ²	\$30.00	\$30.00	\$30.00
	Bank cheque stop fee ²	\$20.00	\$20.00	\$20.00
	Cheque search fee ^{1,2}	\$15.00 per cheque or \$60 per hour (for 4 or more cheques)	\$15.00 per cheque or \$60 per hour (for 4 or more cheques)	\$15 per cheque or \$60 per hour (for 4 or more cheques)
	Cheque trace fee ^{1,2}	\$20.00	\$20.00	\$20.00
Telegraphic transfers	Inward telegraphic transfer – foreign currency	\$10.00	\$10.00	\$10.00
	Inward telegraphic transfer – AUD currency	\$2.00	\$2.00	\$2.00
	Outward telegraphic transfer – Bendigo Bank account holder	\$30.00	\$30.00	\$30.00
	Outward telegraphic transfer – Shareholder	\$15.00	\$15.00	\$15.00
	Amendment to telegraphic transfer instructions ²	\$25.00	\$25.00	\$25.00
	Telegraphic transfer trace fee ²	\$25.00	\$25.00	\$25.00
	Telegraphic transfer return request ²	\$25.00	\$25.00	\$25.00
	Rejected telegraphic transfer ^{2 3}	Variable	Variable	Variable
	Swift payment	N/A	N/A	N/A

	Transaction	Sandhurst Trustees Funds		
		Sandhurst Cash Common Fund	Sandhurst Select 90 Fund & Sandhurst Investment Term Fund	Sandhurst Cash Management Trust
General fees	Audit request ²	\$60.00 per hour (min charge \$30.00)	\$60.00 per hour (min charge \$30.00)	\$60.00 per hour (min charge \$30.00)
	Bill payment transaction trace fee ²	\$20.00	\$20.00	\$20.00
	Bill payment transaction recall fee ²	\$20.00	\$20.00	\$20.00
	Deposit book	\$5.00	\$5.00	\$5.00
	Deposit box envelopes	\$10.00	\$10.00	\$10.00
	Direct debit dishonour fee	\$10.00	\$10.00	\$10.00
	Direct entry trace fee ²	\$30.00	\$30.00	\$30.00
	EFT credit transfer	\$0.00	\$0.00	\$0.00
	Pay Anyone trace fee (including Osko) ²	\$30.00	\$30.00	\$30.00
	Periodical payment dishonour	\$5.00	\$5.00	\$5.00
	Security token (issue & replacement)	e-token – free One Touch – \$20.00 inc GST	e-token – free One Touch – \$20.00 inc GST	e-token – free One Touch – \$20.00 inc GST
	Copy of Statement	\$5.00	\$5.00	\$5.00
	Sweep facility rejection ²	\$5.00	\$5.00	\$5.00
	Voucher search ²	\$60.00 per hour (min charge \$15.00)	\$60.00 per hour (min charge \$15.00)	\$60.00 per hour (min charge \$15.00)

¹Existing Funds only. Cheque facilities and Cheque books are not available on new Funds opened from 1 August 2023

²This fee will continue to be charged where the bank is notified that all customers of the account are deceased, as a service will continue to be performed.

³Applies where a telegraphic transfer is rejected by another bank. Beneficiary banks or intermediary banks may deduct charges (the amounts of which are not disclosed to us) for any rejected payments. Any returned payments will be converted (if applicable) at the 'BUY' rate prevailing on the day the funds are received by us. This could result in a significant loss to you. If your payment has been returned (rejected), we will try to contact you for instruction for up to 5 business days. If you do not respond within this time frame, the returned funds will be converted (if applicable) at the 'BUY' rate prevailing on the day of processing with the proceeds then credited back to your account. Other Bank Fees may apply.

⁴This fee is charged at the end of the applicable quarter.

Talk to us today

In person	At your nearest Bendigo Bank branch
On the phone	Call 1300 236 344
Online	At bendigobank.com.au
By mail	The Bendigo Centre PO Box 480 Bendigo VIC 3552

Bendigo and Adelaide Bank Limited (Bendigo Bank), The Bendigo Centre, Bendigo Vic 3550 ABN 11 068 049 178.
AFSL/Australian Credit Licence 237879.
(V052)

BEN50TC070 (15/05/2026)

bendigobank.com.au

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Bendigo Personal Accounts and Facilities. Terms & Conditions. (RACQ Transition)

01 July 2026



About this document

This document must be read in conjunction with the Schedule of Fees, Charges and Transaction Account Rebates and the Schedule of interest rates (RACQ Transition). You should read this document, the Schedule of Fees, Charges and Transaction Account Rebates, the Schedule of interest rates (RACQ Transition) carefully before acquiring any of the products to which this document applies.

If you did not receive the Schedule of Fees, Charges and Transaction Account Rebates or the Schedule of interest rates (RACQ Transition) with this document, please contact your nearest branch or phone 1300 236 344 to arrange for them to be sent to you.

We are committed to improved support for financially vulnerable customers, staff, suppliers, and our wider community. We recognise financial abuse can happen to anyone and may also include forms of family and domestic violence or elder abuse.

Our products and services must not be used to engage in financial or other abuse.

Examples of this conduct include, but are not limited to:

- making defamatory, harassing or discriminatory comments to any person, including through payment descriptions or references;
- using or encouraging threatening or abusive language;
- engaging in coercive or controlling behaviour, e.g. to restrict a person's account access or use of funds; or
- promoting or encouraging physical or mental harm to any person.

We may take steps to investigate circumstances where we reasonably believe any product or service is being used in this way.

We can take action, for example to close, stop, suspend, or deny access or use of our products or services, or to block or decline payments or payment methods, if we reasonably consider it necessary to protect you or another person from financial or other abuse. This is in addition to any other rights we may have under these terms. You should be aware that we may not be able to provide you prior notice before taking such action.

Contact details

You can contact us at any of our branches, which are listed on our website: www.bendigobank.com.au

Alternatively, you can contact us by:

- Telephone 1300 236 344
From overseas +61 3 5445 0666
- The Bendigo Bank website at www.bendigobank.com.au
- For lost and stolen cards please contact:
From within Australia: 1800 035 383
From overseas: +61 3 5485 7872

Key Features

The accounts to which this document applies have different features and some have restrictions. You should select the account which most closely suits your needs. Set out on the following pages is a summary of the main features of, and restrictions applying to, the accounts. All products within this document issue statements.

The terms and conditions on page 170 explain the way in which these accounts operate.

None of the accounts are available for use by a business or for business purposes. They are available only to individuals for private or domestic use.

This document contains terms and conditions which apply to the following:

Transaction Accounts

- Bendigo Student Account
- Bendigo Everyday Account
- Bendigo Easy Retirement Account
- Bendigo Concession Account

Savings Accounts

- Bendigo PiggySaver Account
- Bendigo Reward Saver Account
- Bendigo EasySaver Account

Payment Facilities

- Bendigo Phone Banking
- Bendigo e-banking
- Debit Mastercard®
- Youth Debit Mastercard
- Bendigo Easy Money card (no longer on offer existing customers only)
- Bendigo Credit Card (but only to the extent the card is used to access any of the accounts described above)
- Pay Anyone Service
- BPAY® and BPAY View
- Automatic payments (direct debits, periodical payments and sweep facilities)
- Telegraphic Transfers
- PayTo

®Registered to BPAY Pty Ltd ABN 69 079 137 518.

®Mastercard is a registered trademark of Mastercard International Incorporated

The issuer of the products described in this document is Bendigo and Adelaide Bank Limited, ABN 11 068 049 178 AFSL No. 237879.

Transaction Accounts – Key Feature Table				
Feature	Bendigo Student Account^^	Bendigo Everyday Account^^	Bendigo Easy Retirement Account^^	Bendigo Concession Account
Minimum Balance to Maintain	Nil	Nil	Nil	Nil
Interest Calculated	Daily	Daily	Daily	Daily
Interest Type	Tiered Interest	Single Rate	Stepped Interest	Single Rate
Interest Credited	Monthly	Half Yearly (1 April and 1 October)	Monthly	Annually
Funds Availability	At Call	At Call	At Call	At Call
Phone Banking*	Available	Available	Available	Available
e-banking*	Available	Available	Available	Available
BPAY & BPAY View**	Available	Available	Available	Available
Pay Anyone Service**	Available	Available	Available	Available
PayTo	Available	Available	Available	Available
Automatic Payments	Yes	Yes	Yes	Yes
Telegraphic Transfers	Available	Available	Available	Available
Bank Cheques	Yes	Yes	Yes	Yes
Cheque facility*	No	No	No	No
Youth Debit Mastercard*	Available	Available	Available	Available
Debit Mastercard*	Available	Available	Available	Available
Easy Money card* (no longer on offer existing customers only)	Available	Available	Available	Available
Link Bendigo Credit Card to the account**^	Available	Available	Available	Available
General/Other criteria	Available to full time students/apprentices/trainees, aged 12 years and over. Once you turn 25 years of age, proof of ongoing enrolment to be provided by 14 April every year. Refer to clause 1.4. If you hold a Youth Debit Mastercard, refer to 39.9.	Full or partial offset facility is available on a variable rate residential or investment home loan. A partial offset facility is only available on fixed interest residential or investment home loans with Bendigo Bank. The Exception is Bendigo Complete Home Loans and Bendigo Flex Home Loans where a full offset facility is available for both variable and fixed residential and investment home loans. Refer to clause 5.7 to 5.14.	Available to retirees over 55 years of age who are either a self-funded retiree or a recipient of a Centrelink aged pension of Department of Veterans' Affairs (DVA) administered pension. Refer to clause 1.5.	Available if you receive an Australian Government payment that makes you eligible to hold a Concession or Health Care Card or hold a current physical or digital Health Care Card, Pensioner Concession Card, Commonwealth Seniors Health Card or Department of Veterans' Affairs (DVA) Health Card (Gold Card or Repatriation Health Card) and any Australian Government payments (where applicable) and paid consistently into the account or are otherwise deemed to be eligible by Bendigo Bank. Refer to clause 1.6.

* Age restrictions apply. Available subject to approval.

** BPAY View and Pay Anyone are only available if you have access to Bendigo e-banking.

^ This feature is not available to customers who reside outside Australia.

^^ Overseas customers

1) transactions that can be carried out in branches cannot be carried out overseas if we do not have a branch overseas;

2) Bendigo Bank ATM transactions overseas would only be accessible if we have ATM's overseas.

Savings Accounts – Key Feature Table			
Feature	Bendigo PiggySaver Account^^	Bendigo Reward Saver Account	Bendigo EasySaver Account^^
Minimum Balance to Maintain	Nil	Nil	Nil
Interest Calculated	Daily	Daily	Daily
Interest Type	Single Rate	Stepped	Single Rate
Interest Credited	Monthly	Monthly	Monthly
Funds Availability	At Call	At Call	At Call
Phone Banking*	Available	Available	Available
e-banking*	Available	Available	Available
BPAY & BPAY View**	Available	Available	Available
Pay Anyone Service**	Available	Available	Available
PayTo	Available	Available	Available
Automatic Payments	Yes	Yes	Yes
Telegraphic Transfers	Available	Available	Available
Bank Cheques	Yes	No	Yes
Cheque facility*	No	No	No
Youth Debit Mastercard*	No	No	No
Debit Mastercard*	No	No	No
General/Other criteria	Available to children under 12 years. Account must be opened in the child's name with a parent or guardian acting as a non-titled member. No government charges and transaction fees other than withholding tax and the periodical payment dishonour fee will apply to your account. Refer to clause 1.7.	Free e-banking transactions. A Bonus Rate rewarded instead of the Base Rate when any Bendigo Reward Saver account meets the Bonus Rate eligibility criteria by the last calendar day of each month (other than the month which the account was opened): - Grow your Bendigo Reward Saver balance since the beginning of month (in addition to interest paid by us). If you meet the criteria, bonus interest is paid on your balance as follows: - Tier 1 Bonus Rate: applies to the portion of your balance from \$0 up to and including \$100,000 - Tier 2 Bonus Rate: applies to the portion of your balance above \$100,000 e-statements available only. Refer to clauses 1.8, 1.9, 5.6 and 16.2.	Free e-banking transactions and two free in branch withdrawals per month.

* Age restrictions apply. Available subject to approval.

** BPAY View and Pay Anyone are only available if you have access to Bendigo e-banking.

^^ Overseas customers

1) transactions that can be carried out in branches cannot be carried out overseas if we do not have a branch overseas;

2) Bendigo Bank ATM transactions overseas would only be accessible if we have ATM's overseas.

Terms and Conditions

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Section A: Meaning of words

"access method" means any method we make available to you or an additional cardholder to give us authority to act on instructions when using electronic equipment. An access method comprises of one or more components (including, but not limited to, a card, a PIN, an access ID, password or any combination of these) that does not include a method requiring the user's manual signature where the comparison of the manual signature with the written specimen signature is the principal means of authenticating you or an additional cardholder's authority to give us an instruction.

"access ID" means the access ID we provide to use to access Bendigo Phone Banking and/or Bendigo e-banking.

"account" means an account or accounts we establish in your name or in your name jointly with another person(s).

"additional cardholder" is defined in clause 14.1.

"ATM" means an automatic teller machine.

"authorised signatory" is defined in clause 14 and includes, without limitation, an additional cardholder and an authorised user.

"authorised transaction" means a transaction:

- you make or authorise;
- made with your knowledge and consent; or
- that is performed by another person you have authorised or are taken to have authorised to make transactions or operate your account under these terms and conditions or other relevant terms and conditions (including our Digital Wallet Terms of Use).

"authorised user" means any third party authorised by you to use Bendigo Phone Banking or Bendigo e-banking to access or access and operate your nominated account and who is registered with us as an authorised user for use of Bendigo Phone Banking or Bendigo e-banking.

"Basic NPP Payment" means a transfer of funds processed through the NPP which does not use Osko, may also be referred to as a Fast Payment.

"Bendigo and Adelaide Bank Group" means Bendigo Bank and its related bodies corporate.

"Bendigo Bank equipment" means electronic equipment controlled or provided by or on behalf of us to facilitate EFT transactions.

"Bendigo Bank system" means an electronic system, communications system or software controlled or provided by or on behalf of us to facilitate EFT transactions.

"Bendigo e-banking" means the service we offer from time to time by which you can access and transact on a nominated account by using a personal computer and accessing our website at: www.bendigobank.com.au

"Bendigo Easy Money card" issued to you or an additional cardholder by us that can be used to undertake an EFT transaction.

"Bendigo Credit Card" means a credit card issued by us to you or an additional cardholder that bears the Mastercard symbol.

"Bendigo Phone Banking" means the service we offer from time to time by which you can access and transact on a nominated account by telephoning 1300 236 344.

"BPAY conditions" means the terms and conditions applying to the BPAY scheme as set out in Section H of this document.

"BPAY payments" means payments which you have instructed us to make through the BPAY scheme to billers who can accept payments made to them through that scheme.

"BPAY scheme" means the electronic payments scheme operated by BPAY Pty Ltd through which you instruct us to make payments to billers who can accept payments made to them through this scheme.

"BPAY View Biller" means a biller who can accept payments through the BPAY system via Bendigo e-banking.

"BPAY View billing error" means any of the following:

- (a) if you have successfully registered with BPAY View:
 - failure to give you a bill (other than because you failed to view an available bill);
 - failure to give you a bill on time (other than because you failed to view an available bill on time);
 - give a bill to the wrong person; and
 - give a bill with incorrect details.
- (b) Give you a bill where you have unsuccessfully attempted to deregister from BPAY View.

"business day" means any day on which banks in Melbourne or Sydney are able to effect settlement through the Reserve Bank of Australia.

"card" means a Youth Debit Mastercard, Debit Mastercard, Bendigo Easy Money card, Bendigo Credit Card issued to you or an additional cardholder by us, that can be used to undertake an EFT transaction.

"cash advance" means credit provided in the form of cash, either directly from us or from another financial institution, and credit provided through a Pay Anyone transaction, a Bendigo Phone Banking transaction, a Bendigo e-banking transaction or a balance transfer transaction.

"Confirmation of Payee service" means the banking industry initiative that enables payers making payments using a BSB and account number to confirm the account name associated with the account.

"contactless transaction" means the authorisation of a transaction by presenting a card (which is capable of performing a contactless transaction) at a contactless terminal without the requirement to insert or swipe the card.

"contactless terminal" means an electronic point of sale terminal which is capable of performing a contactless transaction.

"customer registration" means the manner by which you apply to us to gain access to Bendigo Phone Banking or Bendigo e-banking.

"Debit Mastercard" means a debit card issued by us to you or an additional cardholder that bears the Mastercard symbol.

"Direct Entry Payment" means an electronic transfer of funds processed through the Bulk Electronic Clearing System (BECS) administered by the Australian Payment Network.

"ePayments Code" means the ePayments Code, as amended from time to time.

"EFT conditions" means the terms and conditions applying to EFT transactions as set out in Section G and clause 21.3 (to the extent it relates to EFT transactions).

"EFTPOS" means Electronic Funds Transfer at the Point of Sale and allows you to pay for goods without the need to carry cash, and in some instances to withdraw cash from your account without the need to visit a branch.

"EFTPOS Secure" means the online authentication service provided for EFTPOS cardholders when making online transactions at participating merchants.

"EFT transaction" means a transfer of funds initiated by an instruction through electronic equipment using an access ID, password or PIN to debit or credit an account. An EFT transaction includes, without limitation, a transaction undertaken using a card and a PIN via EFTPOS or an ATM or a transaction undertaken using Bendigo Phone Banking or Bendigo e-banking.

"electronic equipment" includes but is not limited to an electronic terminal, contactless terminal, computer, television, device, tablet, internet enabled device, mobile telephone and telephone.

"end of each day" means the end of that day for the purposes of our end of day processing on your account, being a time not before 8.00pm (AEST/AEDT).

"Fast Payment" means a transfer of funds processed through the NPP which does not use Osko, may also be referred to as a Basic NPP Payment.

"Government charges" means all charges or duties on deposits into, or withdrawals from, your account that are payable under a law of Australia or overseas, regardless of whether you are primarily liable to pay these charges.

"law" means common law, principles of equity and laws made by parliament (including regulations and other instruments under them, and consolidations, amendments, re-enactments or replacements of them).

"Mastercard Identity Check" means the online authentication service provided for Mastercard cardholders when making online transactions at participating merchants.

"Merchant Category Code" or "MCC" means a four-digit number listed in ISO 18245 for retail financial services. MCCs are used to classify a business by the type of goods or services it provides.

"MFA" means the multi-factor authentication options we make available for you to use from time to time as described in the "Multi-factor authentication" clause in these terms and conditions.

"nominated account" means any of the accounts nominated by you from time to time for use with Bendigo Phone Banking or Bendigo e-banking or Pay Anyone Service.

"not-for-profit organisation" means an organisation that is and is required by its constituent document(s), to be carried on other than for the profit or gain of its individual members, both during the time it is operating and at the time of its winding up, and that possesses the characteristics prescribed by the Australian Taxation Office for recognition as such an organisation.

"NPP" means the New Payments Platform owned and operated by or for NPP Australia Limited.

"NPP Addressing Service" means the addressing service component of the NPP which facilitates the registration of PayIDs.

"NPP Payment" means a payment processed through the NPP and includes Osko Payments and Basic NPP Payments.

"Osko" means the Osko payment service provided by BPAY Pty Ltd.

"Osko Payment" means a transfer of funds processed using Osko.

"passcode" means a password or code that you must keep secret and may be required to authenticate a transaction for you. A passcode includes any PIN, password and codes we provide to you for authentication purposes.

"password" means the word or numbers and/or letters nominated by you that may be required for identification purposes in order to access your account or to access Bendigo e-banking.

"Pay Anyone conditions" means the terms and conditions applying to the Pay Anyone Service as set out in Section K of this document.

"PayID" means a PayID which is able to be created with the NPP Addressing Service and used for the purpose of making and receiving NPP Payments (for example, an email address or telephone number).

"payment device" means a device that is used to perform a transaction that we give to you or another person who is authorised by us and you to perform transactions.

"payment facility" means each of the following services offered by us:

- Bendigo Phone Banking;
- Bendigo e-banking;
- Debit Mastercard;
- Youth Debit Mastercard;
- Bendigo Easy Money card;
- Bendigo Credit Card (but only to the extent that the card is used to access any of the accounts to which this document applies);
- Pay Anyone Service;
- BPAY and BPAY View;
- Automatic payments (direct debits, periodical payments and sweep facilities);
- Telegraphic Transfers;
- PayTo.

"Per annum" means amount per year.

"PIN" means the Personal Identification Number issued by us, or selected by you or an additional cardholder, to use in conjunction with a card or to access Bendigo Phone Banking or Bendigo e-banking and includes any one-time passcode we send you in connection with MFA and any four-digit PIN you set in the Bendigo Bank app.

"Post Office" means Australia Post.

"primary demand deposit account" means any account with a card you nominate to be your primary demand deposit account.

"Regular payment" means either a recurring payment or an instalment payment which represents an agreement between a cardholder and a merchant to debit a card at predetermined intervals (e.g. monthly or quarterly) or at intervals as agreed by both parties.

"single rate" means the rate of interest that applies irrespective of the balance of your accounts.

"stepped interest" means that different rates of interest will apply to different portions of your account balance. For example:

- if the rate of interest is 0.05% p.a. on that part of the account balance that is less than \$2,000 and 1.5% p.a. on that part of the account balance that equals or exceeds \$2,000; and
- your account balance is \$3,000

the rate of interest applying to your account will be 0.05% p.a. on \$1,999.99 and 1.5% p.a. on the remainder.

"terms and conditions" means Sections A to L of this document, the Schedule of Fees, Charges and Transaction Rebates and the Schedule of interest rates (RACQ Transition) provided to you with this document.

"tiered interest" means you will earn different rates of interest depending on the balance of your account. One interest rate will apply to the entire balance of your account but that rate will depend upon the amount of your balance. When your balance reaches a higher tier you will receive the interest rate for that tier on the entire balance of your account. For example:

- if the rate of interest is 0.05% p.a. where the account balance is less than \$2,000 and 1.5% p.a. where the account balance is \$2,000 or more; and
- your account balance is \$3,000

the rate of interest applying to the entire balance of your account will be 1.5% p.a.

"transaction" means a transaction performed or attempted to be performed using a payment facility or on your account.

"unauthorised transaction" means a transaction that is not an authorised transaction.

"Visa Secure" means the online authentication service provided for Visa cardholders when making online transactions at participating merchants.

"we", "us", "our" and **"Bendigo Bank"** means Bendigo and Adelaide Bank Limited, ABN 11 068 049 178, AFSL No. 237879.

"you" and **"your"** means the holder of an account or if there is more than one of you, all of you jointly and each of you severally.

"Youth Debit Mastercard" means a debit card issued by us to you or an additional cardholder that bears the Mastercard symbol.

The singular refers to the plural and vice versa.

A reference to:

- a document includes any variation or replacement of it; and
- anything includes the whole and each part of it.

All examples used in this document are for illustrative purposes only.

Section B: General terms and conditions

Unless you have previously agreed to be bound by these terms and conditions, your first use of any account or payment facility indicates that you understand and agree to be bound by these terms and conditions.

1. Opening and holding an account

1.1 You must provide us with any information we reasonably require to open an account or provide a payment facility. Where you wish to open an account in the name of a deceased estate, you must provide us with the original or certified copy of one of the following:

- (a) probate of the will of the deceased person granted to you as executor;
- (b) letters of administration of the deceased person's estate granted to you as administrator; or
- (c) death certificate of the deceased person and the will (if there is a will).

Where you do not provide us with probate or letters of administration, you must also give us an indemnity in a form acceptable to us against any loss caused by opening the account or allowing withdrawals from the account.

1.2 Subject to the requirements of any law, acting reasonably, we may refuse to open an account or provide a payment facility.

1.3 You may not be eligible to open and hold all types of accounts. The Key Features Tables starting on page 163 set out eligibility requirements that apply. None of the accounts to which this document applies are available for use by a business or for business purposes.

We may require you at any time to provide us with proof that you meet the eligibility requirements for an account. If:

- (a) after opening an account you no longer meet the eligibility requirements; or
- (b) you do not provide us with proof that you meet the eligibility requirements when we ask for it, we may change your account to another type of account to which this document applies.

There is no minimum account balance required to maintain an account. However, where an account has been opened without you depositing any amount (that is, with a zero balance) and you do not operate your account within 180 days of opening, we may close the account without giving you notice.

1.4 For a Bendigo Student Account, if you are over 18 years of age you must provide proof of your full-time student, apprenticeship or trainee status (e.g. a valid Student ID card, or registration of

apprenticeship or traineeship) when you open the account. If you already have a Bendigo Student Account, once you turn 25 years of age you will also need to provide proof of ongoing enrolment by the 14 April every year to ensure ongoing eligibility. Every year we will send two separate letters to your recorded mailing address reminding you of this requirement. If, after opening the account, you no longer meet this eligibility requirement, we will change your account to a Bendigo Everyday Account.

1.5 For a Bendigo Easy Retirement Account you must provide proof that you are over the age of 55 and a self-funded retiree or recipient of a Centrelink benefit entitlement when you open the account. If, after opening the account, you no longer meet the eligibility requirements, we may change your account to another type of account to which this document applies.

1.6 For a Bendigo Concession Account:

- you or, if you have a joint account, any joint account holder receive an Australian Government payment that makes you eligible to hold a Concession or Health Care Card or;
- you or, if you have a joint account, any joint account holder, receive an Australian Government payment that makes you eligible to hold a Concession or Health Care Card or hold a current physical or digital Health Care Card, Pensioner Concession Card, Commonwealth Seniors Health Card or Department of Veterans' Affairs (DVA) Health Card (Gold Card or Repatriation Health Card) and any Australian Government payments (where applicable) and paid consistently into the account or are otherwise deemed to be eligible by Bendigo Bank.

We may also determine you are eligible for a Bendigo Concession Account in any other way.

If, after opening a Bendigo Concession Account, we reasonably consider that you are no longer eligible for it, we will notify you and give you at least 30 days to prove your eligibility. If you are unable to do so within that time, we can change your account to a Bendigo Everyday Account.

If you have another account with us (e.g. a Bendigo Everyday Account) and we reasonably determine that you are eligible for a Bendigo Concession Account, we will notify you of this and that we will change your account to a Bendigo Concession Account. We will allow you to opt out of this change, if you do not want it to occur.

You can consent to us using Centrelink Confirmation eServices to determine if you are eligible for a Bendigo Concession Account. You can withdraw this consent at any time.

- 1.7 For a Bendigo PiggySaver Account, once you reach 12 years of age your Bendigo PiggySaver Account will be automatically converted to a Bendigo Student Account.
- 1.8 A Bonus Rate is paid instead of the Base Rate on any Bendigo Reward Saver accounts that you have when the bonus rate eligibility criteria are met. To earn the Bonus Rate on any Bendigo Reward Saver account for a particular month, you must meet the following bonus rate eligibility criteria by midnight on the last calendar day of that month (other than the month when the account was opened):
- a) the balance of that Bendigo Reward Saver Account must have increased since the beginning of the month (in addition to interest paid by us).
- 1.9 You agree to provide us with your email address in order to receive e-statements.

2. Identification

- 2.1 We need to obtain identification information as required by law, including Know Your Customer requirements under anti-money laundering and counter-terrorism financing legislation for all required parties. This will include information such as, for an individual, name, residential address and date of birth. Where the customer is a trust, details of the Trustee and beneficiaries may be required. Our staff will advise you what items of identification are acceptable. We may also require other information such as information about beneficial owner(s), and information about your activities and reason for opening an account in Australia.
- 2.2 If you are unable to visit a branch or provide identification in another manner acceptable to us, there is also a certifier method of identification available. We can supply you with a special form, which must be signed by an acceptable certifier.
- 2.3 An acceptable certifier includes a solicitor and Justice of the Peace. Please contact us for a complete list of all acceptable certifiers. You will be required to show identification such as your driver licence, passport, birth certificate or citizenship certificate to the acceptable certifier. For acceptable certifiers overseas, please contact us for details.
- 2.4 There are special provisions for people under the age of six years and Aboriginal and Torres Strait Islander Peoples in isolated areas.

Verification

- 2.5 We may, and you consent to us doing so, seek verification of your identification and identification documents from independent sources and/or third-party service providers.

- 2.6 We will keep copies of all documents provided by you and will disclose or provide copies of your identification documents to third party bodies as required by law.
- 2.7 We may request, and you must provide, further documentary evidence of your identity as we deem necessary to confirm your identity.
- 2.8 We may request that you produce, and you must provide in person if necessary, the original and/or certified true copies of all documentary evidence confirming your identity.

Inability to confirm identity

- 2.9 In the event that we are unable to properly confirm your identity, we may at our sole discretion, reject your application, suspend the operation of your account, refuse transactions and/or place a freeze on your funds until such time as your identity can be confirmed.

Additional Information

- 2.10 Acting reasonably, we may request, and you must provide, any other additional information we deem necessary in relation to your identity, personal affairs, business dealings and/or the purpose of your relationship with us. In the event you refuse or fail to provide us with information we have reasonably requested, we may at our sole discretion, reject your application, suspend the operation of your account, refuse transactions and/or place a freeze on your funds until such time as the information is provided.
- 2.11 You provide us with the following undertakings:
- (a) you will not initiate, engage in or effect a transaction that may be in breach of Australian law or sanctions (or the law or sanctions of any other country); and
 - (b) the underlying activity/product for which Internet Banking is being provided does not breach any Australian law or sanctions (or the law or sanctions of any other country).
- 2.12 More information is available from the Australian Transaction Reports and Analysis Centre (AUSTRAC) 1800 021 037 or 1300 236 344.

3. Payment Facilities

Depending on the type of account you hold with us, you may be able to gain access to one or more payment facilities. The payment facilities that are currently available with each type of account are set out in the Key Features Tables starting on page 163. Payment facilities are provided for the purpose of sending or receiving funds for the provision or procurement of goods and/or services.

4. Deposits and Withdrawals

4.1 You may make deposits to your account in a number of ways including:

- (a) at any of our branches by using a teller or one of our express deposit boxes;
- (b) by mail;
- (c) by arranging an automatic deposit of your salary or other income or amounts to be paid directly into your account;
- (d) if your account is linked to a card, at any Bendigo Bank ATM which accepts deposits or at a Post Office using Bank@Post™ (where available and subject to restrictions, see clause 40.5);
- (e) if you have access to Bendigo Phone Banking or Bendigo e-banking, by transferring funds electronically using these facilities;
- (f) by arranging an electronic credit from another Bendigo Bank account;
- (g) by arranging an electronic credit from another financial institution.

Some of the methods for deposits may not be accessible by you when you are not in Australia.

4.2 The proceeds of a deposit may not be available for up to seven business days after the deposit is made. It will usually take three business days for a cheque to clear. If we allow you to draw on a cheque before it has cleared, you will be liable for the amount of the cheque if it is subsequently dishonoured and you authorise us to debit the amount of the cheque plus applicable bank charges to your account.

4.3 We may not accept any cheque that is not payable to you whether the cheque has been endorsed in your favour or not.

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Deposits made using an ATM

4.4 When you make a deposit to your account at one of our ATMs, two bank officers open the ATM the next business day and compare the amount you placed in the envelope with the amount you entered in the ATM. If there is a difference between these two amounts, we will accept the amount in the envelope as the amount deposited and advise you in writing of the difference and the actual amount which has been credited to your account.

4.5 We will not accept coins for deposit.

4.6 A deposit at an ATM is at your risk until the deposit is completed in accordance with the procedures indicated by the ATM.

Withdrawals

4.7 You may make withdrawals from your account in a number of ways including:

- (a) at any of our branches;
- (b) if your account is linked to a card:
 - at any ATM;
 - via EFTPOS terminals;
 - at a Post Office using Bank@Post™ (where available and subject to restrictions, see clause 40.5);
- (c) if you have access to Bendigo Phone Banking, by transferring funds electronically using BPAY;
- (d) if you have access to Bendigo e-banking, by transferring funds electronically using:
 - BPAY
 - Pay Anyone
 - Telegraphic Transfers
- (e) using an Automatic Payment;
- (f) by bank cheque.

Some of the above methods for withdrawals may not be accessible by you when you are not in Australia.

4.8 Acting reasonably, we can at our discretion impose a limit on the amount you can withdraw in cash from your account at a branch, from an ATM or via an EFTPOS terminal.

Cash out limit – Our current maximum daily cash out default limit for transactions conducted at an ATM or EFTPOS terminal and using a PIN is \$1000. This amount may be varied for customers upon application and approval.

Purchase limit - Our current maximum daily purchase limit for transactions conducted at an EFTPOS terminal and using a PIN is the available balance of your account.

We may vary the default amount of these limits or any other limit we impose from time to time. We may also limit the way in which money is dispensed. For example, if you want to withdraw \$400 (and that amount is not in excess of the maximum daily withdrawal limit), the ATM may not pay out on that amount in one transaction. You may receive \$300 and then make another withdrawal of \$100 as a separate transaction.

Our right to make these changes is subject to the conditions in clause 18.

- 4.9 You should ensure that the purchase amount is correct on any electronic equipment you use when you perform a transaction.
- 4.10 EFTPOS outlets may have other restrictions on the amount of cash that can be withdrawn. Merchant or other institutions may impose additional restrictions on the use of your card or PIN. The Post Office may impose restrictions on the use of Bank@Post™.
- 4.11 We may not allow a withdrawal unless we have proof of your identity that is satisfactory to us.
- 4.12 You authorise us to debit to your account with all withdrawals you or an authorised signatory make from that account (unless the authorised signatory is an authorised user who can only access, but not operate, your account).
- 4.13 Some transactions require authorisation from us. Acting reasonably, we may choose not to authorise a proposed transaction. For example, if your card had been reported lost or stolen.
- 4.14 Contactless transactions are subject to separate transaction limits. These limits are imposed by us and the financial institution responsible for the EFTPOS terminal.

5. Interest

- 5.1 We pay interest on your account as per our Schedule of interest rates (RACQ Transition). See clause 5.6 below regarding a Bendigo Reward Saver Account. See clauses 5.7 to 5.14 below regarding an offset facility on a Bendigo Everyday Account.

Interest Rates

- 5.2 The type of account you have will determine the type of interest. Some accounts have tiered interest and some have stepped interest (in which case more than one interest rate may apply) and others have a single rate of interest that applies irrespective of the balance of your account. Please refer to the Key Features Tables starting on page 163 to find out what type of interest your account has.
- 5.3 We may change the interest rate from time to time at our discretion. This means that the interest rate may increase or decrease. If any law regulates such a change, we will only make the change to the extent permitted by, and subject to, the requirements of that law. Our right to make these changes is subject to the conditions in clause 18.
- 5.4 Our current interest rates are set out in the Schedule of interest rates (RACQ Transition). You can find out our current interest rates at any time by contacting one of our branches, phoning 1300 236 344 or by visiting our website www.bendigobank.com.au

Calculation and Crediting of Interest

- 5.5 We calculate interest by applying the daily percentage rate to the balance of your account (or, if it is stepped interest, to the relevant part of your balance) at the end of each day. The daily percentage rate is the relevant interest rate divided by 365, or in a leap year, 366.
- 5.6 The type of account you have will determine when interest is credited to your account. The Key Features Tables starting on page 163 set out when interest is credited.
- For the Bendigo Reward Saver Account, where you have not met the Bonus Rate eligibility criteria for the month, the Base Rate will still apply (except in the case of the month in which the account opened). The Bonus Rate eligibility criteria is outlined in clause 1.8. Your Base or Bonus interest will be credited to your account by the end of the second day of the month.

Bendigo Everyday Account with offset facility

- 5.7 An offset facility is only available on a Bendigo Everyday Account and must be linked to a principal and interest or interest only residentially secured loan with us. For Bendigo Complete Home Loan a Bendigo Everyday Account linked to a loan must be in the same customer number / name as the loan account. For example, a joint loan in the name of X & Y must only be linked to a Bendigo Everyday Account in the name of X & Y. For all other loan accounts all parties to your Bendigo Everyday Account must be parties to the linked loan account. For example, a joint loan in the name of X & Y may be linked to a Bendigo Everyday Account in the name of X, in the name of Y or a joint account in the name of X & Y. A joint Bendigo Everyday Account in the name of X & Z cannot be linked to the loan, as Z is not a party to the loan.
- 5.8 Your account may be linked to only one loan at any particular time. You may change the loan to which your account is linked at any time, provided the alternative loan complies with the terms and conditions outlined above, upon written notification to us.
- 5.9 The daily balance (defined below) in your account will be used to offset your linked loan account for the purpose of calculating the interest payable on your linked loan account. Interest on your linked loan account will be calculated at a discounted rate on the amount equal to the daily balance held in your Bendigo Everyday Account. The Bendigo Complete Home Loan and Bendigo Flex Home Loan offers a full offset on both variable and fixed rate loans. All other home loan accounts offer full offset on variable rate loans and a partial offset on fixed rate loans. Details of the discounted rates can be obtained by asking at any Bendigo Bank branch, online at www.bendigobank.com.au. Interest on the remaining balance of your linked loan account will

be calculated at the rate that applies to your linked loan account.

- 5.10 The daily balance in your account is the balance at the end of the day. If your account has a debit balance at the end of the day, your balance for that day for offset purposes will be deemed to be zero. If your account has a balance greater than the balance of your linked loan account at the end of the day, your daily balance for that day for offset purposes will be deemed to be equal to the balance of your linked loan account. You will not earn interest on the excess amount.
- 5.11 Subject to the requirements of any law, the discounted rates may change at any time. Our right to make changes is subject to the conditions in clause 18.
- 5.12 Where more than one Bendigo Everyday Account is linked to the one loan account, the daily balance used for offset purposes is that of the combined end of day balances of all of these accounts.
- 5.13 Upon finalisation of the linked loan account, the offset facility on your Bendigo Everyday Account will be removed.
- 5.14 We may at any time combine the balance of your Bendigo Everyday Account and your linked loan account. If we combine your accounts, we will promptly inform you. We need not notify you in advance. Our right to combine accounts is subject to the terms and conditions of your loan account, which may limit when we can combine accounts.

6. Fees and charges

- 6.1 Fees and charges and Government charges may apply to your account and your use of payment facilities. You authorise us to debit these fees and charges and Government charges to your account. Current fees and charges are set out in the Schedule of Fees, Charges and Transaction Account Rebates. You can find out our current fees and charges at any time by contacting one of our branches, phoning 1300 236 344 or by visiting our website www.bendigobank.com.au
- 6.2 We may change the fees and charges from time to time including introducing new fees and charges and Government charges. However, we will not introduce entry fees, exit fees or charges for the management of funds, excluding charges for the maintenance of the account. If the law regulates such a change we will only make the change to the extent permitted by, and subject to, the requirements of that law. Our right to make these changes is subject to the conditions in clause 18.
- 6.3 We may at our sole discretion waive any or all fees and charges from time to time, substitute one fee or charge for an alternative fee or charge or impose a lower fee or charge.

7. Transaction Processing

- 7.1 We may assign any date we reasonably consider appropriate to a debit or credit to your account, except that, in the case of a debit, the date must not be earlier than the date on which the relevant transaction occurs. However, we will credit payments to your account as soon as practicable after we receive them. This is not necessarily the same day that you make the payment. If a payment is received after the end of each day, it may not be processed or reflected in your account until the next business day. We give effect to the debit or credit based upon the date assigned to it by us.
- 7.2 We may subsequently adjust debits and credits to your account so as to accurately reflect the legal obligations of you and us, for example, because of an error or because a cheque is dishonoured. If we do this, we may make consequential changes, including to interest.
For example: If a payment or deposit is made into your account in error, we may withdraw that payment or deposit from your account without your consent, including any interest paid into your account on that payment or deposit. If you have spent those funds you will be required to repay them or your account may be overdrawn.
- 7.3 If we determine, acting reasonably, that a payment or credit to an account was an error, made by mistake (for example, where the sender entered or selected the account details by mistake) or was made in connection with fraud or a scam (including where the funds are the proceeds of fraud or a scam payment) we may return the amount to the sender or the person to whom we reasonably believe is legally entitled to the funds and debit the account. If we do, your and our rights and obligations will be the same as if the payment or credit was never made and we may make adjustments to the account to reflect this. If the payment is a mistaken internet payment we will act consistently with any other parts of these terms and conditions that deal with mistaken internet payments and the ePayments Code (where it applies).

8. Bank cheques

- 8.1 We can issue you with a cheque drawn on us. This is known as a bank cheque and is usually used where the payee has specifically requested a bank cheque in payment for goods or services. There is a fee for the issue of a bank cheque. Current fees and charges are set out in the Schedule of Fees, Charges and Transaction Account Rebates.
- 8.2 Although most people regard bank cheques as cleared funds, they are not equivalent to cash. A bank may dishonour a bank cheque including if:
- (a) the signature of an officer of a bank is forged or placed on a bank cheque without the bank's authority;

- (b) the bank cheque has been fraudulently or materially altered;
- (c) a fraud or other crime has been committed;
- (d) the bank is advised that the bank cheque is lost or stolen;
- (e) there is a court order preventing the bank from paying a bank cheque;
- (f) the bank has not received payment or value for the issue of the bank cheque.

8.3 If a bank cheque is lost, destroyed or stolen, we may provide a replacement bank cheque for a fee. Current fees and charges are set out in the Schedule of Fees, Charges and Transaction Account Rebates.

9. Overdrawn accounts

9.1 Unless we have agreed to provide you with an overdraft facility, you must at all times:

- (a) keep a credit balance in your account;
- (b) avoid deliberately overdrawing your account; and
- (c) avoid using a payment facility or requesting a payment service which could lead to your account being overdrawn.

9.2 If we agree to provide you with an overdraft facility, we may specify an approved overdraft limit. If we do not specify an approved overdraft limit, the approved overdraft limit is assumed to be \$0.

9.3 If we debit an amount to your account that causes your account to be overdrawn, this does not mean that we have agreed to provide you with an overdraft facility or a credit facility.

9.4 If you overdraw your account in breach of these terms and conditions, you agree that:

- (a) we may debit the overdrawn amount to your account;
- (b) you will repay the overdrawn amount as soon as possible
- (c) we may restrict the way in which you gain access to your account, including by suspending card access, until such time that the overdrawn amount is repaid;
- (d) we may cancel any payment facility linked to your account; and
- (e) until such time that the overdrawn amount is repaid, we will calculate interest on the overdrawn amount on a daily basis.

9.5 Further to clauses 9.2 and 9.4(e) above, if you exceed an approved overdraft limit you agree that we may charge you the Overlimit Rate on the overdrawn amount in addition to the Standard Overdraft Rate (unless you have a

Bendigo EasySaver Account or a Bendigo RewardSaver Account, in which case only the Savings Overdrawn Rate will apply).

Example 1: your account (excluding Bendigo EasySaver Accounts and Bendigo RewardSaver Accounts) has an approved overdraft limit of \$500 and you overdraw your account by an additional \$250, which means that your account will be overdrawn \$750 in total. The Standard Overdraft Rate will apply to the full \$750, but the Overlimit Rate will only apply to the \$250 that exceeds your approved overdraft limit.

Example 2: your account (excluding Bendigo EasySaver Accounts and Bendigo RewardSaver Accounts) has an approved overdraft limit of \$0 (because we have not specified an approved overdraft limit) and you overdraw your account by \$500. The Standard Overdraft Rate and the Overlimit Rate will both apply to the overdrawn amount of \$500.

Example 3: you have a Bendigo EasySaver Account and you overdraw your account by \$300. The Overdrawn Account Rate will apply to the overdrawn amount of \$300.

9.6 Further to clause 9.4(e) above, you agree that:

- (a) any interest that has accrued on the overdrawn amount will be debited to your account at such time that we would have ordinarily credited interest to your account; or
- (b) if you have a product that does not have the ability to accrue credit interest (for example, a Bendigo Everyday Account with an offset facility;) any interest that has accrued on the overdrawn amount will be debited to your account half-yearly on 1 April and 1 October.

9.7 We may change the interest rates applicable to overdrawn accounts from time to time at our discretion. If any law regulates such a change we will only make the change to the extent permitted by, and subject to, the requirements of that law. Our right to make these changes is subject to the conditions in clause 18. Our current interest rates for overdrawn accounts are set out in the Schedule of interest rates (RACQ Transition).

You can find out our current interest rates by contacting one of our branches, phoning 1300 236 344 or by visiting our website www.bendigobank.com.au

9.8 If you are the recipient of Centrelink benefits we will act in accordance with our obligations under the Code of Operation for Department of Human Services and Department of Veterans' Affairs Direct Credit Payments when exercising

our rights in relation to your overdrawn account, for example, where we combine accounts.

In particular, unless otherwise agreed, we will allow you to access up to 90% of your future Centrelink benefits until the account is no longer overdrawn. If your account becomes overdrawn, please visit any of our branches to discuss your needs and arrange access to your account.

10. Account Combination

10.1 We may combine the balances of two or more of your accounts which are of the same ownership and entity name, even if the accounts are at different branches. For example, we may do this if one of your transaction accounts is overdrawn or in debit and the other is in credit. In this situation the credit in one transaction account would be used to reduce the debit balance in the other account. We will promptly inform you if we combine your accounts. We need not notify you in advance.

10.2 When combining accounts we will comply with any applicable requirements of the Code of Operation for Department of Human Services and Department of Veterans' Affairs Direct Credit Payments.

10.3 We will not exercise our right to combine your accounts in connection with amounts you owe in respect of any credit facility which you hold with us that is regulated by the National Credit Code:

- (a) while we are actively considering your financial situation as a result of your hardship application (we may ask you, as a condition of not exercising our right to combine your accounts, to agree to retain funds in an account until our decision on your hardship application has been made); or
- (b) while you are complying with an agreed arrangement with us resulting from our consideration of your hardship application.

11. Statements and Confirmation of Transactions

11.1 We will issue you with a statement of account at least once every six months. If you would like to receive a statement of account more frequently, please contact one of our branches. A fee may apply to this service. Current fees and charges are set out in the Schedule of Fees, Charges and Transaction Account Rebates.

11.2 You must check your statement of account and immediately notify us if you notice an error or possible unauthorised transaction on that statement. You should keep your statements safe for future reference.

11.3 You agree that confirmation of transactions involving your account or any payment facility may be provided by:

- (a) Bendigo Phone Banking and Bendigo e-banking, if you have access to either of those services (not all fees are available for inquiry via either of these channels);
- (b) you requesting confirmation at any of our branches.

11.4 You agree that any request you make for a balance or information using Bendigo Phone Banking, Bendigo e-banking or by any other means, in relation to any account which is regulated by the National Credit Code is not a request for a statement of a kind referred to in that Code in respect of that regulated account.

11.5 If you apply to open an account through Bendigo e-banking (including the Bendigo Bank app), you agree that we will give you statements of account for that account electronically as e-statements that you can download in Bendigo e-banking. If paper statements are available for your account type, you can change your statement preference to paper statements that will be sent to you by post in Bendigo e-banking or by contacting us.

12. Receipts and vouchers

12.1 When you use Bendigo Bank equipment to access your account we will provide you with a record of your transaction, unless you specify that a record is not required. You must check your record of the transaction and keep it to reconcile to your statement.

12.2 We strongly advise you to keep all of these documents in a safe place, as you may need them to do things such as complete tax returns, confirm payments have been made for goods and services and check what payments and cheques are unpresented and how much money you have in your account at any one time.

12.3 If you misplace any of your account records or need us to provide you with information about any of your transactions, such as cheques you have written out or interest payments for tax purposes, we can help by conducting a search of our records. A fee may apply for this service to cover our costs. Current fees and charges are set out in the Schedule of Fees, Charges and Transaction Account Rebates.

12.4 You should keep your credit card vouchers and printed records of transactions to reconcile to your statement. We are not obliged to provide you with copies of merchant or transaction vouchers.

13. Joint accounts

13.1 This clause applies if an account is in two or more names jointly.

Understanding your obligations

13.2 We may allow you to operate accounts jointly with other persons.

- 13.3 If you do, your liability under these terms and conditions is both joint and several. This means that each of you is liable both on your own and together for the whole of any debit balance on the account. You should carefully consider any arrangement which involves you becoming a joint account holder.
- 13.4 It is up to you and the other joint account holder(s) to specify how many signatories are required to operate a joint account. Account operating instructions are part of your contract with us and may only be altered by written notification to us, signed by each party to the joint account. However, any joint account holder(s) can cancel operating instructions by contacting us which will require that all further instructions be given jointly by all joint account holder(s).
- 13.5 Despite any instructions you may give us to the contrary, we may insist that the joint account only be operated on the signatures of all joint account holders if:
- (a) one of the joint account holders requests us in writing to do so; or
 - (b) we are notified of any dispute between the joint account holders; or
 - (c) we are notified of the bankruptcy of any of the joint account holders.
- 13.6 You agree that each of you act as an agent for the other and that we can send a copy of a notice or statement to all or any one of you, except where we are legally obliged to do otherwise.
- 13.7 You agree that each joint account holder may have access to information about the account without the consent of the other joint account holders.
- 13.8 In the event of your death, the account will be treated as the account of the surviving account holder(s) only.
- 14. Authorised Signatories and operating instructions**
- 14.1 You may ask us, in writing, to authorise one or more other people to access and operate your account. A person who is authorised to operate your account is called an authorised signatory. This includes:
- (a) a person who is authorised to access and operate your account – an authorised signatory;
 - (b) a person who is authorised to access and operate your account with card access only – an additional cardholder; and
 - (c) a third party authorised by you to only use Bendigo Phone Banking or Bendigo e-banking to access or access and operate your nominated account and who is registered with us as an authorised user for use of Bendigo Phone Banking or Bendigo e-banking - an authorised e-banking user.
- 14.2 Where there is more than one authorised signatory you must specify how many of the authorised signatories must authorise a transaction in order to operate your account. Your instructions in relation to how many authorised signatories must authorise a transaction in order to operate your account are called operating instructions.
- 14.3 If you are a company, body corporate, club or association, we may require appointment of authorised signatories and directions as to operating instructions to be under common seal or authenticated by minutes of a resolution of your directors or governing body.
- 14.4 We do not have to agree to your request to add an authorised signatory to your account, but if we agree we may impose conditions. If we do not agree to your request, we will notify you.
- 14.5 Where you request that a person be authorised as an additional cardholder, and where we agree to that request:
- (a) that person must be:
 - i. 12-15 years for a Youth Debit Mastercard; and
 - ii. 16 years or older for all other cards;
 - (b) we will issue to that person a card linked to your account (“additional card”);
 - (c) you authorise us to debit your account with all transactions made using the additional card and you will be responsible and liable for these transactions as if you had made them yourself; and
 - (d) these terms and conditions apply to the additional card in the same way that they apply to your card.
- 14.6 In relation to an authorised e-banking user, you may request a maximum daily withdrawal limit to apply to your authorised user(s). This limit may include \$0 or view-only access.
- 14.7 You can arrange to have the authority of an authorised signatory cancelled, stopped or revoked, or your operating instructions changed at any time. You must also return to us any card (cut in half for your protection) that we have issued to that person. You remain responsible for all transactions made using an additional card until they are returned to us, or you have taken all reasonable steps to return them to us.
- 14.8 We are entitled to act on instructions given by your authorised signatories in accordance with your operating instructions, and within the guidelines of non-titled member type, unless the authorised signatory is an authorised user who can only access, but not operate, your account in which case we will only act on the instructions of that person in so far as they relate to accessing your account. We are not required to make any inquiries in relation to

any instructions received by an authorised signatory in relation to the operation of your account. Subject to Section H: BPAY and Section K: Pay Anyone Service you are wholly liable for any loss or damage you or a third party suffers as a result of us acting upon those instructions.

14.9 These terms and conditions other than this clause 14 apply to the authorised signatory in the same way that they apply to you. You should ensure that any authorised signatory has read these terms and conditions and complies with them as if they were you. If the authorised signatory does not comply with these terms and conditions, you will be in default.

14.10 You consent to us giving an authorised signatory information about your account.

14.11 You may ask us, in writing, to limit the dollar amount available to some authorised signatories to restrict their authority.

15. Cancelling a payment facility

15.1 We may cancel a payment facility if:

- (a) we have received notice of your mental incapacity, bankruptcy or death;
- (b) we believe any of your card, PIN, password, access ID or any other access method are being used, or will be used, in a way that will cause loss to you or us;
- (c) we reasonably believe you induced us to issue the payment facility by fraud;
- (d) you or an authorised signatory breach any of these terms and conditions;
- (e) we close your account;
- (f) in the case of Bendigo Phone Banking, Bendigo e-banking, Pay Anyone Service or Automatic Payments the security or quality of the service is threatened;
- (g) it is reasonably necessary to protect our legitimate interests, or it is to benefit you.

We will give you reasonable notice of our intention to cancel your payment facility if it is practical to do this. It may not be practical, for example, if urgent action is required to protect your account.

15.2 We will take and promptly process your instruction to cancel a direct debit request which is set up using your account number. You may cancel a direct debit request at any time by giving us notice in writing, via telephone, via secure email or by coming into one of our branches and talking to a staff member.

15.3 You are encouraged to maintain a record of any regular payment arrangement entered into with a merchant using your card number.

15.4 To either change or cancel any regular payment arrangement set up using your card number you

should contact the merchant at least fifteen days prior to the next scheduled payment. Until you attempt to cancel the regular payment arrangement with the merchant directly we must accept the merchant's transaction. If possible you should retain a copy of their change/cancellation request. Should the merchant fail to act in accordance with these instructions you may have rights to dispute the transaction.

15.5 Should your card number be changed i.e. as a result of lost or stolen card you must request the merchant to change the details of your existing regular payment arrangement to ensure arrangements continue. If you fail to undertake this activity your regular payment arrangement either may not be honoured by us or the merchant may stop providing the goods and/or services.

15.6 Should you elect to close your card account or your account is closed by us you should contact the merchant to amend any regular payment arrangement set up using your card number; as the merchant may stop providing the goods and/or services.

15.7 If we cancel a payment facility we will notify you as soon as possible afterwards except if we cancel a direct debit, periodical payment or sweep facility after being advised by the payee that no further payment is required or your account is closed.

15.8 You may alter, stop or cancel a payment facility at any time by giving us notice in writing or by coming into one of our branches and talking to a staff member.

15.9 If your card is cancelled, you must immediately return to us all cards issued to you or an additional cardholder (cut in half for your protection). You will be liable for any transaction you or any additional cardholder make until the card is returned to us. If you use your card after it is cancelled, we can tell any merchant that the card has been cancelled.

15.10 If your access to Bendigo Phone Banking or Bendigo e-banking is cancelled, we may refuse any transaction you initiate through these facilities without giving any reason or advance notice to you.

15.11 If you cancel a direct debit, periodical payment or sweep facility, we must receive your instructions at least one business day prior to the due date of the next payment, otherwise that payment may nevertheless be made. For direct debit cancellations we may suggest that you contact the merchant concerned.

16. Stopping or closing your account

16.1 You may request us to close your account only if it is in credit. You may close the account by:

- (a) visiting one of our branches and telling us you wish to close the account; or

- (b) a written request to us, and returning to us all unused cheques and all cards linked to that account.

Where an account has been forcibly closed by the Bank due to being overdrawn for an extended period of time, we may request such funds to be repaid before a new account will be established.

16.2 For the Bendigo Reward Saver Account, your account cannot be closed on the 1st and 2nd calendar day of the month, in order for us to determine whether bonus interest is payable to you.

16.3 If a card is linked to your account, you must give us fourteen days notice of your wish to close your account. You must return to us all cards issued on the account at the time of giving notice. This fourteen day period is to allow for outstanding card transactions to be presented for payment before the account is closed.

16.4 We may close your account at any time, due to unsatisfactory conduct or for any other reason if we consider it necessary to prevent fraud or other losses to you or us or to protect our legitimate interests, by giving you notice that is reasonable in all the relevant circumstances and reimbursing you for any amount standing to the credit of your account. If you or an authorised signatory breach any of these terms and conditions or your account is open with a zero balance and you do not operate your account within 180 days of opening, we may close the account without giving you prior notice. Examples of unsatisfactory conduct include behaviour that is

- Defamatory, harassing, threatening to any person (including use of payment descriptions and / or references)
- Promotes or encourages physical or mental harm of any person (including use of payment descriptions and / or references)

16.5 We will give you notice as soon as possible after closing the account (unless we have previously given you notice) and will reimburse you for the amount standing to the credit of your account. This will not apply where we close any account opened with a zero balance and which has not been operated within 180 days of opening.

16.6 If your account is closed:

- (a) we may cancel any card linked to the account, and disable your access to other payment facilities linked to the account;
- (b) you must return to us all cards, any security tokens issued to you, and all unused cheques linked to the account;
- (c) you will be liable for any transactions that were not processed, or that occur, on the account (including, but not limited to, outstanding merchant purchases, cash advances and

cheques presented) at the time the account is closed;

- (d) you must pay to us on demand all unpaid fees and charges prior to closing the account;
- (e) you must arrange deregistration of your access ID;
- (f) we will automatically cancel any periodical payments or sweep facilities.

16.7 You should make arrangements for any automatic payments, direct debit, direct credit payments, interest payments, periodical payments, sweep facilities or ongoing Pay Anyone Service Payments that are paid into or out of your account to be re-directed before the account is closed.

16.8 We reserve the right to withdraw any account from offer without notice.

16.9 Acting reasonably, we may place a stop on your account if:

- (a) you are in breach of any of the terms and conditions;
- (b) you have not provided us with information that we have asked you to provide;
- (c) we receive notice of your mental incapacity, bankruptcy or death;
- (d) we become aware of any dispute which in our reasonable opinion has a bearing on the account.

If we place a stop on your account, you or anyone else will not be able to make any withdrawal transactions on the account or otherwise operate it. Credit transactions will still be allowed unless you specifically request credit transactions be stopped also.

16.10 If we receive notice of a dispute from a third party who claims a beneficial interest in the funds held in the account, we may at our discretion freeze the account until the dispute has been resolved to our reasonable satisfaction.

17. Dormant accounts

17.1 If you do not operate your account for a number of years, your account may be deemed dormant.

17.2 If your account does become dormant we will send you a letter (to the address noted for that account) advising you that your account is dormant and that you have the following options:

- (a) you can make a transaction to re-activate the account;
- (b) you can call 1300 236 344 advising that you would like to re-activate your account;
- (c) you can close the account; or
- (d) you can close the account and open another account with us that is more suitable to your current needs.

- 17.3 If you are unable to attend a Bendigo Bank branch to take up any of the above options, please contact us or the Bendigo Bank branch at which the account is held advising of your situation.
- 17.4 If we do not hear from you after we have sent you a letter, your account will be closed and where required to do so by law, the balance of your account will be sent to the Commonwealth Government as unclaimed money.

18. Changes

- 18.1 Acting reasonably, we may change these terms and conditions at any time. If any law regulates that change, we will only make the change to the extent permitted by, and subject to, the requirements of that law.

We can only make changes to the extent reasonably necessary to protect our legitimate interests, or to benefit you, including:

- (a) changes because of changes to our cost of funds or other costs of doing business or to ensure that we receive an adequate return on assets;
- (b) changes because of requirements of laws or industry codes of practice, prudential standards, court decisions, decisions of our dispute resolution scheme, guidance or directions from regulators, and similar reasons;
- (c) changes due to changes in the way we operate our business or our systems;
- (d) changes we think are necessary to fix errors or to make things clearer;
- (e) changes for information security or similar purposes;
- (f) changes to reflect market practice or standards or to keep our products competitive and meeting customer expectations and needs; or
- (g) changes made for other good reasons.

- 18.2 Subject to the requirements of any law, you agree that we can give notice of changes to these terms and conditions and of, any change that affects any of the matters specified in this document (including changes to fees and charges and interest rates)
- in writing (including by notice in your statement of account)
 - by an advertisement in a major daily newspaper published in Australia or at such other frequency as published by the overseas local major newspaper (if applicable)
 - in such other manner as we reasonably consider is likely to come to the attention of as many account holders as possible or
 - in accordance with clause 28.4.

- 18.3 The notice of change table sets out how much prior notice we will give you of changes, if prior notice is required. Where no prior notice is required, we will give you notice of a change no later than the day on which the change takes effect. However, we may give you a shorter notice period or no notice of a change if it is reasonable for us to manage a material and immediate risk. In that case, we will give you notice of the change as soon as is reasonably practicable.

- 18.4 If a government charge payable directly or indirectly by you is introduced or varied, we will notify you by advertisement in the national media or local media or in writing unless the introduction or variation is publicised by the Government.

Notice of Change

Type of change	Minimum number of days notice
Any change that is an increase in fees or charges	30
A variation of the method by which interest is calculated	30
A variation of the frequency with which interest is debited or credited	
A variation of the balance ranges within which interest rate apply	
Increase your liability for losses relating to EFT transactions	30
Impose, remove or adjust the daily or periodical withdrawal limits applying to the use of an access method, an account from which we permit you to initiate EFT transactions, or electronic equipment	30
Change to the EFT conditions, BPAY conditions or Pay Anyone conditions (that is not caught by the above)	If we believe the change is unfavourable to you, 30. Otherwise, no advance notice.
Other changes to the terms and conditions (apart from a change in Government charges payable directly or indirectly by you)	If we believe the change is unfavourable to you, 30. Otherwise, no advance notice

Type of change	Minimum number of days notice
Changes to an interest rate (This does not apply to rates linked to money markets or external rates (which we do not control for which we cannot notify changes in advance.) These changes take effect from the earlier of the date you receive notification or they are first published.)	No later than the date of the change

19. Tax

- 19.1 When you open an account with us, you have the option of supplying us with your Tax File Number. If you don't, we are required by law to deduct withholding tax from your interest, at the highest marginal rate plus the Medicare Levy and forward it to the Australian Taxation Office.
- 19.2 Similar requirements also apply to joint accounts where one or more of the account holders have not supplied their Tax File Number.

Providing your Tax File Number is NOT compulsory, but is advisable.

- 19.3 If you are entitled to an exemption in relation to this tax you should advise us of your type of exemption and provide any supporting documentation we may require.
- 19.4 If your account is a Bendigo Everyday Account with an offset facility that is linked to a loan account, there is no interest entitlement that is subject to income tax and the only benefit is the right to the interest reduction on the loan account under the offset arrangements. Loan account offset arrangements are subject to rulings and policies of the Australian Taxation Office, which may change.

What happens if I don't provide my Tax File Number?

- 19.5 If you choose not to provide us with your Tax File Number, we are required to deduct withholding tax at the highest marginal tax rate – plus the Medicare Levy, when you earn interest income of \$120 or more a year.

Note: Generally children under 16 do not need to provide us with a Tax File Number, however, where the child's investment income (or interest) is likely to be \$420 per annum or more, it is advisable to obtain a tax file number as interest earned in excess of \$420 is subject to withholding tax. Deductions of withholding tax are calculated on a daily pro-rata basis, regardless of whether or not the account earns more than \$420 in interest during the financial year.

The above clauses 19.1, 19.2, 19.3, 19.4 and 19.5 do not apply if you are not a resident of Australia. We are required to withhold Australian non-resident withholding tax from interest income earned on your account which is currently 10%.

20. Privacy

- 20.1 We are committed to ensuring your privacy is protected and understand your concerns regarding the confidentiality and security of personal information you provide to us.
- 20.2 You can obtain information about privacy in our Privacy Policy which is available upon request at any of our branches or on our website www.bendigobank.com.au
- 20.3 If you have a complaint relating to how we handle your personal information you can also contact the Office of the Australian Information Commissioner (OAIC):
- GPO Box 5218
Sydney NSW 2001
Telephone: 1300 363 992
Email: enquiries@oaic.gov.au
Web: www.oaic.gov.au

21. Make a Complaint

- 21.1 We consider Internal Dispute Resolution (IDR) to be an important and necessary first step in the complaint handling process as it gives us an opportunity to hear when we do not meet our customers' expectations and address them genuinely, efficiently and effectively.
- 21.2 You can raise your complaint with us by:
- (a) speaking to a member of staff directly;
 - (b) telephoning 1300 236 344;
 - (c) website - www.bendigobank.com.au/contact-us/make-a-complaint/;
 - (d) secure email – by logging into e-banking;
 - (e) social media;
 - (f) Contacting Customer Resolutions at:
Reply Paid PO Box 480
Bendigo VIC 3552
Email: feedback@bendigoadelaide.com.au

Alternatively you may refer your complaint directly to the appropriate External Dispute Resolution scheme (refer to clause 21.4).

Complaints about EFT transactions

- 21.3 If your complaint is in relation to an EFT transaction, we will advise you in writing of the procedures for investigating and handling the complaint.
- (a) If we are unable to resolve the complaint within 30 days, we will notify you of this fact, inform you of the reasons for the delay and specify a date by which a decision can reasonably be

expected (unless we are waiting for a response from you and we have told you that we require that response and your non-response is preventing us from dealing with your complaint), provide you with the name and contact details of our external dispute resolution provider, and provide you with monthly updates on the progress of your complaint);

- (b) If the complaint involves a credit card account and we decide to exercise any rights we may have under the rules of the credit card scheme:
- i. the time limits under the rules of the scheme will apply instead of the time limits referred to in clause 21.3 (a).

We will advise you in writing of the above time limits and when you can reasonably expect a decision. Your obligation to pay any amount which is the subject of a complaint, and any credit or other charges related to that amount, will be suspended until the complaint is resolved;

- (c) When we have completed our investigation of your complaint, we will promptly advise you in writing of the outcome of that investigation, your right to take your complaint to our external dispute resolution provider, and the name and contact details of our external dispute resolution provider. However, we are not required to do so if your complaint does not relate to hardship and we resolve it to your satisfaction within 5 business days, unless you ask us.
- (d) if on completion of our investigation we decide that your account has not been incorrectly debited or credited, or in the case of unauthorised transactions, that you have contributed to at least part of the loss occasioned by the unauthorised use, we will supply you with copies of any documents or other evidence relevant to the outcome of our investigation, including information about any logs or audit trails relating to the transaction and advise you whether there was any system or equipment malfunction at the time of the transaction; for example if you don't protect your internet access by using a firewall and anti-virus software it could contribute to the chance of unauthorised transactions;
- (e) if we conclude as a result of our investigation that your account has been incorrectly debited or credited we will promptly make adjustments to your account (including making adjustments to interest and charges) and notify you in writing of the amount by which your account has been debited or credited as a result;
- (f) alternatively, if we decide to resolve your complaint in your favour, we may adjust your

account accordingly within seven business days of receiving the complaint and provide the information required by paragraphs (c) and (e) and close the investigation. When we choose this course of action we are not required to comply with clause 21.3 and paragraph (d);

- (g) if we fail to observe the appropriate allocation of liability in accordance with the relevant clauses of the ePayments Code or fail to explain the reasons of any findings that you are liable by reference to relevant aspects of those paragraphs, or in any material respect we fail to observe the complaint investigation and resolution procedures set out in this clause or as required by the ePayments Code, and where such failure has contributed to a decision by us against you or delayed the resolution of your complaint, we may accept full or partial liability for the amount of the transaction which is the subject of your complaint.

Australian Financial Complaints Authority (AFCA)

- 21.4 We are a member of the Australian Financial Complaints Authority (AFCA). You can contact AFCA at:

GPO Box 3
Melbourne VIC 3001
Telephone: 1800 931 678
Website: www.afca.org.au
Email: info@afca.org.au

Time limits may apply to complain to AFCA and so you should act promptly or otherwise consult the AFCA website to find out if or when the time limit relevant to your circumstances expire.

If your complaint relates to how we handle your personal information you can also contact the Office of the Australian Information Commissioner (OAIC):
GPO Box 5218
Sydney NSW 2001
Telephone 1300 363 992
Email enquiries@oaic.gov.au
Web www.oaic.gov.au

22. If you have changed your name, address or contact details

- 22.1 If you have changed your name, we will need to amend our records as soon as possible. Before amending our records, we will require evidence of your name change, such as a marriage certificate, birth certificate, decree nisi or dissolution of marriage, or certificate of registration of change of name.
- 22.2 If you have changed your address (home, business or email, where relevant) or contact details, you must provide us with your new address or contact details as soon as possible, either by calling into one of our branches, by telephoning 1300 236 344 or by writing to your local branch or our head office.

22.3 You should advise us of the details of all of your accounts so that all our records can be changed. If you like, we can also change the branch where you normally pick up your card, to a branch that is more convenient to you.

22.4 You must notify us in writing as soon as possible of any proposed or actual changes to your financial or legal status (including name changes, mergers, administration or receivership, schemes of arrangement, bankruptcies, liquidations, windings up, dissolutions or acting or failing to act in a manner which could result in any of these situations) or any other material changes that may affect or impact upon your use of your account or any payment facility or your ability to continue operating in a financially viable manner.

23. If you need to send money overseas or have received funds from overseas

23.1 We can send money overseas for you in Australian or foreign currencies. You can ask us to make an international telegraphic transfer to an overseas bank nominated by you. We do not have to agree to your request.

23.2 Fees and charges apply for the provision of these services. Current fees and charges are set out in the Schedule of Fees, Charges and Transaction Account Rebates.

24. Banking Code of Practice

24.1 We are bound by the Banking Code of Practice.

24.2 The Banking Code of Practice requires us to draw your attention to the availability of general descriptive information concerning our banking services. This includes information about account opening procedures, our obligations regarding the confidentiality of your information, complaint handling procedures, bank cheques, the advisability of you informing us promptly when you are in financial difficulty so that we may discuss your situation and the advisability of you reading the terms and conditions applying to this banking service.

24.3 You should inform us promptly if you are in financial difficulty so that we may discuss your situation.

25. Financial Claims Scheme

The Financial Claims Scheme protects depositors through the provision of a guarantee on deposits (up to a cap) held in authorised deposit-taking institutions (ADI's) in Australia and allows quick access to their deposits if an ADI becomes insolvent. As such please note the following information:

- you may be entitled to a payment under the Financial Claims Scheme in the event of us becoming insolvent;
- accessibility to the Financial Claims Scheme is subject to eligibility criteria; and
- information about the Financial Claims Scheme can be found at www.fcs.gov.au.

The Australian Government has given notice that it is reviewing the application of the Financial Claims Scheme to accounts held by non-residents of Australia. This may result in the Financial Claims Scheme no longer applying to accounts held with us by overseas customers.

26. Anti-Money Laundering and Counter-Terrorism Financing (AML/CTF)

26.1 We are committed to the regulatory requirements for anti-money laundering and counter-terrorism financing.

26.2 To comply with these requirements we may:

- (a) require you to provide to us, or otherwise obtain, any additional documentation or other information;
- (b) suspend, block or delay transactions on your account, or refuse to provide services to you;
- (c) report any, or any proposed, transaction or activity to anybody authorised to accept such reports relating to AML/CTF or any other law.

27. Liability

Subject to any other provision of these terms and conditions, to the extent permitted by law, we are not liable to you for or in connection with:

- (a) any loss or damage you suffer as a result of using your account or a payment facility;
- (b) any delay or failure in processing a transaction on your behalf;
- (c) any transaction which is processed by us on your behalf;
- (d) any failure, malfunction, delay or error (for any reason) of any equipment, system or software (including, without limitation, the telephone, electronic equipment, software and telecommunications and ISP services you or an authorised signatory use to access an account or payment facility);
- (e) any unavailability or failure of a payment facility to accept instructions from you;
- (f) any failure of a card, access ID, password or PIN to permit you or your authorised signatory to access a payment facility;
- (g) any unauthorised access to, or disclosure of information relating to, your account through a payment facility.
- (h) any other action taken or not taken in relation to your account or a payment facility.

We do not exclude any liability to you for loss or damage to you arising directly from the fraud, negligence or wilful misconduct of us, our employees or agents or a receiver appointed by us.

28. Other

28.1 We may decide, at our discretion acting reasonably, the order in which payments will be processed.

28.2 We may give you a certificate about a matter in connection with the account. We may use the certificate as evidence of the matter.

- 28.3 Notices and other communications for us may be:
- (a) given personally to one of our employees at any of our branches or sent by post to our registered office;
 - (b) given by any other means permitted by law.

- 28.4 Subject to the requirements of any law, notices and other communications for you may be:

- (a) given to you personally or left at any address specified by you or your residential or business address last known to us;
- (b) sent by prepaid post to any of these places;
- (c) sent by email to your email address last notified to us;
- (d) if you are registered for Bendigo e-banking by secure email in Bendigo e-banking;
- (e) if you have downloaded a Bendigo Bank mobile banking application, sent to you in the application or
- (f) given by any other means permitted by law.

We may also give you notices and other communications by making them available electronically (for example, by publishing them on our website) and notifying you that we have done so and how you can obtain the notice or communication. However, we will not give you a notice or communication in this way if you have notified us that you do not want to receive notices and communications from us in this way. You can notify us that you do not want to receive notices and communications from us in this way by contacting us.

- 28.5 You must give us any information or documents we reasonably require to identify you or any person authorised to operate your account. Subject to the requirements of any law, you authorise us to check the authenticity of any such information or documents that you give to us.

- 28.6 Enforcement expenses may become payable if you breach these terms and conditions. For instance, if you overdraw your account without our written permission we may take legal action to recover the debt. Any reasonable expenses we incur in recovering our debt will be payable by you and you authorise us to debit the amount of these expenses to your account.

Our rights under these terms and conditions

- 28.7 We may choose at any time to waive any of our rights under these terms and conditions. Subject to any applicable law, a waiver by us is not a change to, and does not reduce our rights under, these terms and conditions unless we give you written notice that it is a change to these terms and conditions.

- 28.8 Nothing in this agreement has the effect of excluding, restricting or modifying rights in the Australian Securities and Investments Commission Act or Competition and Consumer Act, which cannot be excluded, restricted or modified by agreement.

- 28.9 Part or all of any provision of these terms and conditions that is illegal or unenforceable will be severed from these terms and conditions, however

the remaining provisions of these terms and conditions will continue in force.

- 28.10 We may assign or otherwise deal with our rights under these terms and conditions in any way we consider appropriate.

You agree that we may disclose any information or documents we consider desirable to help us exercise this right. You also agree that we may disclose information or documents at any time to a person to whom we assign our rights under these terms and conditions.

In relation to transactions to or from the account you authorise Bendigo Bank to disclose and collect information (including personal information) to and from other financial institutions to the extent Bendigo Bank considers this reasonably necessary. This may include the monitoring of payment descriptions and references.

- 28.11 You should inform us promptly if you are in financial difficulty.

- 28.12 To the extent that the National Credit Code applies to these terms and conditions and:

- (a) that Code would otherwise make a provision of these terms and conditions illegal void or unenforceable; or
- (b) a provision of these terms and conditions would otherwise contravene a requirement of that Code or impose an obligation or liability which is prohibited by that Code, these terms and conditions are to be read as if that provision were varied to the extent necessary to comply with that Code or, if necessary, omitted.

- 28.13 We may only exercise our rights under a term in these terms and conditions to the extent (if any) reasonably necessary to protect our legitimate interests. This clause applies to a term in these terms and conditions, despite any other term, if it:

- (a) is subject to unfair contract terms legislation; and
- (b) is to our advantage; and
- (c) causes a significant imbalance in the rights and obligations of you and us under these terms and conditions; and
- (d) would cause detriment to you if we applied the term or relied on the term.

Words used in this clause have the meanings given to them in the unfair contract terms legislation.

When your credit rating could be affected

- 28.14 If your account(s):

- become overdrawn without arrangements; and
- remain overdrawn for more than 60 days after the end of any period we allow for you to repay the amount overdrawn, then we may commence enforcement action and report your default to a credit reporting agency.

Section C: Cheque facility

This section has been removed. The following clauses no longer apply to this document.

- 29. Availability of the cheque facility**
- 30. Issuing and Writing Cheques**
- 31. What is the effect of crossing a cheque?**
- 32. What is the meaning of "Not Negotiable"?**
- 33. What is the meaning of "account payee only"?**
- 34. What is the significance of deleting "or bearer"?**
- 35. Stopping your Cheque**
- 36. Dishonouring Cheques**
- 37. Lost or Stolen Cheques and Cheque Books**
- 38. Liability**

Section D: Cards

We warrant that we will comply with the requirements of the ePayments Code.

This section and Section F apply if we issue a card that is linked to an account to which this document applies. However, it only applies to a Bendigo Credit Card to the extent that the card is used to access any of the accounts to which this document applies (it does not apply when you use these cards to access credit accounts).

39. Your Card

- 39.1 You must be 12-15 years of age to apply for a Youth Debit Mastercard, 16 years of age or more to apply for a Debit Mastercard or 18 years of age or more to apply for any other card. In addition, the cards are not available on all accounts. The Key Features Tables starting on page 163 indicate the accounts for which they are available.
- 39.2 The issue and use of a card is at all times at our discretion. The card will always remain our property and must be returned to us on demand.
- 39.3 We may issue replacement cards at any time. For example, we may issue a replacement card when the cardholder has changed his or her name, or when the card has been damaged. If we issue a replacement card to you or an additional cardholder, you or the additional cardholder must not use the card it replaces and you remain liable for any use of the replaced card.
- 39.4 Before the expiry date of your card, we will automatically issue you with a renewal card unless you request us in writing not to do so. At least two months prior to your card expiring, you must notify us of any changes to your address. This will ensure our records are up to date in the event that we mail your reissued card directly to you.
- 39.5 If your card includes a signature panel you must sign your card as soon as you receive it and ensure that any additional cardholder also immediately signs his or her card. A card may not be accepted unless it has been signed. Your card is only valid for the period shown on it.
- 39.6 We will give a card to you by either mailing it to you by post or handing it to you at one of our branches. You may be required to produce suitable identification when collecting the card. Once you have received the card, you are responsible for the security of the card. We recommend against sending cards by ordinary post.
- 39.7 You must choose a password for your card. We may ask you for this password at any time as further proof of your identity.
- 39.8 You may be required to produce suitable identification when using your card.

- 39.9 A feature of the Youth Debit Mastercard is that certain types of transactions are restricted, including those relating to alcohol, tobacco and gambling. This means that if the cardholder attempts to undertake a transaction that falls within a particular Merchant Category Code*, the transaction request may be declined. In other words, if the Youth Debit Mastercard is used to make what we consider to be an unsuitable purchase, we will (where possible) block the transaction.

*As at 31 July 2023, the relevant Merchant Category Codes (each an "MCC") are:

- (a) **MCC 7995 – Gambling Transactions:**
Any transaction, other than an ATM transaction, involving the placing of a wager, the purchase of a lottery ticket, spread betting, in-flight commerce gaming, or the purchase of chips or other value usable for gambling in conjunction with gambling activities provided by wagering or betting establishment such as casinos, race tracks, card parlors, airlines and the like.
- (b) **MCC 9754 – Gambling:**
Merchants conducting horse or dog racing gambling activities.
- (c) **MCC 5993 – Cigar Stores and Stands:**
Retailers that sell tobacco, cigarettes, cigar, pipes, smokers' supplies, or electronic nicotine delivery systems (such as electronic cigarettes [e-cigarettes]).
- (d) **MCC 5921 – Package Stores, Beer, Wine, Liquor:**
Merchants that sell packaged alcohol beverages such as ale, beer, wine, and liquor for consumption off the premises. Such merchants may or may not also sell a limited variety of snack items, newspapers, and magazines, or toiletries and over-the-counter medicines.
- (e) **MCC 5813 – Bars, Cocktail Lounges, Discotheques, Nightclubs, and Taverns – Drinking Places (Alcoholic Beverages):**
Merchants that sell alcoholic beverages such as wine, beer, ale, mixed drinks, and other liquors and beverages for consumption on the premises. Drinking places include bars, beer gardens, microbreweries, pubs, taprooms, cocktail lounges, discotheques, nightclubs, saloons, taverns, comedy clubs, and wine bars.
- (f) **MCC 7273 – Dating Services:**
Merchants that provide dating and escort services, including computer and video personal introduction and matchmaking services.
- (g) **MCC 5967 – Direct Marketing – Inbound Telemarketing Merchants:**
Merchants that provide one or more audiotext

or videotext services that can be accessed via phone or over an open network such as the Internet. The cardholder initiates contact with the merchant and all subsequent transactions. This MCC applies to information services offered over the telephone or the Internet, as well as to products that may be sold through such services.

Information services are provided for a fee and may include polls, sweepstakes, adult chat and entertainment, sports scores, stock market quotes, horoscope readings, or other audio text or videotext services that consumers listen to, view, or participate in.

- (h) **MCC 7297 – Massage Parlours:**
Retailers that specialise in providing massage services. Such merchants may provide other personal services and may rent saunas or hot tubs.
- (i) **MCC 5122 – Drugs, Drug Proprietors, and Druggists Sundries – Online only:**
Wholesale distributors of prescription and propriety drugs, vitamins, toiletries, antiseptics, bandages, pharmaceuticals, biological or related products, and other miscellaneous small articles typically for sale in drug stores.
- (j) **MCC 5912 – Drug Stores, Pharmacies – Online only:**
Merchants that sell prescription and proprietary drugs and non-prescription (over-the-counter) medicines. Drug stores may also sell related products and sundries such as cosmetics, toiletries, tobacco, heating pads, back supports, novelty merchandise, greeting cards, and a limited supply of food items.

40. Using your card

- 40.1 Your card must be linked to a primary demand deposit account which is eligible to have card access.
- 40.2 An account must not be linked to more than one card per cardholder.

Within Australia

- 40.3 You can use your card at our ATMs to:
 - (a) make deposits to your primary demand deposit account (although this can only be done at our ATMs that offer this function);
 - (b) make withdrawals from your primary demand deposit account;
 - (c) transfer money from your primary demand deposit account to another account linked to your card (if any); and
 - (d) obtain account balances for your primary demand deposit account.

- 40.4 You can use your card at an ATM operated by another financial institution to:
- (a) make withdrawals from your primary demand deposit account;
 - (b) obtain account balances for your primary demand deposit account; and
 - (c) you may also be able to transfer money from one account to another depending upon the particular financial institution which operates the ATM.

Other financial institutions can determine from time to time what transactions can be carried out at their ATMs.

- 40.5 You can use your card at a Bank@Post™ terminal (however the Post Office may have restrictions and Australia Post reserves the right not to process a transaction) to;
- (a) make withdrawals from your primary demand deposit account;
 - (b) make deposits to your primary demand deposit account;
 - (c) transfer money from your primary demand deposit account;
 - (d) obtain account balances for your primary demand deposit account.

Bank@Post™ transactions can only be conducted through Post Offices in Australia.

- 40.6 You can use your card at any EFTPOS terminal in Australia to purchase goods and services or withdraw cash from your primary demand deposit account, providing the merchant operating the EFTPOS terminal has a policy which allows for cash withdrawals.
- 40.7 You can use your card at a contactless terminal to perform a contactless transaction if your card is capable of performing such transaction. A cash withdrawal cannot be completed when performing a contactless transaction.

Outside Australia

- 40.8 You can use your Bendigo Easy Money card (existing account only) to withdraw from your primary demand deposit account at any ATM within Australia.
- 40.9 You can use your Youth Debit Mastercard or Debit Mastercard with a Mastercard symbol to withdraw from your primary demand deposit account at any ATM overseas bearing the Mastercard, CIRRUS or MAESTRO symbol that allows you to select this option.
- 40.10 You should contact us on 1300 236 344 or your local branch before travelling for information on use of your card overseas.

Within Australia and outside Australia

- 40.11 You can use your card to purchase goods or services via mail order, by telephone or by other means (such as the Internet) where the merchant accepts that form of payment.

Other

- 40.12 The fact that any promotional material is displayed at the premises does not mean that we guarantee that all goods and services available there may be obtained by using your card. We are not responsible if a merchant or financial institution refuses to accept your card, does not allow cash withdrawals or places other limitations on using your card.
- 40.13 We are not responsible for the following, unless the law says we are:
- (a) any goods or services which you have obtained from a merchant using your card;
 - (b) any refund by a merchant.
- If you have any complaints about goods or services, you must raise them directly with the merchant.
- 40.14 We do not warrant that ATMs will always have money available.

41. Card Transactions

- 41.1 All transactions need authorisation from us. We can refuse to authorise a proposed transaction if:
- (a) the transaction exceeds the cleared funds;
 - (b) your card has been reported lost or stolen;
 - (c) we have any other good reason to do so.
- 41.2 You authorise us to give information to other persons for the purpose of authorising transactions made using your card or any additional card.
- 41.3 You authorise us to debit your account with the amount of any purchases, withdrawals and any other transactions made using your card or any additional card.

42. Additional Cards

Please refer to clause 14 for information about requesting us to authorise a person as an additional cardholder to access and operate your account.

43. Foreign Currency Transactions

- 43.1 Transactions in foreign currency amounts conducted using your Youth Debit Mastercard, Debit Mastercard, Bendigo Credit Card incur a fee. Current fees and charges are set out in the Schedule of Fees, Charges and Transaction Account Rebates. They are converted (depending on the foreign currency converted) into either:
- (a) Australian dollars at the appropriate Mastercard International exchange rate or Visa International exchange rate; or

- (b) United States dollars and then into Australian dollars at the appropriate Mastercard International exchange rate or Visa International exchange rate.

- 43.2 The Australian dollar amount is then debited to your primary demand deposit account.
- 43.3 When you use your card outside Australia you are bound by any exchange control requirements of the Reserve Bank of Australia.

Section E: Bendigo Phone Banking and Bendigo e-banking

We warrant that we will comply with the requirements of the ePayments Code.

This section and Section F apply if you register for access to Bendigo Phone Banking or Bendigo e-banking.

44. Applying for Bendigo Phone Banking or Bendigo e-banking

- 44.1 If you apply to open an account through the Bendigo Bank app, we will register you for access to Bendigo e-banking automatically if we approve your application and you don't already have Bendigo e-banking access. Otherwise, you can register for access to Bendigo Phone Banking or Bendigo e-banking at your nearest branch or by calling 1300 236 344.
- 44.2 Bendigo Phone Banking and Bendigo e-banking are not available for all accounts. The Key Features Tables starting on page 163 indicate the accounts for which they are available.
- 44.3 You must be at least 12 years of age to be eligible for Bendigo Phone Banking or Bendigo e-banking.

45. Access ID, Passwords and PINS

- 45.1 If we approve your application, we will provide you with an access ID and a temporary PIN or password. The temporary PIN or password is valid for five days from the date of issue. Before the end of that five day period you must use that access ID and temporary PIN or password to access Bendigo Phone Banking or Bendigo e-banking for the first time. You will then be asked to select and enter a PIN or password and to re-enter the same PIN or password to confirm.
- 45.2 You acknowledge and accept that:
 - (a) the access ID we issue you, together with your selected PIN or password, is the means by which you use Bendigo Phone Banking and Bendigo e-banking and we identify you;
 - (b) anyone using your access ID and PIN or password will be able to have access to and conduct transactions on a nominated account using Bendigo Phone Banking or Bendigo e-banking;
- 45.3 You authorise us to act upon all instructions given to us using your access ID and password or PIN and subject to any other provision of these terms and conditions, you are liable for any such instructions.
- 45.4 We may delay acting on an instruction.
- 45.5 You agree that you are bound by the Bendigo Bank Website Terms of Use when you use our website.

46. Services Available Using Bendigo Phone Banking and Bendigo e-banking

- 46.1 By using Bendigo Phone Banking and Bendigo e-banking you may be able to:
- (a) review the balance of a nominated account to determine the current or available balance;
 - (b) transfer funds between nominated accounts;
 - (c) arrange recurring or future specific date funds transfers (Bendigo e-banking only);
 - (d) review the transaction history of a nominated account;
 - (e) select a nominated account and hear or view transaction related details including the date of the transaction, the type of the transaction (such as a withdrawal, BPAY payment or cheque transaction) and the amount;
 - (f) perform selected transaction enquiries;
 - (g) select an individual or a range of transactions on a nominated account for closer examination;
 - (h) access messages within the support function of the menu which enables you to send and receive (secure) messages to and from internal Bendigo Bank departments (Bendigo e-banking only). Sensitive information should not be submitted via secure email (e.g. Tax File Numbers, Card Numbers etc.);
 - (i) access Account Notification which allows you to establish account balance thresholds and to set-up email notifications if the thresholds are exceeded (Bendigo e-banking only);
 - (j) make BPAY payments;
 - (k) receive bills and statements electronically via BPAY View (Bendigo e-banking only);
 - (l) authorise transactions on a nominated account where more than one signatory would normally be required. With the Authorisations feature, one signatory to the account can "set up" a transaction for authorisation by other signatories - either real time or at a future date (Bendigo e-banking only);
 - (m) transfer funds using the Pay Anyone Service to any account at any financial institution within Australia that is identified by a valid BSB number and account number (Bendigo e-banking only);
 - (n) opt for electronic and/or paper statements.
- 46.2 If we have issued a card in relation to your account, Bendigo e-banking also gives you the ability to manage certain card features including the ability for you to:
- If you are using a compatible Apple device and accessing Bendigo e-banking using the iOS Bendigo Bank app, or a compatible Google device and accessing Bendigo e-banking using the Android Bendigo Bank app, you can add your card to your Apple Wallet or Google Pay directly from within Bendigo e-banking, even before you have received your card;
 - Activate your card;

- Set or change your card PIN
- Temporarily block or unblock your card;
- Report your card as lost or stolen and request a replacement card; or
- Customise certain spending controls and restrictions such as preventing domestic or overseas ATM, in-store or online Transactions or prevent purchases from certain types of merchants such as gambling or liquor transactions.

Blocking or restricting certain types of transaction may not be effective in some cases where the equipment used by the merchant is unable to connect and check the current status of your card. There are limitations to blocking or restricting certain types of transactions. You will remain liable for transactions which occur in such circumstances even though you have put the block or restriction in place.

For more information on how to manage your card see our website at www.bendigobank.com.au/mycard.

47. Equipment

It is your responsibility to obtain and maintain any electronic equipment which you may need to have to access Bendigo Phone Banking and Bendigo e-banking.

48. Authorised Users

Please refer to clause 14 for information about requesting us to authorise a person as an authorised user to use Bendigo Phone Banking or Bendigo e-banking.

49. Access

49A) Multi-factor authentication

Multi-factor authentication (or "MFA") is a security measure that requires two or more proofs of identity to verify a user. Asking for additional details to confirm your identity provides greater security compared to a password alone, making it harder for unauthorised persons to access your accounts and information.

We may require that you use one or more of the MFA options we make available to you to log in to Bendigo e-banking, to access or use certain parts of Bendigo e-banking, to request or authorise certain transactions or changes in Bendigo e-banking or to register a device to use the Bendigo Bank app, in our discretion. When we do so, we may refuse to provide you with the relevant access or refuse to accept the relevant request or instruction from you unless the MFA is successful.

The MFA options available may change from time to time and may differ depending on how you are accessing Bendigo e-banking. Some MFA options include use of a one-time passcode which we send to you by SMS to your registered mobile number, email to your registered email address or in some other way, or that you generate using a device or software we have agreed you may use.

You must keep any one-time passcode we send you or that you generate for MFA purposes secret and not disclose it to any person.

You can change the mobile number or email address that is registered with us for MFA by contacting us.

49B) Bendigo Bank app

This clause applies if you access Bendigo e-banking through the Bendigo Bank app.

If you download and access Bendigo e-banking through the Bendigo Bank app, you will need to log in using your Bendigo e-banking Access ID and Password and register the device you are using. We may de-register a device or require that you re-register the device through the Bendigo Bank app at any time in our discretion.

After you have registered your device, we may give you the ability to set a four-digit PIN or use your device's biometric authentication features (if available) to log in or authenticate yourself in the app in the future or to use it as an additional MFA option.

You must ensure that you keep your Bendigo Bank app four-digit PIN secret and secure and not disclose it to anyone. You must only enable use of a biometric authentication feature on your device in the Bendigo Bank app (if available) while you are the only person who has registered their biometric information on the device. If any other person's biometric information is registered on your device as part of the biometric authentication feature you will be taken to have authorised that person to access and operate on your accounts and information through the Bendigo Bank app and you will be liable and responsible for their actions.

49.1 You will only have access to accounts where:

- (a) the accounts you seek to access, using Bendigo Phone Banking or Bendigo e-banking, are Bendigo Bank accounts;
- (b) you are registered with us as the registered account holder or signatory or have the authority as an authorised user or the registered account holder to access or conduct transactions on the accounts;
- (c) we have received no notification or we are unaware that the nominated account is under any dispute of any kind with any other party or entity;
- (d) we have received no notification or we are unaware that an application for bankruptcy or liquidation has been filed either by you, or issued or lodged by another person or entity.

49.2 We will make reasonable efforts to ensure the availability of Bendigo Phone Banking and Bendigo e-banking during the hours we have specified from time to time and ensure that information we make available to you through Bendigo Phone Banking and Bendigo e-banking is correct.

49.3 We may block access to Bendigo Phone Banking or Bendigo e-banking at any time without notice if we believe either service is being misused by you or used without your authority.

49.4 Where your access has been blocked due to fraudulent activity, you will be required to use firewall software and anti-virus software, update your operating system and provide proof of the same on your internet enabled device before access will be re-instated.

49.5 We may withdraw electronic access to your account without prior notice to you in the event of any Bendigo Bank equipment or Bendigo Bank system malfunction.

49.6 We can remove your electronic access without giving you notice where you have not accessed the e-banking system for at least six months or Phone Banking for at least twelve months.

49.7 If you give us notice to cancel your access, or your authorised user's access, you remain bound by these terms and conditions which may apply notwithstanding that your access or your authorised user's access has been cancelled.

50. Exiting Bendigo e-banking

If you use Bendigo e-banking you must click on the logoff button when you have finished using the service. This is particularly important in a work environment or another environment where the terminal you are using may be left unattended for a reasonable period of time.

51. Confirmation of Transactions

51.1 We will provide you with a transaction receipt number every time you make a transaction on your account using Bendigo Phone Banking or Bendigo e-banking. You should record the transaction receipt number and it should be quoted if you or they have any queries in relation to that transaction.

51.2 Subject to the requirements of any law, where you carry out a transaction through Bendigo e-banking on our website and we make a transaction record or receipt (which you can save or print) available to you on the website immediately on completion of the transaction, we will not provide you with a paper transaction record or receipt.

52. Our responsibility for Bendigo Phone Banking and Bendigo e-banking

You acknowledge and accept that Bendigo Phone Banking and Bendigo e-banking may only show transactions and balances current as at the previous business day.

53. Liability

53.1 You authorise us to debit all transactions that satisfy our authorisation and authentication requirements to your account.

53.2 To the full extent permitted by law we are not liable for any loss (including consequential loss) you suffer as a result of using Bendigo e-banking or Bendigo Phone Banking other than any loss or damage which is due to fraud negligence, wilful misconduct of us, our employees or agents or a receiver appointed by us or breach of any condition or warranty implied by law which cannot be excluded, restricted or modified at all or only to a limited extent.

Section F: Use and security of your card, access ID, password and PIN

This section applies if you have a card, access number, password or PIN.

54. Protecting your card, access ID, password and PIN

- 54.1 The security of your card, access ID, password and PIN is very important. You may be liable for unauthorised transactions which you contribute to by not keeping your card, password and PIN secure. Your liability is governed by section G.
- 54.2 Customers will not breach clause 54.1 in situations where they disclose their access ID and password to Bendigo Bank or a Bendigo Bank approved service provider provided that the customer has been presented with and consented to the relevant disclosure statements related to such a request.
- 54.3 You must ensure that you:
- (a) keep your card access ID, password and PIN secure and protected;
 - (b) do not tell anyone your PIN or password;
 - (c) do not record your PIN or password anywhere, in electronic or written form, and, in particular, not on the "user guide" provided by us upon registration;
 - (d) do not select a PIN that is easily identified with you (e.g. your date of birth, your name or part of it or your phone number);
 - (e) do not select a PIN that is a common or easily guessed combination (e.g. repeated or consecutive numbers such as 5555 or 1234);
 - (f) do not provide your PIN, password or card to any person (including a family member or a friend);
 - (g) do not allow any unauthorised person to observe or hear your PIN or password.
- 54.4 You must also ensure that your additional cardholders do each of these things.
- 54.5 If you have a card you must also ensure that you:
- (a) sign your card as soon as you receive it;
 - (b) keep your card in a safe place;
 - (c) check regularly that you have your card in your possession;
 - (d) take steps to ensure that no one else has access to the PIN notification you receive through the mail. We recommend that you destroy the PIN notification once you have memorised it;
- (e) do not record your PIN on your card or carry any record of your PIN in an undisguised form with the card. (Merely placing a couple of digits at the beginning or end of your PIN disguising it as a telephone number or birth date is not sufficient);
 - (f) do not let anyone use your card. You may be legally liable if someone else uses your card and PIN, with or without your permission;
 - (g) destroy expired cards;
 - (h) collect your card from the ATM after completing a transaction.
- 54.6 You must also ensure that any additional cardholder does each of these things.
- 54.7 The following ways of recording a PIN are often deciphered by thieves and it is strongly recommended that these ways are not used for recording PIN's:
- (a) recording the PIN as a series of numbers with any of them marked, circled or highlighted to indicate the PIN;
 - (b) recording the PIN with surrounding information that makes it stand out from its context. For instance, a PIN recorded as a 4 or 6 digit telephone number where all other numbers are 8 digits;
 - (c) recording the PIN as a string of digits in isolation from other information; and
 - (d) recording the PIN as a birth date, postcode or telephone number without additional features of disguise.
- 54.8 A reasonable attempt must be made to protect the security of a PIN. Making any reasonable attempt to disguise the PIN within the record, or prevent unauthorised access to the PIN record, includes but is not limited to:
- (a) hiding or disguising the PIN record among other records,
 - (b) hiding or disguising the PIN in a place where a PIN would not be expected to be found,
 - (c) keeping a record of the PIN in a securely locked container, or
 - (d) preventing unauthorised access to an electronically stored record of the PIN.
- 54.9 You must not act with extreme carelessness in failing to protect the security of your PIN where extreme carelessness means a degree of carelessness that greatly exceeds what would normally be considered careless behaviour. An example of extreme carelessness is storing your PIN in an unprotected computer or diary under the heading PIN.

55. Loss, theft and unauthorised use of your card, access ID, password or PIN

- 55.1 You must notify us immediately if:
- (a) any record you may have of your PIN or password, or any record your authorised user or additional cardholder may have of their PIN or password, is lost or stolen;
 - (b) someone has stolen your card or your additional cardholder's card;
 - (c) you have lost your card or your additional cardholder has lost their card;
 - (d) you become aware or suspect another person knows your PIN or password or has used your PIN or password without your authority;
 - (e) you or an additional cardholder become aware or suspect another person knows their PIN or password or has used their PIN or password without their or your authority.

In Australia contact Bendigo Bank on:

1300 236 344. For lost and stolen cards please call 1800 035 383.

Overseas

By telephone on +61 3 5485 7872.

If you have a Bendigo Visa credit card, phone + 1 303 967 1090 reverse charges (this service is available 24 hours a day, 7 days a week), or visit the Visa International website at www.visa.com to obtain a toll free number for the country you are travelling in.

If you have a Youth Debit Mastercard, Debit Mastercard or Bendigo Credit Card, phone +1 636 722 7111 reverse charges (this service is available 24 hours a day, seven days a week), or visit the Mastercard International website at www.mastercard.com to obtain a toll free number for the country you are travelling in.

- 55.2 Any unreasonable delay in notifying us may expose you to liability for losses incurred as a result of unauthorised access or transactions. Liability for unauthorised transactions is set out in section G.
- 55.3 If for any reason you cannot contact the hotline, then contact your local branch or phone +61 3 5485 7872 during normal business hours. You are not liable for any unauthorised transactions which could have been prevented during any period of unavailability of all these contact points as long as you notify us within a reasonable time of a contact point becoming available.
- 55.4 When you report the loss, theft or unauthorised use of your card, PIN or password, you will be given a notification number which you should retain as evidence of the date and time of your report.

- 55.5 You should confirm any verbal notification in writing or at one of our branches as soon as possible.

- 55.6 If you find your card after reporting it lost or stolen, do not attempt to use it. Cut it up and return it to us. We cancel all cards reported lost or stolen.

- 55.7 You can arrange for an emergency replacement card (except in the case of a Bendigo Easy Money card), if required, at the time of reporting your card lost or stolen.

56. Safeguarding payment instruments

You should safeguard payment instruments such as cards, cheques, bank cheques and passbooks. Subject to clauses 54 and 55 you will be liable for all transactions arising from the use of a payment instrument until you have advised us of its loss, theft or misuse. If any of the above payment instruments are lost, stolen or misused, you should contact us immediately.

57. Chargeback rights

- 57.1 Visa and Mastercard have a dispute resolution process that is contained in the operating rule of the card scheme. This process sets out the specific circumstances and timeframes in which a member of the scheme (e.g. a bank) can claim a refund in connection with a disputed transaction on a cardholder's behalf. This is referred to as a 'chargeback right'. We will claim a chargeback right where one exists and you have disputed the transaction within the required time frame. We will claim the chargeback for the most appropriate reason. Our ability to investigate any disputed transaction on your account and subsequently process a chargeback is restricted by the time limits imposed under the operating rules of the card scheme. The timeframes for us to process a chargeback (where a chargeback right exists) vary between 45 days and 120 days, depending on the type of transaction. We will not accept a refusal of a chargeback by a merchant's financial institution unless it is consistent with card scheme rules.
- 57.2 You may dispute a transaction as an unauthorised transaction even if a refund or chargeback right does not exist.
- 57.3 Our ability to dispute a transaction on your behalf (where a chargeback right exists) may be lost if you do not notify us within the required timeframes. For this reason, it is in your interest to report any disputed transaction to us immediately and certainly no later than the due date shown on the statement of account.
- 57.4 If a dispute is withdrawn or resolved in favour of the merchant, a voucher retrieval fee may apply.

- 57.5 Where a dispute is resolved in your favour, we will make the necessary adjustments to any interest and fees charged as a result of your dispute.
- 57.6 To report an unauthorised transaction, please contact the Bendigo Bank by:
- Secure email
 - Downloading a form from our website at www.bendigobank.com.au
 - Telephone 1300 236 344; or
 - In person at your local branch.

Section G: Liability for transactions

We warrant that we will comply with the requirements of the ePayments Code.

58. Authorised Transactions

You are responsible and liable for all authorised transactions.

59. Unauthorised Transactions

If the ePayments Code applies, we will determine your liability for losses relating to unauthorised transactions consistently with the ePayments Code.

Subject to the ePayments Code, you will be liable for unauthorised transactions as follows:

You will not be liable and we will refund an unauthorised transaction where:	You will be liable and we will <u>not</u> refund an unauthorised transaction where:
• you and the other persons authorised to make transactions did not cause or contribute to it in any way; • it was caused by fraud or negligence by our employees or agents or those of a merchant; • it was performed using a forged, faulty, expired or cancelled payment device, access ID or passcode; • it was performed using a payment device or passcode before you received the payment device or passcode; • it results from the same transaction being debited more than once; • it was performed using a payment device after we were informed that the payment device had been misused, lost or stolen; • it was performed using a passcode after we were informed that the security of the passcode had been compromised; or • you are otherwise not liable and entitled to a refund under the ePayments Code.	You or the other persons authorised to make transactions caused or contributed to it occurring by: • acting fraudulently; • disclosing a passcode to someone (including a family member or friend); • writing or recording a passcode on a payment device that was used with the passcode to perform the transaction, or recording all passcodes required to perform the transaction (without a payment device) together, without making a reasonable attempt to protect the security of the passcode(s); • acting with extreme carelessness in failing to protect the security of all passcodes required to perform the transaction; • selecting a numeric passcode that represents your/their birth date or an alphanumeric passcode that is a recognisable part of your/their name; • leaving a card in an ATM; or

	• delaying telling us about the misuse, loss, theft or compromise of security of a payment device or passcode. Unless the ePayments Code applies and provides otherwise, in each of the abovementioned cases you will be liable for the full amount of your loss resulting from an unauthorised transaction. Where the amount of your loss exceeds the amount you are liable for under the ePayments Code, we will refund you the difference.
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In any case not covered by the circumstances set out above, your liability for an unauthorised transaction will be capped at \$150.00.

59A. System or equipment malfunction

If the ePayments Code applies, notwithstanding any other provision of these terms and conditions, 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 the authorised instructions.

However, where you or the person making the transaction should reasonably have been aware that a system or equipment was unavailable or malfunctioning, our liability to you will be limited to correcting any errors and refunding any fees or charges imposed on you.

Section H: BPAY

60. About the BPAY scheme

- 60.1 This section applies if you ask us to make a BPAY payment on your behalf.
- 60.2 The BPAY scheme is an electronic payments scheme through which you can ask us to make payments to billers who inform you that you can make BPAY payments to them through the BPAY scheme.
- 60.3 We are a member of the BPAY scheme and we will inform you if we are no longer a member.
- 60.4 You can make BPAY payments through the BPAY scheme from a nominated account only if you have access to Bendigo e-banking or Bendigo Phone Banking.
- 60.5 We are not acting as your agent or the agent of the biller when we make a BPAY payment on your behalf.

61. Using the BPAY scheme

- 61.1 When you tell us to make a BPAY payment, you must provide us with the following information:
 - (a) the account from which the BPAY payment is to be debited;
 - (b) the BPAY biller code of the biller to be paid;
 - (c) the amount of the BPAY payment; and
 - (d) the biller customer reference number.
- 61.2 You acknowledge and accept that we are not obliged to effect a BPAY payment if you do not give to us all of the above information or give us inaccurate information.
- 61.3 We will then debit the account you specify with the amount of that BPAY payment.
- 61.4 We may decide not to make the BPAY payment if there are insufficient cleared funds in the specified account at the time you have told us to make that payment.

62. Payments

- 62.1 We may impose restrictions on the accounts from which a BPAY payment may be made or impose limits on the amount of BPAY payments.
- 62.2 We will not accept an instruction to stop a BPAY payment once you have instructed us to make that BPAY payment except for future dated payments which can be cancelled before the due payment date.
- 62.3 Billers who participate in the BPAY scheme have agreed that a BPAY payment you make will be treated as received by the biller to whom it is directed:

- (a) on the date that you make that BPAY payment, if you tell us to make the BPAY payment before our payment cut-off time on a business day (for payment cut-off times see clause 66);
- (b) on the next business day, if you tell us to make a BPAY payment after our payment cut-off time on a business day or on a non-business day; or
- (c) on the day or next business day, you have nominated for a scheduled payment to take place.

- 62.4 A delay may occur in the processing of a BPAY payment where:
- (a) there is a public or bank holiday on the day you tell us to make a BPAY payment;
 - (b) you tell us to make a BPAY payment either on a day which is not a business day or after our payment cut-off time on a business day;
 - (c) another financial institution participating in the BPAY scheme does not comply with its obligations under the BPAY scheme;
 - (d) a biller fails to comply with its obligations under the BPAY scheme.
- 62.5 Although a delay in processing a BPAY payment is not expected to continue for more than one business day, you acknowledge and accept that a delay may continue for a longer period.
- 62.6 Regardless of when an immediate BPAY payment is made, the account from which you want us to debit the BPAY payment will be debited immediately.
- 62.7 If your BPAY payment has been made using a credit card, there are no chargeback rights available under the card. You must contact the Biller about any goods or services you may have agreed to acquire from the Biller and resolve the dispute directly with the Biller. Even if you have used a credit card to make a payment, you may still have rights under clause 63 or clause 67.

63. If the amount of a payment to a biller is incorrect

- 63.1 You must ensure that the information in relation to each BPAY payment is correct. If you discover that you have instructed us to make a payment to a biller for an incorrect amount:
- (a) if the amount you instructed us to pay is greater than the required amount, contact the biller for a refund;
 - (b) if the amount is less than the required amount, you should make a further BPAY payment for the difference.

64. When a Biller cannot process a payment

- 64.1 If we are notified that your BPAY payment cannot be processed by a biller, we will:
- (a) notify you;
 - (b) credit your account for the amount of the BPAY payment;

- (c) if you request, take all reasonable steps to assist you in making the BPAY payment as quickly as possible.

65. Suspension of BPAY

We may suspend your right to participate in the BPAY service at any time if you are suspected of acting in a fraudulent manner.

66. Cut-off times

- 66.1 If you instruct us to make a BPAY payment before the time specified below, it will in most cases be treated as having been made on the same day.

Cut-off times:

Monday – Friday 6.30pm (AEST / AEDT)

Saturday, Sunday and Public Holidays: processed next business day.

- 66.2 BPAY payments may take longer to be credited to a biller if you tell us to make a BPAY payment on a Saturday, Sunday or public holiday or if the biller does not process a payment as soon as they receive its details.

67. Liability for mistaken payments, unauthorised transactions and fraud

- 67.1 You must notify us immediately if:
- (a) you become aware that you may have made a mistake (except in relation to the BPAY payment amount – see clause 63.1) when instructing us to make a BPAY payment;
 - (b) you did not authorise the BPAY payment from your account;
 - (c) you believe the BPAY payment was not processed in accordance with your instructions (including delays);
 - (d) you think you have been fraudulently induced to make a BPAY payment.
- 67.2 We will attempt to rectify any such matters in relation to your BPAY payment in the way described in this clause. If a BPAY payment is made on your account without your knowledge or consent, liability for that unauthorised BPAY payment will be determined in accordance with section G. Otherwise, except as set out in this clause, we will not be liable for any loss or damage you suffer as a result of using the BPAY scheme.
- 67.3 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 has been debited with the amount of that 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 within 20 business days of us attempting to do so from the person who received the amount of that payment, you must pay us that amount and you authorise us to debit that amount from your account.

- 67.4 If a BPAY payment is made in accordance with a payment direction which appeared to us to be from you or on your behalf but for which you did not give authority, we will credit your account with the amount of that unauthorised payment. However, you must pay us the amount of that unauthorised payment, and you authorise us to debit that amount to your account, if:
- (a) we cannot recover that amount within 20 business days of us attempting to do so from the person who receives it; and
 - (b) the payment was made as a result of a payment direction which didn't comply with any requirements we may have for such payments directions.
- 67.5 If a BPAY payment is induced by the fraud of a person involved in the BPAY scheme, then that person should refund you the amount of the fraud induced payment. However, if that person does not refund the amount of the fraud induced payment, you must bear that loss (and you authorised us to debit that amount of the fraud induced payment to your account) unless some other person involved in the BPAY scheme knew of the fraud or would have detected it with reasonable diligence, in which case we will attempt to obtain a refund for you of the fraud induced payment.
- 67.6 If a BPAY payment you have made falls within the type described in clause 67.3 and also clause 67.4 or 67.5, then we will apply the principles set out in clause 67.4. If a BPAY payment you have made falls within both the types described in clauses 67.3 and 67.5, then we will apply the principles set out in clause 67.5.
- 67.7 If you tell us that a BPAY payment made from your account is unauthorised, you must first give us your written consent addressed to the biller who received that BPAY payment, consenting to us obtaining from the biller information about your account with that biller or the BPAY payment, including your customer reference number and such information as we reasonably require to investigate the BPAY payment. We are not obligated to investigate or rectify any BPAY payment if you do not give us this consent. If you do not give us that consent, the biller may not be permitted under law to disclose to us information we need to investigate or rectify that BPAY payment.
- 67.8 We are not liable for any consequential loss or damage you suffer as a result of using the BPAY scheme, other than loss or damage which is due to our negligence or a breach of any condition or warranty implied by law which cannot be excluded, restricted or modified at all or only to a limited extent.

Section I: BPAY View

This section applies if you use the BPAY View service.

68. About the BPAY View service

- 68.1 The BPAY View service is a feature of the BPAY system that allows you to receive bills and statements online. Bills and statements are delivered via email and you will receive a message when you log on to Bendigo e-banking. BPAY View is only available if you have access to Bendigo e-banking.

69. Registering/Deregistering for the BPAY View service

- 69.1 You need to register in order to use BPAY View. You register by logging on to Bendigo e-banking at www.bendigobank.com.au and follow the prompts. BPAY View is only available from the time we notify you of its availability. You must have a current valid email address to register for this service.

70. Protecting your PIN

- 70.1 The security of your PIN is very important. You must ensure that you:
- (a) keep your PIN secure and protected;
 - (b) do not tell anyone your PIN;
 - (c) do not record your PIN anywhere, in electronic or written form;
 - (d) do not select a PIN that is easily identified with you (e.g. your date of birth, your name or part of it or your phone number);
 - (e) do not select a PIN that is a common or easily guessed combination (e.g. repeated or consecutive numbers such as 5555 or 1234);
 - (f) do not provide your PIN to any person (including a family member or a friend);
 - (g) only install the Bendigo Bank app on a device which is and remains in your possession and secured by an access security feature which is only known by or unique to you such as a personal identification number, passcode, password or biometric login; and
 - (h) do not allow any unauthorised person to observe or hear your PIN.

71. Cancellation of BPAY View

- 71.1 Acting reasonably, we may cancel your access to BPAY View at any time without notice to you. Without limiting the circumstances in which we may cancel access, we may cancel access if:
- (a) we believe either your PIN is being used, or will be used, in a way that will cause loss to you or us;
 - (b) you breach any of these terms and conditions;
 - (c) you do not use Bendigo e-banking for six months; or

- (d) the security or quality of the service is threatened.

71.2 If we cancel your access to BPAY View we will notify you as soon as possible.

72. Nominating BPAY View Billers

72.1 You must nominate the BPAY View Billers you wish to receive bills and statements from and that you are entitled to receive that bill or statement. You can delete a BPAY View Biller from your list of nominated BPAY View Billers at any time. Deletion is effective immediately and the BPAY View Biller will be notified.

73. Collection and disclosure of personal information

73.1 You authorise us to disclose to the BPAY View Billers nominated by you:

- (a) such of your personal information (for example your name, email address and the fact that you are our customer) as is necessary to enable BPAY View Billers to verify that you can receive bills and statements electronically using BPAY View (or telling them if you cease to do so); and
- (b) that an event referred to in clauses 76(b), 76(c), 76(d), 76(e), 76(f) or 76(g) has occurred.

73.2 You authorise us or a nominated BPAY View Biller (as appropriate) to collect data about whether you access your emails, Bendigo e-banking and any link to a bill or statement.

74. Notice of bills or statements

74.1 If you register for access to BPAY View, you will receive bills and statements electronically and you agree that this satisfies the legal obligations (if any) of a BPAY View Biller to give you bills and statements. For the purpose of this clause we act as the agent for each BPAY View Biller nominated by you in providing the message or e-mail containing or linking to the bill or statement.

74.2 If you receive an email notifying you that you have a bill or statement, then that bill or statement is received by you:

- (a) when we receive confirmation that your server has received the email notification, whether or not you choose to access your email; and
- (b) at the email address nominated by you.

74.3 If you receive notification of a bill or a statement via a message when you log on to Bendigo e-banking (i.e. without an email) then that bill or statement is received by you:

- (a) when the notification is available through Bendigo e-banking, whether or not you choose to access Bendigo e-banking; and
- (b) at Bendigo e-banking.

74.4 Bills and statements delivered to you will remain accessible through Bendigo e-banking for the period determined by the BPAY View Biller, up to a maximum of 18 months. If you do not use Bendigo e-banking for six months we may determine that you are not actively using BPAY View and may delete all bills and statements at any time after making that determination.

75. Your obligations

You must:

- (a) contact the BPAY View Biller direct if you have any queries in relation to bills or statements;
- (b) check your emails or log on to Bendigo e-banking at least once a week;
- (c) tell us if you are unable to gain access to your email or Bendigo e-banking or a link to a bill or statement for any reason;
- (d) ensure your mailbox can receive email notifications (e.g. it has sufficient storage space available); and
- (e) tell us if your contact details (including email address) change.

76. Paper bills and statements

76.1 You may receive paper bills and statements from a BPAY View Biller instead of electronic bills and statements:

- (a) if you request a BPAY View Biller to provide paper bills and statements (a fee may be charged by the applicable BPAY View Biller for supplying the paper bill or statement to you if you ask for this in addition to the electronic form);
- (b) if you de-register from BPAY View;
- (c) if the BPAY View Biller ceases to participate in the BPAY scheme;
- (d) if we receive notification that your email mailbox is full, so that you cannot receive any email notification of a bill or statement;
- (e) if your email address is incorrect or cannot be found and/or your email is returned to us undelivered;
- (f) if we are aware that you are unable to gain access to your email or Bendigo e-banking or a link to a bill or statement for any reason; or
- (g) if any function necessary to facilitate BPAY View malfunctions or is not available for any reason for an extended period.

77. BPAY View billing errors

- 77.1 You agree that if a BPAY View billing error occurs:
- (a) you must immediately upon becoming aware of the BPAY View billing error take all reasonable steps to minimise any loss or damage caused by the BPAY View billing error, including contacting the applicable BPAY View Biller and obtaining a correct copy of the bill; and
 - (b) the party who caused the BPAY View billing error is responsible for correcting it and paying any charges or interest which would ordinarily be payable to the applicable BPAY View Biller due to any consequential late payment and as a result of the billing error.
- 77.2 You agree that for the purpose of this clause you are responsible for a BPAY View billing error if the BPAY View billing error occurs as a result of an act or omission by you or the malfunction, failure or incompatibility of any electronic equipment you are using at any time to participate in BPAY View.

Section J: Automatic payments

This section applies if you arrange for automatic payments to be made out of your account. Automatic payments are not available on all accounts. The Key Features Tables starting on page 163 indicate the accounts for which they are available.

78. Types of automatic payments

- 78.1 If you give us authority, we can have regular payments made automatically out of your account on pre-set dates, advised by you. This type of payment is called a "periodical payment", "direct debit" or "sweep facility".

The difference between these payment methods is:

- (a) we make periodical payments from your account to another account with us or with another financial institution or to a third party. To do this we need you to call into one of our branches to give us your instructions;
- (b) a company, organisation or fund, sends direct debits to your account according to an authority which you need to set up through the company, organisation or fund receiving the money, allowing us to make these payments;
- (c) a sweep facility allows us to transfer payment from your nominated account with us to a Bendigo Credit Card. To do this, we need you to call into one of our branches to give us your instructions;
- (d) we make a sweep payment from your account to another account with us. To do this, we need you to call into one of our branches to give us your instructions.

79. Arranging an automatic payment

- 79.1 If the automatic payment is a direct debit, the biller will supply you with a Direct Debit Request Service Agreement for you to complete and sign to provide them with this authority.
- 79.2 You can arrange a periodical payment or sweep facility at any time by coming into one of our branches. You are only required to visit a branch the first time you set up the facility.
- 79.3 You must give us the information we require to enable us to make an automatic payment. This information may include the BSB and account numbers, and account name of the accounts from and to which payments are to be made. You must check that all information you give to us is correct (including, but not limited to, the BSB and the account number). We do not check, and are not responsible for checking, that any information you give to us is correct, including whether the BSB and account numbers correspond to the account name which you advise us. You are liable for any payment we carry out in accordance with your instructions.

80. Timing of the automatic payment

- 80.1 If the automatic payment is a direct debit, the details regarding timing of the payment will be outlined in the Direct Debit Request Service Agreement your biller has supplied to you.
- 80.2 If the automatic payment is a periodical payment or sweep facility we will process the payment in accordance with our agreement with you at the time the periodical payment or sweep facility is established.
- 80.3 You must ensure that you have sufficient cleared funds available in your account from which a payment will be made, to enable that payment to be made. If the payment date falls on a day other than a business day, those funds must be available by 10.00am (AEST /AEDT) on the previous day.
- 80.4 If you have insufficient funds in your account, any direct debits may be returned unpaid (dishonoured) to the originating third party.
- 80.5 However we will attempt to make periodical payments from your account before 8.00am for three consecutive days. Another attempt will be made on the fourth day and if still unsuccessful, you will be notified in writing that no more attempts will be made and you should call into one of our branches to arrange payment.
- 80.6 To transfer payment via a sweep facility on the payment due date, only one attempt will be made and if unsuccessful you will be notified in writing that no more attempts will be made and you should call into one of our branches to arrange payment.
- 80.7 A fee will be debited to your account in these circumstances. Current fees and charges are set out in the Schedule of Fees, Charges and Transaction Account Rebates.
- If you have insufficient funds in your account on three consecutive payment due dates, the authority will be cancelled and you will be notified in writing.
- 80.8 Subject to these conditions, when you instruct us to make a payment to an account held with another financial institution, we will endeavour to make that payment to the BSB number and account number you advise us. If you give us instructions to make a payment on a business day after 10.00am (AEST / AEDT) on that business day, we may process that payment the following business day.

81. Liability

- 81.1 To the extent permitted by law and subject to any other provisions of these terms and conditions, we are not liable for any loss or damage you suffer as a result of using the automatic payment facility or any delay, omission or failure in respect of any payment. Without limitation, this includes, if you request us to make a payment to an account held with another financial institution:
- (a) any delay or failure to make a payment which results in a technical failure in the system we use to make a payment from your account with us to another financial institution; and
 - (b) any omission, delay or failure on the part of the other financial institution in processing that payment.

We do not exclude any liability to you for loss or damage to you arising directly from the fraud, negligence or wilful misconduct of us, our employees or agents or a receiver appointed by us.

- 81.2 If we debit or credit your account under an automatic payment arrangement we are not acting as your agent or the agent of another person. We are not liable for any loss or damage to you from us not acting as you require.

82. Migrating a direct debit arrangement to PayTo

If you have authorised a merchant or other third party to debit your account as a direct debit arrangement and the merchant or third party migrates the direct debit arrangement to PayTo, the direct debit arrangement will cease to be a direct debit arrangement and will instead be treated as a PayTo Payment Agreement (see Section L (PayTo) for more information about PayTo and Migrated DDRs).

Section K: Pay Anyone Service

This section applies if you use the Pay Anyone Service.

83. About the Pay Anyone Service

- 83.1 The Pay Anyone Service is an online service that allows you to transfer funds directly to accounts at financial institutions within Australia. You can only transfer funds using the Pay Anyone Service if you have access to Bendigo e-banking.
- 83.2 Once activated, you can use the Pay Anyone Service to arrange an immediate or future dated one-off transfer or to set up regular future dated transfers to accounts at financial institutions within Australia, but only where you have a valid BSB number and account number for the account you want to transfer to or a PayID which has been created and linked to the account.
- 83.3 We may decide not to process a Pay Anyone transfer, including future dated transfers, if there are insufficient funds available for withdrawal in the account to be debited on the relevant transfer date. We will notify you in Bendigo e-banking if this occurs.
- 83.4 We may also decide not to process a future-dated Pay Anyone transfer if you have instructed us to make the transfer using a PayID and, at the relevant transfer time, we become aware that the details registered for that PayID in the NPP Addressing Service have substantially changed since you instructed us or, in the case of recurring payments, since the previous transfer. We will notify you in Bendigo e-banking if this occurs.

84. Registering/Deregistering for the Pay Anyone Service

- 84.1 Contact 1300 236 344 to register for the Pay Anyone Service. On registration, you will be required to set a daily Pay Anyone limit. You can only register on the phone for a daily Pay Anyone limit up to \$50,000. For limits greater than \$50,000, you will be required to complete an application form available at your nearest branch.
- 84.2 You may deregister your access, or the access of an authorised user, to the Pay Anyone Service by contacting 1300 236 344. Your authorised user may deregister their access at any time without your consent.

85. Using the Pay Anyone Service

- 85.1 When you tell us to make a Pay Anyone transfer, you must provide us with the following information:
- (a) the account from which you want us to debit the Pay Anyone transfer;
 - (b) the correct account number of the person or business to whom you wish to transfer funds;
 - (c) the correct BSB number of the financial institution at which the account to whom you wish to transfer funds is held a PayID created

and linked to the account;

- (d) a payment reference (where applicable);
- (e) a payment description;
- (f) the amount of the Pay Anyone transfer.

- 85.2 You acknowledge and accept that we are not obliged to effect a Pay Anyone transfer if you do not give us all of the above information or give us inaccurate information.
- 85.3 You authorise us to debit the nominated account you specify with the amount of that Pay Anyone transfer.
- 85.4 Warning: Some banks do not cross check the account number with the account name, which may lead to your payment being placed into the wrong account, if you enter an incorrect account number. You must ensure that the account number is correct. We will not be liable for any loss as a result of you entering the wrong account number.
- 85.5 Pay Anyone transfers may be processed as a Direct Entry Payment or as an Osko Payment.
- 85.6 We may decide whether to process Pay Anyone transfers you request from your accounts as Direct Entry Payments or Osko Payments in our absolute discretion and you must not assume that Osko Payments will always be available or offered to you.

86. Payments

- 86.1 Acting reasonably, we may impose restrictions on the accounts from which a Pay Anyone transfer may be made or impose limits on the amount of Pay Anyone transfers.
- 86.2 We may decide not to make any payment if there is insufficient funds available for withdrawal in the specified nominated account to be debited on the due payment date.
- 86.3 A delay may occur in the processing of a Pay Anyone transfer where:
- (a) there is a public or bank holiday on the day you instruct us to make a Pay Anyone transfer;
 - (b) you instruct us to make a Pay Anyone transfer on a day which is not a business day or after our payment cut-off time on a business day (for payment cut-off times see clause 92).
- 86.4 Regardless of when an immediate Pay Anyone transfer is made, the account from which you want us to debit the Pay Anyone transfer will be debited immediately.
- 86.5 Pay Anyone transfers are irrevocable and once you have told us to make a Pay Anyone transfer it cannot be stopped or cancelled. You must therefore take care to ensure all information you give us in relation to a Pay Anyone transfer request is correct and complete.

86.6 Where we process a Pay Anyone transfer as an Osko Payment, the transfer will be processed, cleared and settled on a 24/7 near real-time basis.

86.7 Delays may occur in processing Osko Payments.

87. If a transfer amount is incorrect

87.1 You must ensure that the information you give us in relation to each Pay Anyone transfer is correct. If you discover that we have been instructed to make a transfer for an incorrect amount:

- (a) if the amount transferred is greater than the required amount, contact the person or business to whom the funds were transferred to obtain a refund for the excess;
- (b) if the amount transferred is less than the required amount, you can simply make a further Pay Anyone transfer for the difference.

88. Suspension of the Pay Anyone Service

88.1 We may suspend your right to use the Pay Anyone service at any time if you are suspected of acting in a fraudulent manner.

89. Limit reductions

89.1 We may reduce your Pay Anyone daily limit if you do not use any or part of your limit over a period of time. We will notify you in writing at least 30 days before taking such action.

90. Cut-off times

90.1 If you instruct us to transfer funds before the time specified below, the transfer will be processed overnight on that business day. Subject to the financial institution to whom the funds are being transferred, the payment will in most cases settle on the next business day.

Cut-off times:

Monday – Friday: 7.00pm (AEST / AEDT)

Saturday, Sunday and Public Holidays: processed next business day.

90.2 Pay Anyone transfers may take longer to be credited if you tell us to make a Pay Anyone transfer on a Saturday, Sunday or public holiday or if the financial institution does not process a payment as soon as they receive its details.

91. Liability for mistaken payments, unauthorised transactions and fraud

91.1 You must notify us immediately:

- (a) if you become aware that you may have made a mistake (except in relation to the Pay Anyone transfer amount - see clause 87 or paying funds to an Unintended Recipient – see clause 92), when instructing us to make a Pay Anyone transfer;
- (b) if you did not authorise the Pay Anyone transfer from your account;

(c) if you believe a Pay Anyone transfer was not processed in accordance with your instructions (including delays);

(d) if you think you have been fraudulently induced to make a Pay Anyone transfer.

91.2 We will attempt to rectify any such matters in relation to your Pay Anyone transfer in the way described in this clause. If a Pay Anyone transfer is made on your account without your knowledge or consent, liability for that unauthorised Pay Anyone transfer will be determined in accordance with section G. Otherwise, except as set out in this clause 91, we will not be liable for any loss or damage you suffer as a result of using the Pay Anyone Service.

91.3 We are not liable for any consequential loss or damage you suffer as a result of using the Pay Anyone Service other than any loss or damage which is due to our negligence or breach of any condition or warranty implied by law which cannot be excluded, restricted or modified at all or only to a limited extent.

92. Mistaken Internet Payments

92.1 In this clause, the following words have these specific meanings:

Mistaken Internet Payment means a 'Mistaken Internet Payment' under the ePayments Code or a 'Mistaken Payment' under the NPP Regulations.

Note: This relates to payments you make to an Unintended Recipient using the Pay Anyone Service where you enter an incorrect BSB or account number. It does not include payments made using BPAY or a Misdirected Payment under the NPP Regulations.

Other ADI means the authorised deposit-taking institution (as defined in the Banking Act 1959 Cth) of the Unintended Recipient.

Unintended Recipient means the recipient of funds as a result of a Mistaken Internet Payment.

92.2 This clause applies where you have made a Mistaken Internet Payment covered by the ePayments Code and the Other ADI subscribes to the ePayments Code or which was processed through NPP.

92.3 If you have made a Mistaken Internet Payment, you must notify us as soon as possible. We will investigate the matter and inform you (in writing) of the outcome within 30 business days from the date you notified us.

92.4 Without the consent of the Unintended Recipient, it may be possible to retrieve the funds from your Mistaken Internet Payment if:

- (a) you reported the Mistaken Internet Payment to us within seven months;
- (b) we decide that a Mistaken Internet Payment has occurred;

- (c) the Other ADI decides that a Mistaken Internet Payment has occurred; and
- (d) the Unintended Recipient has sufficient credit available in their account to retrieve the funds.

Note: If you report the Mistaken Internet Payment after 10 days but before seven months, the Unintended Recipient will be given an opportunity to establish that they are entitled to the funds.

- 92.5 With the consent of the Unintended Recipient, it may be possible to retrieve the funds from your Mistaken Internet Payment if:
- (a) both we and the Other ADI decide that a Mistaken Internet Payment has occurred but the Unintended Recipient does not have sufficient credit in their account;
 - (b) both we and the Other ADI decide that a Mistaken Internet Payment has occurred, but you reported the Mistaken Internet Payment after seven months; or
 - (c) the Other ADI decides (in their discretion) to seek the Unintended Recipient's consent to return the funds even if the Other ADI is not satisfied that a Mistaken Internet Payment has occurred.
- 92.6 If the Other ADI withdraws funds from the Unintended Recipient's account, they will return it to us. We will then return it to you as soon as possible.
- 92.7 You will be responsible for any of your losses following a Mistaken Internet Payment if:
- (a) both we and the Other ADI decide that no Mistaken Internet Payment has occurred; or
 - (b) in certain circumstances, the Unintended Recipient is able to establish that they are entitled to the funds; or
 - (c) the consent as described in clause 92.5 is not obtained from the Unintended Recipient.
- 92.8 You can complain to us about the way your report of a Mistaken Internet Payment is dealt with by contacting us on telephone 1300 236 344.
- 92.9 Alternatively you may contact our external dispute resolution scheme. External dispute resolution is a free service established to provide you with an independent mechanism to resolve specific complaints. Our external dispute resolution provider is the Australian Financial Complaints Authority and can be contacted at:
- GPO Box 3
Melbourne VIC 3001
Phone: 1800 931 678
Website: www.afca.org.au
Email: info@afca.org.au
- 92.10 We are not liable for any consequential loss or damage you suffer as a result of using the Pay Anyone internet banking facility other than any loss or damage which is due to our negligence or breach of any condition or warranty implied by law which

cannot be excluded, restricted or modified at all or only to a limited extent.

- 92.11 Where you are the recipient of a Mistaken Internet Payment, you authorise us to withdraw the funds relating to that Mistaken Internet Payment from your account if we are required under the ePayments Code to recover those funds from you and return them to the payers authorised deposit taking institution.

93. Incorrect Account Number

- 93.1 When we process your Pay Anyone transfer, we process the Pay Anyone transfer based on the BSB and account number you provide. **WARNING: We do not cross check the account number with the account name or reference you provide us.**
- 93.2 If your Pay Anyone transfer is to another financial institution, your Pay Anyone transfer may also be processed on the BSB and account number provided as not all financial institutions cross check account numbers and names.

Example 1: You want to send a Pay Anyone transfer to Mr Citizen's account, being BSB 001 012 Account Number 123456 however you type in BSB 001 012 Account Number 123465, the payment will be made into account number 123465 instead of Mr Citizen's account.

Example 2: You want to send a Pay Anyone transfer to Mr Citizen's account, being BSB 001 012 Account Number 123456 however you type in BSB 001 021 Account Number 123456, the payment will be made into account number 123456 at BSB 001 021 instead of BSB 001 012.

- 93.3 It is vital that you include the correct account number and BSB.

94. Pay ID

- 94.1 In our discretion, we may allow you to create a PayID for your account so that NPP Payments can be made to your account using the PayID instead of the BSB and account number.
- 94.2 Creating a PayID is optional. We will not create a PayID for your account without your consent.

Creating a PayID

- 94.3 You may create a PayID for your account by contacting us. Depending on your circumstances, we may also allow you to create a PayID in e-banking.
- 94.4 You may only create a PayID for your account if:
- (a) we are able to verify your identity in a manner that is satisfactory to us;
 - (b) you own or are authorised to use the PayID;
 - (c) the PayID is not likely to be misleading as to who the account holder for the account is; and
 - (d) creating the PayID will not infringe on the intellectual property rights of any person.

94.5 We may refuse to allow you to create a PayID for any reason, including where we have not been able to satisfactorily verify your identity or we are not satisfied that you own or are authorised to use the PayID you are trying to create or we are not satisfied that creating the PayID will not infringe the intellectual property rights of any person.

94.6 By creating a PayID for your account:

- (a) you assure us that you own or are authorised to use the PayID;
- (b) you agree to immediately notify us if any of the information you provide to us when creating the PayID changes or becomes incorrect or misleading;
- (c) you acknowledge that the PayID and information relating to you and the account the PayID is linked to (including the account name, BSB and account number) will be registered in the NPP Addressing Service operated by NPP Australia Limited; and
- (d) you consent to:
 - i. us disclosing your personal information and the other information you provide to us to NPP Australia Limited as necessary to create the PayID in the NPP Addressing Service;
 - ii. third parties, such as NPP Australia Limited and other financial institutions that connect to or use the NPP, collecting, storing, using and disclosing that information (including your name and account details) in accordance with the NPP Regulations and NPP Procedures and as necessary for purposes related to NPP Payments to you or your account. Without limiting the last sentence, you acknowledge that the account name associated with your account, or a summary of it, may be disclosed to any person that initiates a NPP Payment using the PayID and
 - iii. third parties such as NPP Australia Limited and other financial institutions that connect to or use the NPP, accessing your PayID information for the purposes of creating and sending PayTo Payment Agreement creation requests to us to seek your authorisation and for the purposes of sending PayTo Payment requests, in connection with an authorised Payment Agreement, to us for processing from your Account.

94.7 The types of PayIDs we allow you to create and link to your account may differ depending on your circumstances and the type of account you have.

94.8 More than one PayID can be created and linked to an account provided that each PayID is unique.

94.9 When creating a PayID we will automatically provision a PayID name that is substantially representative of the account.

Transferring a PayID from or to another account

94.10 You can transfer a PayID created and linked to one account with us or another financial institution to another account with us or another financial institution. However, you cannot transfer a PayID while it is locked (see 94.16).

94.11 If you want to transfer a PayID you have created for one account with us to another account with us or another financial institution, you can do so by contacting us and requesting that we transfer the PayID. We will action your request within one business day unless we agree another time period with you. A transfer of your PayID to another institution is completed by that institution.

94.12 If you want to transfer a PayID that has been created and linked to an account at another institution to an account with us, you must first contact the other financial institution to tell them you want to transfer the PayID and then create the PayID with us.

Updating, locking and closing a PayID

94.13 You can request that we update or close a PayID that has been created and linked to your account at any time by contacting us.

94.14 You must promptly notify us if, at any time, you cease to own or be authorised to use a PayID created and linked to your account or if any of the information you give us when the PayID is created changes, and request that we update or close the PayID.

94.15 We will action a request from you to update or close a PayID within one business day unless we agree another time period with you.

94.16 We may, if we have reasonable grounds for doing so, lock or close a PayID created and linked to your account at any time without prior notice to you. Without limitation, this includes where we suspect you created the PayID or are using the PayID in connection with fraudulent or illegal activity.

94.17 If your PayID is locked, you can request that it be unlocked by contacting us. If a PayID is closed it must be re-created before it can be used again.

PayID disputes

- 94.18 If a PayID cannot be created for your account because it has already been created and linked to another account by someone else we can lodge a dispute. However, there is no guarantee that the dispute will be resolved in your favour or result in you being able to create the PayID for your account. We will promptly notify you of the outcome of the dispute.

Liability for PayID

- 94.19 To the maximum extent permitted by law, we are not liable to you for any loss or damage you suffer as a result of:
- (a) PayID being created and linked to your account or you using or attempting to use a PayID that has been created and linked to your account;
 - (b) us refusing to create a PayID or any delay in a PayID being created and linked to your account;
 - (c) us locking or closing a PayID that has been created and linked to your account; or
 - (d) any failure or malfunction of the NPP (including the NPP Addressing Service) or any of our systems or procedures that use or connect with the NPP.

We do not exclude any liability to you for loss or damage to you arising directly from the fraud, negligence or wilful misconduct of us, our employees or agents or a receiver appointed by us.

Section L: PayTo

This 'PayTo' section applies in relation to your use or attempted use of PayTo and any Payment Agreement that is created for an account, and related PayTo Payments, when we begin to offer PayTo, if PayTo is available for your account. The Key Features Tables starting on page 163 indicate the accounts for which PayTo is available.

PayTo allows payers to approve Payment Agreements with Merchants or Payment Initiators who offer PayTo as a payment option.

95. Pay To Definitions

In this section and clause 94 (PAYID), the following definitions apply:

"Migrated DDR" means A Payment Agreement created by a Merchant or Payment Initiator to process payments under an existing direct debit arrangement as PayTo Payments instead of through the direct debit system – see the 'Migration of Direct Debit arrangements' clause below.

"Mandate Management Service (MMS)" means The Mandate Management Service being a central, secure database of Payment Agreements operated by NPP Australia Limited.

"Merchant" means a merchant with which you have, or would like to have a Payment Agreement

"NPP" means the New Payments Platform operated by or on behalf of NPP Australia Limited

"NPP Payment" means a payment cleared and settled via the NPP.

"PayTo Agreement or Payment Agreement" means an agreement created by an approved Merchant or Payment Initiator in the Mandate Management Service by which you authorise us to make payments from your account or a Migrated DDR

"Payment Initiator" means an approved payment service provider who, whether acting on behalf of you or a Merchant, is authorised by you to initiate payments from your account.

"PayTo" means the NPP functionality which enables us to process NPP Payments from your account in accordance with and on the terms set out in a Payment Agreement.

"PayTo Payment" means an NPP Payment we make pursuant to a Payment Agreement.

96. Creating a Payment Agreement

- 96.1 You can set up a Payment Agreement with a Merchant or Payment Initiator that offers PayTo as a payment option by providing the Merchant or Payment Initiator with a PayID you have created for your account (see clause 94 'PayID' above) or the BSB and account number for your account. You are responsible for ensuring that the PayID or BSB and account number you provide for the purpose of establishing a Payment Agreement are correct. Any personal information or data you provide to the Merchant or Payment Initiator will be subject to

the privacy policy and terms and conditions of the relevant Merchant or Payment Initiator.

- 96.2 If you agree to setup a Payment Agreement with a Merchant or Payment Initiator, they will create the Payment Agreement in the Mandate Management Service through their financial institution or payments processor and we will be notified.
- 96.3 After we receive notification that a Payment Agreement has been created for your account, we will notify you with the details of the Payment Agreement and ask you to confirm your approval of the Payment Agreement. You may approve or decline any Payment Agreement in your discretion and we will record whether you approved or declined the Payment Agreement in the Mandate Management Service.
- 96.4 If a Payment Agreement required your confirmation within a timeframe stipulated by the Merchant or Payment Initiator, and you do not provide confirmation within that timeframe, the Payment Agreement may be withdrawn by the Merchant or Payment Initiator.
- 96.5 If you think the payment amount, frequency or any other detail presented in a Payment Agreement is incorrect, you should decline the Payment Agreement and contact the relevant Merchant or Payment Initiator to have them resubmit a new Payment Agreement with the correct details.
- 96.6 By approving a Payment Agreement, you:
- 96.6.1. authorise us to collect, use and store your name and account details and other details about you and the Payment Agreement from and in the Mandate Management Service; and
 - 96.6.2. acknowledge that these details may be disclosed to NPP Australia Limited (who operates the Mandate Management Service) and the financial institution or payment processor for the Merchant or Payment Initiator for the purposes of creating payment instructions and constructing NPP Payment messages, enabling us to make PayTo Payments from your account and for related purposes; and
 - 96.6.3. consent to us, other financial institutions and payment processors, NPP Australia Limited, Merchants and Payment Initiators using and disclosing such of your personal information as is contained in a Payment Agreement record in the Mandate Management Service as contemplated by the NPP regulations and procedures.

97. Payments

By authorising a Payment Agreement you instruct us to make PayTo Payments from your account in accordance with the Payment Agreement each time a PayTo Payment is requested by the Merchant or Payment

Initiator who is a party to the Payment Agreement or their financial institution or payment processor.

It is your responsibility to ensure you have sufficient funds in your account to process each PayTo Payment. We are not required to make a PayTo Payment if there are insufficient cleared funds in your account at the time the PayTo Payment is requested.

98. Amending a Payment Agreement

We are not able to amend any other terms of the Payment Agreement including the details of the Merchant or Payment Initiator.

- 98.1 A payment Agreement can be amended from time to time by the Merchant or Payment Initiator. If a Merchant or Payment Initiator seeks to amend a Payment Agreement, we will notify you of the amendment and request that you approve or decline the amendment. We will record whether you approved or declined the Payment Agreement amendment request in the Mandate Management Service.
- 98.2 If you think the payment amount, frequency or any other detail presented in a Payment Agreement amendment request we provide to you for approval is incorrect, you should decline the amendment request and contact the relevant Merchant or Payment Initiator to have them resubmit a new amendment request with the correct details. We cannot change the details in an amendment request.
- 98.3 If you do not respond to a Payment Agreement amendment request within five calendar days it will expire and it will be treated as being declined by you.
- 98.4 We will record whether you approve or decline a Payment Agreement amendment request in the Mandate Management Service.
- 98.5 If you approve a Payment Agreement amendment request, the amendment will be effective once we record your approval in the Mandate Management Service.
- 98.6 If you decline a Payment Agreement amendment request, the Payment Agreement will not be affected by the amendment request and will continue as if the amendment request had not been submitted.

99. Pausing or resuming a Payment Agreement

- 99.1 You can pause a Payment Agreement, or resume a paused Payment Agreement, in Bendigo e-banking or by contacting us. We will promptly act on your instruction to pause or resume a Payment Agreement by updating the Mandate Management Service. The Merchant or Payment Initiator who is a party to the Payment Agreement will be notified each time you pause or resume a Payment Agreement.

99.2 A Payment Agreement may also be paused or resumed by the relevant Merchant or Payment Initiator. We will notify you each time a Payment Agreement is paused or resumed by the Merchant or Payment Initiator.

99.3 We may also pause any Payment Agreement that has been setup using a PayID if the PayID is locked or closed. If we do, we will resume the Payment Agreement once the PayID is unlocked or we obtain instructions from you that otherwise enables the Payment Agreement to be resumed (unless the Payment Agreement has since been cancelled). We will notify you if we pause or resume a Payment Agreement and the Merchant or Payment Initiator associated with the Payment Agreement will also be notified each time we pause or resume a Payment Agreement.

99.4 While a Payment Agreement is paused, we will not process any PayTo Payment requests we receive pursuant to the Payment Agreement. PayTo Payments will resume once a paused Payment Agreement is resumed.

Warning! Although pausing a Payment Agreement will stop related PayTo Payments being made from your account, doing so may breach the terms of your agreement with the relevant Merchant or Payment Initiator or you may be required to make payment in some other way. We suggest that you ensure you understand the consequences of pausing a Payment Agreement before you do so and, if necessary, contact the relevant Merchant or Payment Initiator.

99.5 We will not be liable to you or any other person for any loss that you or any other person suffers as a result of a Payment Agreement being paused by you or the Merchant or Payment Initiator.

100. Transferring a Payment Agreement

It is not currently possible to transfer a Payment Agreement between accounts with us or another financial institution. If you want to change a Payment Agreement, including to change it from one account to another, you will need to contact the Merchant or Payment Initiator through whom the Payment Agreement was set up.

101. Cancelling a Payment Agreement

101.1 You can cancel a Payment Agreement at any time in Bendigo e-banking or by contacting us. We will promptly act on your instruction to cancel a Payment Agreement by updating the Mandate Management Service. The Merchant or Payment Initiator associated with your Payment Agreement will then be notified that you have cancelled the Payment Agreement.

101.2 A Payment Agreement may also be cancelled by the relevant Merchant or Payment Initiator. We will notify you if a Payment Agreement is cancelled by the Merchant or Payment Initiator.

101.3 We may also cancel any Payment Agreement that has been setup using a PayID if the PayID is closed, unless we agree otherwise with you. We will notify you if we cancel a Payment Agreement and the Merchant or Payment Initiator associated with the Payment Agreement will also be notified that the Payment Agreement has been cancelled

101.4 We will not process any PayTo Payment requests we receive from the Merchant or Payment Initiator pursuant to a Payment Agreement after it has been cancelled.

Warning! Although cancelling a Payment Agreement will stop related PayTo Payments being made from your account, doing so may breach the terms of your agreement with the relevant Merchant or Payment Initiator or you may be required to make payment in some other way. We suggest that you ensure you understand the consequences of cancelling a Payment Agreement before you do so and, if necessary, contact the relevant Merchant or Payment Initiator.

101.5 We will not be liable to you or any other person for any loss that you or any other person suffers as a result of a Payment Agreement being cancelled by you or the Merchant or Payment Initiator.

102. Migration of Direct Debit arrangements

102.1 If you have an existing direct debit arrangement with a Merchant or a Payment Initiator, the Merchant or Payment Initiator may choose to create a Payment Agreement for the direct debit arrangement to process payments as PayTo Payments instead of through the direct debit system

102.2 . If a Merchant or a Payment Initiator does this, you will receive notice from them that your future payments will be migrated to PayTo and you will then have the option of telling the Merchant or Payment Initiator that you do not consent.

102.3 If you do not advise the Merchant or Payment Initiator that you do not consent to your direct debit arrangement being migrated to PayTo, the Merchant or Payment Initiator may create a Payment Agreement in the Mandate Management Service that reflects the terms of your direct debit service agreement and the Payment Agreement will be deemed to have been approved by you. We will not seek your approval of a Payment Agreement that relates to a migrated direct debit arrangement.

102.4 Once the Payment Agreement has been created by the Merchant or Payment Initiator, you and the Merchant or Payment Initiator will be able to amend, pause and resume and cancel a Payment Agreement that has been established to migrate a direct debit arrangement, and you will be able to transfer the Payment Agreement, in the same way as any other Payment Agreement as set out above

102.5 By permitting the creation of a Payment Agreement for a direct debit arrangement (by not contacting the Merchant or Payment Initiator and telling them that you do not consent), you:

- 102.5.1. authorise us to collect, use and store your name and account details and other details about you and the Payment Agreement from and in the Mandate Management Service;
- 102.5.2. acknowledge that these details may be disclosed to NPP Australia (who operates the Mandate Management Service) and the financial institution or payment processor for the Merchant or Payment Initiator for the purposes of creating payment instructions and constructing NPP Payment messages, enabling us to make PayTo payments from your account and for related purposes; and
- 102.5.3. consent to us, other financial institutions and payment processors, NPP Australia Limited, Merchants and Payment Initiators using and disclosing such of your personal information as is contained in a Payment Agreement record in the Mandate Management Service as contemplated by the NPP regulations and procedures.

103. General PayTo Obligations

103.1 We will accurately reflect all information you provide to us in connection with a Payment Agreement in the Mandate Management Service. You must:

- 103.1.1. ensure that all information and data you provide to us or to any Merchant or Payment Initiator that is authorised to use PayTo is accurate and up-to-date;
- 103.1.2. not use PayTo to send threatening, harassing or offensive messages to a Merchant, Payment Initiator or any other person;
- 103.1.3. where we allow you to provide a payment description or reference in connection with a Payment Agreement you must ensure that it does not contain, refer to or link to:
 - any swearing, profanity or offensive, discriminatory, threatening or abusive content;
 - any information that is confidential or must be kept secret;
 - sensitive personal information of any person (including information or an opinion about a person's racial or ethnic origin, political opinions or membership of a political association, philosophical beliefs,

membership of a professional or trade association, membership of a trade union, sexual orientation or practices, criminal record and health information);

- anything which infringes the intellectual property rights of any person; or
- anything which is illegal or seeks to promote illegal activity;

103.1.4. comply with all applicable laws in connection with your use of PayTo;

103.1.5. promptly consider, action and respond to any Payment Agreement creation request, amendment request or other notification we send you (if you use the Bendigo Bank app, we recommend that you allow notifications from it on your device to ensure that you promptly receive and are able to respond to such requests and notifications in a timely way);

103.1.6. immediately notify us if you no longer hold or have authority to operate the account from which payments under a Payment Agreement you have approved or permitted to be created are being or are to be made;

103.1.7. promptly notify us if you receive a Payment Agreement creation request or amendment request or become aware of PayTo Payments being processed from your account that you are not expecting, or experience any other activities that appear suspicious or erroneous;

103.1.8. promptly notify us if you become aware of a PayTo Payment being made from your account that is not permitted under the terms of your Payment Agreement or that was not authorised by you; and

103.1.9. comply with any direction we give you where doing so is necessary for us to comply with our obligations relating to PayTo including under the NPP regulations and procedures.

103.2 You are responsible for complying with the terms of any agreement that you have with the Merchant or Payment Initiator who is a party to a Payment Agreement (including any payment and notice giving obligations or termination requirements) and for dealing with the Merchant or Payment Initiator in relation to any concerns or complaints you have in relation to any goods or services relating to the Payment Agreement.

103.3 From time to time, we may request that you confirm that one or more of your 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 Payment Agreement(s).

103.4 We may monitor your Payment Agreements for misuse, fraud and security reasons. You acknowledge and consent to us pausing or cancelling all or some of your Payment Agreements if we reasonably suspect misuse, fraud or security issues. We will promptly notify you if we pause or cancel a 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 Payment Agreement for misuse, fraud or for any other reason.

103.5 If you notify us of a PayTo Payment being made from your account that is not permitted under the terms of your Payment Agreement or that was not authorised by you and submit a claim, we will respond to your claim within 10 business days and, if the claim is founded, we will refund the PayTo Payment to your account.

104. Liability for PayTo

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:

- processing payments under a Payment Agreement which you have approved or are deemed to have approved;
- you failing to properly consider or promptly respond to any Payment Agreement creation request or amendment request we send you;
- you failing to properly consider and action any notification we send you in relation to any Payment Agreement;
- you or a Merchant or Payment Initiator pausing, resuming or cancelling a Payment Agreement; or
- any delay or failure in respect of a Payment Agreement or a PayTo Payment being processed due to the unavailability or failure of the Mandate Management Service,

except to the extent such loss is caused by us failing to comply with our obligations relating to PayTo under these Terms and Conditions.

We do not exclude any liability to you for loss or damage to you arising directly from the fraud, negligence or wilful misconduct of us, our employees or agents or a receiver appointed by us.

Section M: Confirmation of Payee service

105. Using the Confirmation of Payee service when making a payment

105.1 If you make a payment using a BSB and account number, we may use the Confirmation of Payee service to provide you with a view on the likelihood that the account name you have entered matches the account you are paying to.

105.2 If we indicate to you that the Confirmation of Payee service result does not match and we allow you the option of proceeding with the payment, you should check the account details with the intended recipient before proceeding with the payment. We may decline to process a payment where the Confirmation of Payee service result does not match and we consider it reasonably necessary to do so to avoid you or us suffering loss or being victim to fraud or a scam.

105.3 At all times it remains your responsibility to ensure that the BSB and account number you are using to make a payment are correct irrespective of any Confirmation of Payee service match result we share with you and your liability for payments will not be affected by any Confirmation of Payee match result we share with you.

105.4 You must not misuse the Confirmation of Payee service or try to use it in breach of these terms and conditions or for any purpose other than confirming the name for the account you intend on making a payment to.

105.5 Without limiting any other right we have under these terms and conditions, we may limit or suspend your ability to make payments or use a payment facility or access method if we reasonably believe you are misusing the Confirmation of Payee service in breach of these terms and conditions.

106. Sharing your account details through the Confirmation of Payee service

106.1 We'll ensure your account details, including your name, are accurately recorded by us (based on the information you have provided to us and any verification we have undertaken) for the use of the Confirmation of Payee service.

106.2 You must promptly notify us of any changes to your name and provide us with any evidence of your name change that we reasonably request.

106.3 You authorise and consent to:

- us using and disclosing your account details (including your name) with the Confirmation of Payee service;
 - us and other financial institutions who process payments to or from your account using the related transaction details (including any name included with a payment instruction) with the Confirmation of Payee service;
 - payers' financial institutions using and disclosing your account details (including your name) for the purposes of the Confirmation of Payee service and prior to making payments to you; and
 - your account details (including your name) and transaction details being disclosed, stored and used in connection with the Confirmation of Payee service in accordance with the industry rules, regulations and procedures that apply to the Confirmation of Payee service.
- financial institutions who process payments to or from your account may still use the related transaction details (including any name included with a payment instruction) with the Confirmation of Payee service; and
 - you can request to opt your account back in to sharing your account details with the Confirmation of Payee service at any time.

107. Opt-out requests

107.1 You may request that we withhold from sharing your account details with the Confirmation of Payee service for an account if there are special circumstances and it is reasonably necessary to withhold your account details to protect your safety or security (an opt-out request). We will only agree to an opt-out request if we agree that special circumstances exist and it is reasonably necessary to protect your safety or security.

107.2 If we agree to an opt-out request:

- payers may not be able to confirm your account details through the Confirmation of Payee service when making payments to your account;
- we may still disclose your account details (including your name) to other financial institutions through the Confirmation of Payee service to facilitate their fraud checking processes (but they will not share your details with payers);
- we may still disclose your account details (including your name) through the Confirmation of Payee service for them to be shared with some government agencies to confirm your identity in relation to payments they are making to you;

Talk to us today

In person	At your nearest Bendigo Bank branch
On the phone	Call 1300 236 344
Online	At bendigobank.com.au
By mail	The Bendigo Centre PO Box 480 Bendigo VIC 3552

This document must be read in conjunction with the Schedule of Fees, Charges and Transaction Account Rebates and the Schedule of interest rates (RACQ Transition). Together they form the Terms and Conditions for Bendigo Personal Accounts & Facilities. Bendigo and Adelaide Bank Limited, The Bendigo Centre, Bendigo Vic 3550 ABN 11 068 049 178. AFSL No. 237879.

(V001) BEN50TC087

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