

Asgard eCASH and CASH Connect

Cash Account – Product Disclosure Statement (PDS)

Issue Date: 15 August 2024

The eCASH Account, CASH Connect Account and Payment Services offered under the Product Disclosure Statement (PDS) are financial products issued by St.George Bank (the Bank or St.George) – A Division of Westpac Banking Corporation (Westpac) ABN 33 007 457 141 AFSL 233714.

This Cash Account PDS is Part 1 of a PDS for:

- the eCASH Account and the CASH Connect Account (each a Cash Account), and
- the Payment Services used in conjunction with the Cash Account.

There are two parts to the PDS for the Cash Account and the Payment Services (Cash Account PDS or the PDS). This PDS sets out the features, benefits, risks, and terms and conditions (Terms and Conditions) relating to the eCASH Account, CASH Connect Account and Payment Services.

This PDS was prepared on 15 August 2024. However, it is intended to be used only for services provided after the issue date shown above.

Part 2 of the PDS for the Cash Account and Payment Services is the current version of our Cash Account Flyer (flyer). The flyer sets out the fees and charges and interest rates relating to the eCASH Account, CASH Connect Account and Payment Services.

Please let us know if you did not receive all parts of the PDS at the same time when:

- you opened your Cash Account or first obtain a Payment Service, or
- you requested a copy of the PDS for the Cash Account and Payment Services.

The PDS is an important document. Please read the PDS carefully as it will help you to:

- decide whether an eCASH Account or CASH Connect Account and the Payment Services will meet your needs, and
- compare the eCASH Account, CASH Connect Account and the Payment Services with other accounts and services you may be considering.

Updating the information in this Product Disclosure Statement

The law requires that the information in this PDS must be up to date at the time it is given to you, except for any changes which may occur from time to time that are not materially adverse, provided the Bank gives you a means of finding out about these changes. You can find out about any changes by telephoning our Customer Relations team on 1800 731 812 (8.30am – 7.00pm AEST (or 8.30am – 8.00pm AEDT) Monday to Friday) or, if you are an existing investor, by checking on Investor *Online* (which you can access via asgard.com.au). You can also obtain a paper copy of the updated information free of charge by contacting your financial adviser or our Customer Relations team.

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Application booklet

Important information

An eCASH or CASH Connect Account may be opened with an eWRAP – Investment Account ('eWRAP' or an 'Investment Account'). In this case, your eCASH or CASH Connect Account is the Cash Account component of your Investment Account and the Cash Account PDS must accompany an eWRAP – Investment Financial Services Guide (eWRAP – Investment Guide). You must have a separate Cash Account for each Investment Account.

If you are opening a Cash Account stand-alone or changing from an eCASH Account to a CASH Connect Account, you only need to receive the Cash Account PDS.

Asgard Capital Management Ltd ABN 92 009 279 592 (a member of the Westpac Group) is the issuer of your Investment Account and the issuer of the eWRAP – Investment Guide.

In this Product Disclosure Statement:

'Asgard', 'we', 'us' and 'our' are references to Asgard Capital Management Ltd. Asgard is the administrator of the Cash Account.

'you' includes your executors, administrators, successors, personal representatives and assigns.

For other defined terms, please see the Glossary section of the PDS.

Headings are for reference only and do not affect the PDS. The singular includes the plural and vice versa.

If you have any queries about your Cash Account, please contact:

Asgard Capital Management Ltd, PO Box 7490, Cloisters Square, WA 6850.
Customer Relations team 1800 731 812.

1. About eCASH and CASH Connect

eCASH and CASH Connect are both deposit accounts with St.George Bank.

eCASH is an electronic style account that offers St.George Internet and Phone Banking facilities.

CASH Connect is a cash management account with St.George that provides easy access to your money. You may also register for Internet and Phone Banking and cheque access facilities.

If you want to open both an eCASH Account and a CASH Connect Account, you must complete separate Application for each. If you initially open an eCASH Account and later choose to change to a CASH Connect Account you will retain the same account details and transaction history (see 'Changing from eCASH to CASH Connect' on page 10).

This section contains general information about the eCASH and CASH Connect Accounts. Terms and Conditions applying to your Cash Account are in 'Terms and Conditions' section of the PDS.

eCASH and CASH Connect at a glance

Feature	eCASH Account	CASH Connect Account	More information
Minimum balance	\$1,000	\$1,000	'Cash Account minimum balance and overdrawing' on page 23.
Minimum deposit	No minimum deposit, provided the minimum balance is maintained.	No minimum deposit, provided the minimum balance is maintained.	'Deposits' on page 24.
Minimum withdrawal	No minimum withdrawal.	No minimum withdrawal.	'Making withdrawals from your Cash Account' on pages 8 and 9.
Maximum daily withdrawal	Depends on withdrawal method.	Depends on withdrawal method.	'Making withdrawals from your Cash Account' on pages 8 and 9.
Cheque book facilities	No	Yes	'About cheques' on page 13.
VISA Debit Card facilities ^{1,2}	No	Yes (individual, joint and company accounts only)	'About Cards' on pages 14 and 15.
Agency Deposit Facility/Bank@Post ^{TM3}	No	Yes	'Agency Deposit Facility/ Bank@Post' on page 7.
St.George Bank, Bank of Melbourne and BankSA Branch access	No	Yes	'Branch enquiries' on page 10.
Internet Banking ¹	Yes – asgard.com.au	Yes – asgard.com.au	'About Internet and Phone Banking and BPAY' on pages 11 and 12.
BPAY [®] withdrawal ¹	Yes	Yes	
Phone Banking ¹	Yes – phone 13 33 22	Yes – phone 13 33 22	
Interest	<ul style="list-style-type: none"> > Calculated daily. > Paid monthly. > Current rate available from your financial adviser or our Customer Relations team. 	<ul style="list-style-type: none"> > Calculated daily. > Paid monthly. > Current rate available from your financial adviser or our Customer Relations team. 	Cash Account Flyer.
Statements	Six monthly or more often if required.	Six monthly or more often if required.	'Enquiries and information' on page 9.
Fees and charges	<ul style="list-style-type: none"> > No monthly account keeping fees. > No transaction fees for Internet and Phone Banking transfers or BPAY. > Fees for special services. 	<ul style="list-style-type: none"> > No monthly account keeping fees. > Monthly fee-free transaction allowance for cheque, Internet and Phone Banking withdrawals, after which fees apply. > EFTPOS transactions free of charge. > Fees for special services. 	Cash Account Flyer.

¹ These facilities are only available if you have an eCASH Account or a CASH Connect Account with 'one to sign' as the method of operation.

² Only applies if you hold an existing VISA Debit Card. From 30 April 2021 new or additional VISA Debit Cards will no longer be issued.

³ Bank@PostTM and its device mark are trade marks (registered or unregistered) of the Australian Postal Corporation ABN 28 864 970 579.

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Linking a Cash Account to an Investment Account

A Cash Account may be opened as a stand-alone account or may be linked to an Investment Account, enabling you to use funds in your Cash Account to purchase managed investments and/or shares through your financial adviser.

Please consult your financial adviser if you wish to open an Investment Account.

When your Investment Account is opened, you can link it to an existing Cash Account. Alternatively, you can link it to a new Cash Account, in which case you need to choose whether you want an eCASH Account or a CASH Connect Account.

Note: You can open as many Cash Accounts as you want; however, an Investment Account can only have one linked Cash Account.

Types of Cash Accounts we can operate

- Individual.
- Joint individuals.
- Company.
- Super fund/Approved Deposit Fund (ADF) with individual(s) as trustee.
- Super fund/ADF with company as trustee.
- Super fund/ADF with company trading under a registered business name as trustee.
- Unit trust with individual(s) as trustee.
- Unit trust with company as trustee.
- Unit trust with company trading under a registered business name as trustee.
- Family trust with individual(s) as trustee.
- Family trust with company as trustee.
- Family trust with company trading under a registered business name as trustee.

Opening your Cash Account

A Cash Account can only be opened through a financial adviser and each account must be opened on a separate Application form. If you are opening a stand-alone Cash Account you will need to complete the Cash Account Application. Alternatively, if you are opening a new Cash Account with an Investment Account, your Application for the Cash Account forms part of the Application for the Investment Account.

Your financial adviser will help you to complete the relevant Applications including your choice of an eCASH Account or a CASH Connect Account. Once your Cash Account has been opened you will receive your BSB and account number.

Activating your Cash Account

You will not have access to Internet and Phone Banking on your Cash Account (if applicable) until you have accepted all the Terms and Conditions and your Cash Account is activated.

Your Cash Account can be activated in two ways:

- you can complete and sign an Application and post it to us with the appropriate supporting documentation, if applicable (you must activate your account this way if you choose a CASH Connect Account)
- if you choose an eCASH Account and your financial adviser submits your Application electronically using AdviserNET, logon to Investor *Online* (after you've received your welcome letter and Investor *Online* PIN) and accept all the Terms and Conditions.

Easy Switch facility

After you open your Cash Account, you may wish to switch all your banking to your new Cash Account. The online Easy Switch facility can speed up the time-consuming process of notifying other people about your new account details – for example, where you need to advise your new Cash Account BSB and account number to your employer, share registries or insurance companies.

You can access the Easy Switch facility through the Cash Account website. All you need to do is enter the details of your old Financial Institution account, any automatic debits or credits directed to your old Financial Institution account, and details of the appropriate parties you need to notify. Easy Switch will generate all the letters for you to print, sign and post so you can notify the appropriate parties of your new account details.

Completing your Application

eCASH	CASH Connect
<p>You can complete and sign an Application and original identification form and post it to us, or your financial adviser can submit your Application (including the identification form) electronically using AdviserNET.</p> <p>If your adviser submits your Application electronically, you will need to logon to Investor <i>Online</i> and accept the Terms and Conditions before Internet and Phone Banking is activated on your eCASH Account.</p>	<p>You will need to complete and sign an Application and original identification form, which must be posted to us with the appropriate supporting documentation as outlined in the 'Supporting documentation checklist' on page 54.</p> <p>Each signatory on the account will need to sign the signature card (provided in the application booklet). This will enable your signatures to be verified by us and at St.George Bank/Bank of Melbourne/BankSA Branches when required.</p> <p>If you are applying to open a company, trust, superannuation fund or approved deposit fund account, you will need to provide other supporting documentation as outlined in the 'Supporting documentation checklist'.</p>

Note: Your CASH Connect Account will not be opened until we have received all the required supporting documentation as outlined in the 'Supporting documentation checklist' on page 54. The checklist includes the account types that are supported by your Cash Account.

Method of operation

CASH Connect

If there are two or more account holders on your CASH Connect Account (for example, you have a joint account) or your CASH Connect Account is held by a company, then you must specify either:

- 'one to sign' – one person can initiate withdrawals and account amendments, or
- 'two to sign' – two people must initiate withdrawals and account amendments. If you choose this option, you will not be given access to Internet and Phone Banking. To change the method of operation on your CASH Connect Account, please contact us on 1800 731 812.

eCASH

eCASH accounts only offer a 'one to sign' method of operation. If you would like an account with 'two to sign' method of operation, you will need to change your eCASH Account to a CASH Connect Account (where that option is available), otherwise you can close your eCASH Account. For more information, please contact us on 1800 731 812.

Nominated, payee and external linked accounts

Nominated Account

You need to provide us with details of another account with a Financial Institution – your 'Nominated Account'.

Your Nominated Account will automatically be linked for you on Internet or Phone Banking (if applicable). This allows you to make one-off or regular transfers from your Cash Account to your Nominated Account of up to \$2 million per day using Internet and Phone Banking¹. Your financial adviser can transfer funds to your Nominated Account electronically using AdviserNET (see 'Adviser initiated cash transfers' on this page).

You must notify us in writing if you want to change your Nominated Account. You can do this by completing a nominated or external linked account amendment form (available from your financial adviser or our Customer Relations team) and returning it to us.

External linked accounts

External linked accounts are other Financial Institution accounts, apart from your Nominated Account, that your financial adviser can transfer funds to electronically (up to \$2 million per day) using AdviserNET.

Note: the Financial Institution with whom the Nominated Account is held may impose a lower limit.

You can set up external linked accounts on your Application or by completing a nominated or external linked account amendment and returning it to us.

If you want to be able to transfer funds to these Financial Institution accounts using Internet Banking, you will need to logon to Internet Banking and set them up as payee accounts (see 'Payee accounts' in this section).

Adviser initiated cash transfers

Through AdviserNET your financial adviser can initiate one-off or regular cash transfers on your behalf, from your Cash Account to your Nominated Account, external linked accounts, and any other Cash Accounts held under your Client Number. The funds will generally be available in the recipient account within two Business Days. You can authorise this in two ways.

- You can sign a confirmation each time your financial adviser sets up a one-off or regular transfer on AdviserNET.
- You can elect to give your financial adviser an authority to transfer cash on your Application or by completing a nominated or external linked account amendment and returning it to us. This means that your financial adviser can set up one-off or regular transfers on AdviserNET without you needing to sign a confirmation each time.

For further information on adviser initiated transfers, please speak to your financial adviser.

You may check what level of authority you have given to your adviser via Investor *Online* > Account Details.

¹ For Phone Banking - this is only available if the linked Nominated Account is a St.George, Bank of Melbourne or BankSA account.

Payee accounts

Payee accounts are other Financial Institution accounts, apart from your Nominated Account, that you can transfer funds to electronically using Internet Banking. You can set up as many payee accounts as you like on Internet Banking. You will have a daily transfer limit of

\$5,000 to each payee account for one-off and regular transfers using Internet Banking.

If you want your financial adviser to be able to transfer funds to these bank accounts using AdviserNET, you will need to set them up as external linked accounts (see 'External linked accounts' in this section).

Depositing funds to your Cash Account

The deposit methods available for your Cash Account and their respective clearance times are shown in the table below. All deposits are subject to the Terms and Conditions set out under Section 6 of this PDS.

Deposit method	eCASH	CASH Connect	Funds available
Electronic funds transfer	✓	✓	Up to two Banking Business Days.
Cheque sent to us	✓	✓	> eCASH Account – five Banking Business Days after being deposited to a clearing account. > CASH Connect Account – three Banking Business Days after being deposited to your CASH Connect Account.
Cheque at St.George Bank, Bank of Melbourne or BankSA Branches	✗	✓	Three Banking Business Days.
Cash at St.George Bank, Bank of Melbourne or BankSA Branches	✗	✓	Immediately.
Telegraphic Transfers	✓	✓	As soon as the funds have reached your Cash Account.
Real time gross settlement	✓	✓	Same day if processed before 4pm. Can be done at any bank and sent to St.George.
Bank drafts	✓	✓	Depends on the source of the funds.
Direct debit deposits	✓	✓	Up to five Banking Business Days.
Agency deposits/ Bank@Post ¹	✗	✓	Cash – generally the next Banking Business Day after the deposit is made. Cheques – generally five Banking Business Days after the deposit is made. Important: Where applicable, you can make cheque deposits of any amount using your VISA Debit Card issued by us at selected Bank@Post outlets. Cash deposits of up to \$3,000 per day can be made at selected Bank@Post outlets only. Merchant deposits and third party cheques are not accepted.

Note: For eCASH Accounts, all deposits must be in Australian dollars and drawn on an Australian Financial Institution.

¹ Only applies if you hold an existing VISA Debit Card. From 30 April 2021 new or additional VISA Debit Cards will no longer be issued.

Using Electronic Funds Transfer (EFT) to deposit into your Cash Account

Funds can be transferred into your Cash Account from any other Financial Institution account. To facilitate an EFT, all your Financial Institution needs to know is your Cash Account BSB and account number (included with your welcome letter). You can also use the Internet and Phone Banking facilities of your Financial Institution to transfer funds into your Cash Account.

Cheque deposits into your Cash Account

Cheques should be made payable to the name of your account (for example, John Smith Pty Ltd) and crossed 'not negotiable'. We do not accept endorsed cheques.

eCASH

You cannot deposit cheques directly into an eCASH Account.

However, if you have an eCASH Account, we can arrange for the proceeds of cheques to be deposited into your eCASH Account on your behalf.

To make a cheque deposit into your eCASH Account, you will need to post the cheque to us at:

Asgard
PO Box 7490
Cloisters Square WA 6850

You must attach a remittance advice printed from AdviserNET or a letter stating your account number.

We strongly recommend that you clearly print your account details on the back of the cheque(s).

Only cheques in Australian dollars drawn on Australian Financial Institutions can be deposited into an eCASH Account.

Please note that cheque deposits to an eCASH Account require a five Banking Business Day clearance period after being banked by us. You will not earn interest during this period.

CASH Connect

If you have a CASH Connect Account, initial cheque deposits can be sent to us with your Application. They will be deposited into your CASH Connect Account once it has been opened.

You can deposit subsequent cheques directly into your account at St.George Bank, Bank of Melbourne or BankSA Branches. You will also be able to deposit cheques at selected Australia Post branches using Bank@Post, via your VISA Debit Card¹.

You can also post cheques to us at the following address, but you must attach a deposit slip or a remittance advice printed from AdviserNET:

Asgard
PO Box 7490
Cloisters Square WA 6850

We strongly recommend that you clearly print your account details on the back of the cheque(s).

Cheques posted to us, or deposited at St.George Bank, Bank of Melbourne or BankSA Branches, will take three Banking Business Days to clear after being deposited to your account. Cheques deposited at Australia

Post branches take five Banking Business Days to clear. You will earn interest on the funds from the time the cheque is deposited, even during the clearance period.

Cash deposits

(CASH Connect Account only¹)

If you have a CASH Connect Account, you can deposit cash directly into your CASH Connect Account at St.George Bank, Bank of Melbourne or BankSA Branches and selected Automated Teller Machines (ATM). Please note: A daily deposit limit may apply to the cash that can be deposited at an ATM. Visit stgeorge.com.au/ouratms for ATM limits. Your cheque book includes deposit slips to be used with over-the-counter cash deposits.

Cash deposits cannot be made into an eCASH Account.

Agency Deposit Facility/Bank@Post (CASH Connect Account only¹)

If you have a CASH Connect Account, you will also be able to make cash or cheque deposits at selected Australia Post branches, provided you hold a VISA Debit Card.

You will also be able to conduct a balance enquiry by using your VISA Debit Card and PIN. Any cheques deposited at Australia Post must be made out to the name of your account.

Your account will usually be credited on the day of your deposit. You will begin earning interest once your account has been credited. However, for cheque deposits, and cash deposited at the same time as cheques, the funds will not become available until the cheques have been cleared, generally five Banking Business Days after your account is credited.

You can make cheque deposits of any amount using your VISA Debit Card at selected Bank@Post outlets. Cash deposits of up to \$3,000 per day can be made at selected Bank@Post outlets only. Merchant deposits and third party cheques are not accepted.

Information on participating Australia Post outlets is available at australiapost.com.au.

Direct debit deposits

You can authorise us to transfer funds into your Cash Account from another account that you hold with a Financial Institution on a one-off or regular basis by completing a direct debit request.

You will need to provide details of your other account, including the BSB and account number. You should also check that the Financial Institution account you hold facilitates direct debit withdrawals. You can provide details of your direct debit, such as the amount and frequency, on your Application, or your financial adviser can submit a direct debit instruction on AdviserNET.

One-off direct debits usually take five Banking Business Days after your financial adviser submits the instruction on AdviserNET to be credited to your Cash Account – two Banking Business Days for the funds to be deposited to a clearing account and another three Banking Business Days for the funds to clear.

You will not earn interest during the clearance period since the funds will not be credited to your Cash Account until the funds have cleared.

¹ Only applies if you hold an existing VISA Debit Card. From 30 April 2021 new or additional VISA Debit Cards will no longer be issued.

Making withdrawals from your Cash Account

You can make withdrawals from your Cash Account using the following methods. All withdrawals are subject to the Terms and Conditions set out under Section 6 of this PDS.

Withdrawal method	eCASH	CASH Connect	How	Maximum daily withdrawal limit
Phone Banking transfer ^{1,2}	✓	✓	Phone Banking.	The total limit across these methods is: > \$2,000,000 to your Nominated Account via Internet and Phone Banking ¹ , and > \$5,000 to a payee account up to a total of \$25,000 across all payee accounts where the payee accounts are set up online ³ .
Internet Banking transfer ²	✓	✓	Internet Banking.	
Regular scheduled transfers through Internet Banking ²	✓	✓	Internet Banking.	
BPAY ²	✓	✓	Internet and Phone Banking.	\$100,000 (a \$15,000 limit may apply to certain billers).
Periodical payments	✗	✓	Set up using a Periodical Payment Authority, available from your financial adviser.	\$100,000
Cash at St.George Bank, Bank of Melbourne and BankSA Branches	✗	✓	St.George Bank, Bank of Melbourne or BankSA Branches.	No limit, provided there are sufficient cleared funds in your Cash Account (if you want to withdraw more than \$2,000 at a time, please give the Branch two Business Days' notice).
Agency withdrawal/ Bank@Post ⁵	✗	✓	Bank@Post outlets.	You can make cash withdrawals not exceeding \$1,000 per day at Bank@Post outlets using your VISA Debit Card and PIN.
Cheques	✗	✓	Cheque book.	No limit, provided there are sufficient cleared funds in your Cash Account.
Bank cheques at St.George Bank, Bank of Melbourne and BankSA Branches	✗	✓	St.George Bank, Bank of Melbourne or BankSA Branches.	No limit, provided there are sufficient cleared funds in your Cash Account.
ATM ^{4,5}	✗	✓	At Westpac Group and non-Westpac Group ATMs	The total limit across these methods is: Cash – \$1,000 and/or Purchases – \$10,000.
EFTPOS ^{4,5}	✗	✓	At Merchant EFTPOS Terminals.	
VISA purchases ^{4,5}	✗	✓	Through Merchants over the phone or internet or through the mail.	
Direct debit withdrawals	✓	✓	Set up through the other Financial Institution or payee to whom you wish to transfer funds.	No limit, provided there are sufficient cleared funds in your Cash Account.
Telegraphic Transfers at St.George Bank, Bank of Melbourne or BankSA Branches	✗	✓	St.George Bank, Bank of Melbourne or BankSA Branches.	No limit, provided there are sufficient cleared funds in your Cash Account.
Telegraphic Transfers via Internet Banking	✓	✓	Internet Banking.	\$50,000
Real time gross settlement at St.George Bank, Bank of Melbourne or BankSA Branches	✗	✓	St.George Bank, Bank of Melbourne or BankSA Branches.	No limit, provided there are sufficient cleared funds in your Cash Account.
Bank drafts	✗	✓	St.George Bank, Bank of Melbourne or BankSA Branches.	No limit, provided there are sufficient cleared funds in your Cash Account.

¹ For Phone Banking – this is only available if the linked Nominated Account is a St.George, Bank of Melbourne or BankSA account.

² If you have a CASH Connect Account, Internet and Phone Banking and BPAY are only available if the method of operation on your account is 'one to sign'.

³ You can link any number of payee accounts through Internet Banking.

⁴ ATM, EFTPOS and VISA access are only available to individual, joint or company account holders who choose to have a VISA Debit Card. You must also be an Australian resident to have a VISA Debit Card. A VISA Debit Card is only available if the method of operation on your account is 'one to sign'.

⁵ Only applies if you hold an existing VISA Debit Card. From 30 April 2021 new or additional Cards will no longer be issued.

For more information on using Internet and Phone Banking, cheques or VISA Debit Cards, please refer to the following sections.

- ‘About Internet and Phone Banking and BPAY’.
- ‘About cheques (CASH Connect Account only)’.
- ‘About Cards (CASH Connect Account only)’.

Branch withdrawals (CASH Connect Account only)

If you have a CASH Connect Account you may make withdrawals from it at St.George Bank, Bank of Melbourne and BankSA Branches.

If you wish to cash a cheque drawn from your CASH Connect Account, you will need to provide photo identification. For other transactions or enquiries, your VISA Debit Card¹ (if applicable) or photo identification plus your BSB number and CASH Connect Account number will be required.

Regular withdrawals

Regular withdrawals can be set up in a number of ways.

- You can set up regular transfers from your Cash Account to your Nominated Account or payee accounts using Internet Banking. Refer to ‘About Internet and Phone Banking and BPAY’ section of the PDS for further information.
- Your financial adviser can set up regular transfers from your Cash Account to your Nominated Account or external linked accounts using AdviserNET. Refer to ‘Nominated, payee and external linked accounts’ section of the PDS for further information.
- You can set up a regular direct debit withdrawal from your Cash Account.
- If you have a CASH Connect Account, you can also set up a periodical payment.

Direct debit withdrawals

A direct debit withdrawal is a transfer of funds from your Cash Account to another Financial Institution account. The transfer is initiated by the other Financial Institution after you have authorised the payee, for example, an insurance company, to debit your account. To establish a direct debit withdrawal, you will need to complete a direct debit request provided to you by the other Financial Institution or the payee to whom you wish to transfer funds.

If you set up a direct debit withdrawal, you should note that there is a risk that the other Financial Institution may continue to debit your Cash Account, even after you have instructed the Financial Institution or the payee to cancel the direct debit. Please refer to Part 6 of the ‘Terms and Conditions’ section of the PDS for more information on direct debits.

Periodical payments (CASH Connect Account only)

A periodical payment is a transfer of funds at your request from your CASH Connect Account to a specified account on a certain date or on a regular basis. The periodical payment will continue indefinitely (until you cancel it) unless you specify an end date. This is different to regular transfers set up through Internet Banking, which expire after two years (unless cancelled earlier).

To establish a periodical payment, please ask your financial adviser for a Periodical Payment Authority or contact our Customer Relations team on 1800 731 812. Once your periodical payment has been set up, you can amend or cancel it through Internet Banking or by writing to St.George Bank, Perth Corporate Branch, PO Box 7664, Cloisters Square, WA 6850.

If you set up a periodical payment, you should note that there is a risk that amounts will continue to be debited from your CASH Connect Account, even after an instruction has been given to cancel the periodical payment.

Please refer to Part 7 of ‘Terms and Conditions’ section of the PDS for more information on periodical payments.

Enquiries and information

Account information

Information on your Cash Account such as transaction history and your Cash Account balance is available 24 hours a day, seven days a week on Investor *Online* (which you can access via asgard.com.au) or through Internet and Phone Banking (refer to ‘About Internet and Phone Banking and BPAY’ section of the PDS for more information). You’ll also receive a statement on your Cash Account from St.George every six months or more frequently if you require (unless there are no transactions on your Cash Account during the statement period and it has a zero balance).

Phone enquiries and account amendments

If you have any enquiries about your Cash Account or would like to change any account details, please contact your financial adviser or our Customer Relations team on 1800 731 812.

If you call our Customer Relations team, you will need to provide your Password so that we can identify you.

You specify your Password on your Application and you can change it at any time on Investor *Online* (which you can access via asgard.com.au). Please ensure that all signatories on your Cash Account know the Password.

For security purposes, you will need to notify us in writing if you want to make some account amendments, such as changing your Nominated Account or external linked account details. You can obtain a form from our Customer Relations team or send us a letter. Your request should be posted to Asgard, PO Box 7490, Cloisters Square WA 6850.

¹ Only applies if you hold an existing VISA Debit Card. From 30 April 2021 new or additional VISA Debit Cards will no longer be issued.

Branch enquiries (CASH Connect Account only)

You can also make enquiries about your CASH Connect Account balance and transaction history at any St. George Bank, Bank of Melbourne or BankSA Branch. You also have access to standard banking facilities such as bank cheques, foreign currency exchange and telegraphic transfers.

To ensure that Branch staff can assist you, bring your VISA Debit Card¹ (if applicable) or photo identification plus your BSB number and CASH Connect Account number with you.

Branch staff are not able to process any account amendments, such as a change of address or account signatories and they cannot answer any queries about your Investment Account (if applicable). Any account amendments or Investment Account queries must be directed to your financial adviser or to our Customer Relations team on 1800 731 812.

Changing from eCASH to CASH Connect

If you have an eCASH Account you can change to a CASH Connect Account by completing and forwarding a Change Account Type instruction through your financial adviser to us. At the time you wish to change your Cash Account type, you will need to ensure you have received and read the current Cash Account PDS. You will be required to sign the Change Account Type instruction and ensure that all signatories on the account sign the signature card. You must also supply a reference from an acceptable referee for each signatory by completing the Identification Form, available to download by logging onto Investor *Online* or by telephoning our Customer Relations team (or provide details of a current St. George, Bank of Melbourne or BankSA account for which they have already been identified) along with any other required supporting documentation as outlined in the 'Supporting documentation checklist' section of the PDS.

If you change from eCASH to CASH Connect you will keep the same Cash Account details, such as your BSB number, account number, Internet and Phone Banking Access Number, Internet and Phone Banking Security Number and Internet Banking Password (unless you choose 'two to sign' as your method of operation, in which case your Internet and Phone Banking access will be cancelled). Once your request to Change Account Type has been approved and processed, we will send you a confirmation and you will receive your cheque book and VISA Debit Card¹ (if applicable) in the mail.

You are not able to change your CASH Connect Account to an eCASH Account; however, you can open a separate eCASH Account.

Closing your Cash Account

If you choose to close your Cash Account, please contact your financial adviser, who will submit the closure instruction to us on your behalf.

You must provide a valid Nominated Account, if you haven't already done so, when you close your Cash Account. We will not be able to process the closure of your Cash Account without this information.

If your Cash Account is linked to an Investment Account and you choose to close your Investment Account, you have the option of closing your Cash Account or keeping it open as a stand-alone account. Please refer to the eWRAP – Investment Guide for information on how to close your Investment Account.

Once we have received your request to close your Cash Account from your financial adviser, your account will be credited with a final interest payment and we will transfer the final balance to your Nominated Account.

Before you request to close a CASH Connect Account, you should ensure that all cheques have been presented. Any cheques that are presented after your CASH Connect Account is closed will be dishonoured. Your cheque book and VISA Debit Card¹ (if applicable) must be returned to St. George Bank, Perth Corporate Branch, PO Box 7664, Cloisters Square, Perth WA 6850. Your VISA Debit Card¹ should be cut in half for your protection before you post it to the Bank.

Please note that we reserve the right to close your account, block any payment or take any other action if we reasonably believe it is necessary to do so in order to comply with any Australian law or sanctions, or any law or sanctions of any other country. For more details, please see clause 10.3 in the Terms and Conditions.

¹ Only applies if you hold an existing VISA Debit Card. From 30 April 2021 new or additional VISA Debit Cards will no longer be issued.

2. About Internet and Phone Banking and BPAY

All eCASH Accounts receive Internet and Phone Banking access. If you have a CASH Connect Account, you will be given Internet and Phone Banking access if you are an individual account holder, or if there is more than one account holder and you specify that the method of operation is 'one to sign'. If you are a company, trust, superannuation fund or approved deposit fund, Internet and Phone Banking access will be provided to the contact person listed on the Application.

Please note that if you have a CASH Connect Account with more than one account holder and you specify that the method of operation is 'two to sign', you will not be given Internet and Phone Banking access.

If you register for Internet and Phone Banking, you will receive your Password, Access Number and Security Number from St.George once your account has been opened and activated.

For information on the activation of your account, please refer to 'Activating your Cash Account' section of the PDS. This section contains general information about Internet and Phone Banking.

Please refer to Part 4 of the 'Terms and Conditions' for Terms and Conditions applying to Internet and Phone Banking.

Internet and Phone Banking provides you with:

- 24 hours, seven days a week banking (subject to systems availability and maintenance)
- quick access to your Cash Account
- bill payment with BPAY, and
- secure banking technology.

Significant risks of Internet and Phone Banking

There is a risk of unauthorised transactions occurring on your Cash Account because of computer or human error, or fraud. Please see clauses 30 and 31 of the 'Terms and Conditions' for information about:

- keeping your Internet and Phone Banking Security Number and Internet Banking Password secure, and
- when you will be liable for unauthorised Internet and Phone Banking transactions.

How to use Internet Banking

You can access Internet Banking from any computer with internet access. Internet Banking is available 24 hours a day, seven days a week (subject to systems availability and maintenance). Internet Banking is secure, using high security encryption technology.

Accessing the Cash Account website

Go to asgard.com.au, under 'Quick links' click on 'eCASH Banking', and follow the instructions. Your Internet and Phone Banking welcome letter from St.George provides information on how to logon to Internet Banking for the first time.

The Internet Banking screen will guide you through your banking with any necessary on-screen instructions.

Security

St.George is the issuer of the Cash Account. Internet Banking places a high priority on security and confidentiality. St.George encrypts (or 'scrambles') all messages travelling between your PC and St.George's computer system using high security encryption technology.

How to use Phone Banking

You can use Phone Banking to manage your Cash Account from any touchtone or mobile phone. Phone Banking has 24 hours, seven days a week banking access (subject to systems availability and maintenance). Call Phone Banking on 13 33 22 (if outside Australia, call + 61 2 9155 7800) and follow the instructions.

BPAY withdrawals

The BPAY Scheme is a facility that allows you to make electronic payments by requesting the Bank to debit an amount from your Cash Account to pay organisations (billers) who agree that you can make BPAY payments to them through the BPAY Scheme.

BPAY Payments are made using Internet and Phone Banking. Please see Part 5 of the 'Terms and Conditions' for more information.

Significant risks of BPAY

There is a risk of unauthorised, fraudulent or mistaken payments from your Cash Account using BPAY.

Please see Part 5 of the 'Terms and Conditions' for further information about when you will be liable for mistaken payments, unauthorised transactions and fraud for payments made using BPAY.

Features of Internet and Phone Banking

	Internet Banking	Phone Banking 13 33 22
Obtain your Cash Account balance	✓	✓
Pay bills using BPAY	✓	✓
Schedule bills to be paid automatically on specified dates	✓	X
Set up a group payment to pay all your bills at once	✓	X
Transfer funds to your Nominated Account	✓	✓ ¹
Set up a payee account	✓	X
Transfer funds to a payee account	✓	X
Schedule regular transfers to be made automatically to other Financial Institution accounts on specified dates or each week, fortnight or month	✓	X
Receive a transaction receipt	✓	X
Receive a transaction receipt number	✓	✓
Obtain a transaction history or order a statement	✓	✓
Obtain your BSB number	✓	✓
Request or cancel an overseas telegraphic transfer	✓	X

¹ This is only available if the linked Nominated Account is a St.George, Bank of Melbourne or BankSA account.

3. About cheques (CASH Connect Account only)

The Bank will issue a cheque book on your CASH Connect Account after your Application has been approved and processed. The cheque book facility allows you to make payments from your CASH Connect Account. This section contains general information about cheques. Terms and Conditions applying to cheques in Part 8 of 'Terms and Conditions'.

How to use cheques

Cheque books

St.George will send you a cheque book once your CASH Connect Account has been opened. Your cheque book is set up on an automatic reorder system, so you should receive a new cheque book before you reach the end of your current one. Cheque books also contain a reorder slip that you can post to the address provided at any time.

Cheque signing authority

All persons given authority to sign cheques on your CASH Connect Account must sign the signature card. If there is more than one signatory, you need to indicate whether one person can operate the account or whether two signatories are required to operate the account (refer to 'Method of operation' section of the PDS for further information).

Stopping cheques

You may stop payment on a cheque you have written by notifying the Bank before the cheque is paid by the Bank. Speed is important.

You can instruct the Bank to stop a cheque by using Internet Banking or by visiting any St.George Bank, Bank of Melbourne or BankSA Branch. To stop payment on a cheque you will need to provide your CASH Connect Account number, the amount, number and date of the cheque and to whom it is payable.

You must then also notify the bank in writing to stop the cheque. Your written notice must be signed in accordance with your account authority and sent to St.George Bank, Perth Corporate Branch, PO Box 7664, Cloisters Square, Perth WA 6850.

You must clearly identify the cheque by giving your CASH Connect Account number, the amount, number and date of the cheque and to whom it is payable.

The Bank may charge a fee for stopping payment on a cheque. Please refer to the Cash Account Flyer for information on fees and charges.

Cheques returned unpaid or dishonoured

Your cheque may be returned unpaid or dishonoured in certain circumstances, such as where:

- a. there are insufficient cleared funds in your CASH Connect Account to cover the cheque
- b. there is some irregularity with your cheque; for example, your cheque is unsigned, is more than 15 months old, is post-dated (that is, bears a date that has not arrived), or has been materially altered (for example, by a change to the amount originally stated in it) and you have not initialled the alteration (some Financial Institutions even require a signature)
- c. you have instructed the Bank to stop payment of your cheque
- d. the Bank has received notice of your mental incapacity or of your death (and certain conditions have been met)
- e. a court order has frozen your CASH Connect Account, or
- f. you have closed your CASH Connect Account.

St.George may telephone you or advise you in writing if your cheque is dishonoured.

Significant risks of cheques

There is a risk that unauthorised transactions will occur on your account because a cheque is misappropriated, either after it is drafted by you, before it reaches the payee, or because it is poorly drafted.

Reducing the risk of unauthorised alterations When you write a cheque, you should take care to reduce the opportunity for forgery and fraud.

You have a duty to fill out the cheque so as not to mislead the Bank or make it easy for someone else to alter your cheque. You should:

- a. not leave gaps between the words or figures (if someone alters them cleverly, you may have to pay the altered amount)
- b. begin the amount in words as close as possible to the left-hand side
- c. begin the amount in figures as close as possible to the dollar sign (\$)
- d. never write a cheque in pencil or ink that can be rubbed out
- e. never sign a cheque before it is used or filled out, and
- f. always write the amount of the cheque in words as well as figures, because words are harder to alter without your authority.

4. About Cards (CASH Connect Account only)

This section only applies if you hold an existing VISA Debit Card. From 30 April 2021 new or additional VISA Debit Cards will no longer be issued.

The VISA Debit Card gives you the convenience of VISA, while using the money in your CASH Connect Account. It does not provide access to credit and you can only use the VISA Debit Card to make purchases or withdraw cash providing there are sufficient cleared funds in your VISA Debit CASH Connect Account. This section contains general information about your VISA Debit Card. Terms and Conditions applying to your VISA Debit Card are on pages 43 to 47 (Part 9 of the 'Terms and Conditions').

How to use your VISA Debit Card

You can use your VISA Debit Card wherever VISA is accepted to:

- make purchases at 20 million EFTPOS outlets worldwide
- withdraw cash at ATMs in Australia and around the world (fees may apply to certain transactions – please refer to the Cash Account Flyer)
- make a purchase at a Contactless terminal
- pay bills through BPAY using Internet and Phone Banking, or
- make purchases over the internet and phone
 - by providing your VISA Debit Card number, expiry date on the front of your card and where requested, the CVV.

Daily withdrawal limit

You can make purchases of up to \$10,000 per day and withdraw cash up to \$1,000 per day using your VISA Debit Card. If you withdraw cash at a Merchant outlet when making a purchase, the cash component is applied to your daily cash limit.

For example, if you made a \$6,000 purchase using EFTPOS and received \$500 cash from the Merchant, your remaining limits that day would be \$4,000 in purchases and \$500 in cash.

Lost or stolen Cards

If your VISA Debit Card is lost or stolen, please notify the Bank immediately by phoning its 24 hour hotline on 1800 028 208. If you are overseas, please call +612 9155 7800. If you don't notify the Bank, you will be liable for unauthorised use, as explained in clauses 53 and 54 in Part 9 of the 'Terms and Conditions'.

Unused Cards

If an existing VISA Debit Card linked to a CASH Connect Account has not been used to make a purchase, withdrawal or deposit in the 12 months before expiry, a replacement card will not be issued when the VISA Debit Card expires. Unused Cards will be blocked from use up to 60 days before expiry.

¹ Please note that if you have a joint or company account and you specify that the method of operation is 'two to sign', you will not be given Card access.

Significant risks of Cards

There is a risk of unauthorised transactions occurring on your CASH Connect Account because your VISA Debit Card is lost or stolen. Please see clauses 53 and 54 in Part 9 of the 'Terms and Conditions' for information about:

- keeping your VISA Debit Card and PIN secure, and
- when you will be liable for any unauthorised transactions.

There is the risk that you will overdraw your CASH Connect Account by the use of a VISA Debit Card. If you overdraw your account you must repay the overdrawn amount as soon as reasonably possible and the Bank may charge interest on any overdrawn amounts. Please see clause 16 of the 'Terms and Conditions' for more information on overdrawing.

If you obtain a VISA Debit Card on your account and you use the 'credit' button when you use the VISA Debit Card to make EFTPOS purchases, use your VISA Debit Card at a Contactless terminal or use the VISA Debit Card number to purchase or pay for goods or services, the transaction may need authorisation from the Bank. The Bank may choose not to authorise a proposed transaction. If the Bank gives an authorisation, the Bank reduces the available funds in your CASH Connect Account by up to the amount of the authorisation.

Some Merchants, for example, hotels and car rental agencies, may request confirmation that your CASH Connect Account has sufficient available funds to meet the estimated cost of goods and services they will supply.

The Bank treats the request as a request for authorisation. Once the authorisation is given, the available funds in your CASH Connect Account are reduced by up to the amount of the estimated cost of the goods and services. This means, even though the balance in your CASH Connect Account is a certain amount, you may find you have no, or a reduced amount of, available funds in your CASH Connect Account. When the goods and services have been supplied, the Merchant may request a subsequent authorisation for the actual costs.

This may have the effect of reducing the available funds in your CASH Connect Account by the sum of the two authorisation amounts. You should ensure that the Merchant cancels the original authorisation.

VISA Debit Card EFTPOS transactions and Contactless transactions that use the 'credit' button may take up to two weeks for the purchase or payment to be processed and debited to your account. If the Bank gave an authorisation of the purchase or payment, the balance in your CASH Connect Account may be greater than the available funds in the account. Please consider this whenever you obtain a statement or a balance of your CASH Connect Account.

5. Other important information

Anti-Money Laundering, Counter-Terrorism Financing and sanctions obligations

We are bound by laws about the prevention of money laundering and the financing of terrorism as well as sanctions obligations, including the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006* (AML/CTF laws).

You agree that:

- we are required to carry out procedures that verify your identity before providing a Cash Account or any related Payment Services to you, and from time to time thereafter
- you will not use a Cash Account or any Payment Services under an assumed name
- any money you deposit in a Cash Account is not derived from or related to any criminal activities
- any proceeds arising from the use of a Cash Account or any related Payment Services will not be used in relation to any criminal activities
- you will not initiate, engage in or effect a transaction that may be in breach of AML/CTF laws or sanctions obligations (or the law or sanctions of any other country)
- if we ask, you will provide us with any additional information we may reasonably require for the purposes of AML/CTF laws or sanctions obligations. This could include information about you, your legal personal representative, about anyone acting on your behalf, or a holder of a beneficial interest in a Cash Account, or the source of funds used in connection with a Cash Account or any Payment Services
- we may obtain information about you, your legal personal representative, anyone acting on your behalf, a holder of a beneficial interest in a Cash Account or the source of funds used in connection with a Cash Account or any Payment Services from third parties if we believe this is necessary to comply with AML/CTF laws or sanctions obligations
- in order to comply with AML/CTF laws and sanctions obligations, we may be required to take action, including delaying or refusing the processing of any application or any transaction related to a Cash Account or any Payment Services if we believe or suspect that the application or transaction may breach any obligation of, or cause us to commit or participate in an offence under any AML/CTF laws or sanctions obligations. We will not incur any liability in doing so, and
- where legally obliged to do so, we may disclose the information gathered to regulatory and/or law enforcement agencies or other entities. We may share this information with other members of the Westpac Group.

If you are in default of any of these obligations, we can close your Cash Account and/or suspend or cancel any related Payment Services without notice if we suspect that there is a breach of any of the conditions set out above, such as unsatisfactory conduct by you or if you fail to provide required information and documentation as requested within a stipulated time period, or if we consider that we need to close your Cash Account and/or suspend or cancel any related Payment Services for any other reason in order to manage appropriately any risks to which we are exposed (including the risk of damage to our reputation).

Feedback and Complaints

Delivering on our service promise

We're constantly striving to provide the best possible service, and we'll do our best to resolve any concern you have quickly and fairly.

Our commitment to you

If you're ever unhappy about something we've done – or perhaps not done – please give us the opportunity to put things right.

Our aim is to resolve your complaint within 5 working days, however, where possible we will resolve your complaint on the spot. If we need some additional time to get back to you, we will let you know. Should we be unable to resolve your concern at your first point of contact, we will then refer the complaint to our Complaints Team. Our Customer Managers are here to find a solution for you and will ensure that you're regularly updated about the progress we are making to resolve your complaint.

You can contact us:

Over the phone:

Please call us from anywhere in Australia on 1800 731 812.

If you are overseas, please call +612 9155 4010.

Over the internet:

You can [Contact us Online](#) by using the secure feedback form.

If you prefer to mail:

The Complaints Officer
PO Box 7490
Cloisters Square WA 6850

If you are still unhappy

If you are not satisfied with our response or handling of your complaint, you can contact the external dispute resolution scheme, the Australian Financial Complaints Authority (AFCA).

Australian Financial Complaints Authority

The Australian Financial Complaints Authority (AFCA) provides a free and independent service to resolve complaints by consumers and small businesses about financial firms (eg banks), where that complaint falls within AFCA's terms of reference.

The contact details for AFCA are set out below.

Australian Financial Complaints Authority

Online: afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678 (free call)

Post: Australian Financial Complaints Authority
GPO Box 3 Melbourne VIC 3001

6. Terms and Conditions

Part 1 – Terms and Conditions that apply to your eCASH Account or CASH Connect Account and Payment Services (Terms and Conditions)

1. Acceptance of these Terms and Conditions

- 1.1 If a signed Application is submitted to us manually and accepted by us, you agree to these Terms and Conditions as part of your Application.
- 1.2 If you are applying for an eCASH Account and an unsigned Application is submitted to us electronically by your financial adviser using AdviserNET:
 - a. you are taken to have agreed to these Terms and Conditions when a deposit is made to your eCASH Account, or when you accept or confirm these Terms and Conditions using Investor *Online*, whichever is the earlier, and
 - b. you warrant that you authorised your financial adviser to use AdviserNET to submit your Application.
- 1.3 Your agreement to these Terms and Conditions will give rise to a contract between:
 - a. you and the Bank in relation to your Cash Account
 - b. us and the Bank on these Terms and Conditions, and
 - c. you and us in relation to your Cash Account.
- 1.4 If you are acting as a trustee, you will be bound by these Terms and Conditions as a trustee or an agent, and personally. If you are a corporation, the directors of the corporation are also bound by these Terms and Conditions.
- 1.5 If more than one person constitutes you, then you and any person claiming through you are jointly and severally bound by these Terms and Conditions as though each of you had been a party to them.
- 1.6 You warrant that, before your Application was submitted, you read and understood these Terms and Conditions, the Cash Account PDS and any other documentation provided to you in relation to your Cash Account and its operation.
- 1.7 We are not obliged to accept any Application or provide reasons for our refusal to accept an Application.

2. About these Terms and Conditions

- 2.1 The Bank warrants that it will comply with the ePayments Code, where it applies. If your Cash Account is designed primarily for use by a business, and is established primarily for business purposes, the ePayments Code will not apply to it.
- 2.2 The Australian Banking Association's banking code of practice as updated, and adopted by us, from time to time (Banking Code) sets out the standards of practice and service in the Australian

banking industry for individuals and small business customers, and their guarantors who are individuals.

The relevant provisions of the Banking Code apply to the banking services referred to in this document. This means that we will comply with the Banking Code, where it applies to the banking services provided to you. You can view a copy of the Banking Code on our website or ask us for a hard copy in branch or over the phone.

- 2.3 If any other information about a Cash Account or a Payment Service is made available, it may be accessed by calling our Customer Relations team on 1800 731 812.
- 2.4 Where there is any inconsistency between these Terms and Conditions and the rest of this PDS, these Terms and Conditions prevail.

3. Changing these Terms and Conditions

- 3.1 The Bank may change these Terms and Conditions, introduce a fee or charge or change the fees and charges or interest rates applying to your Cash Account at any time if the Bank changes them in accordance with any applicable law and these Terms and Conditions. Refer to clause 3.3 for more information on when prior notice is provided.
- 3.2 No change the Bank makes has the effect of terminating our authority under clause 12 to operate your Cash Account.
- 3.3 The Bank will give notice to you at least 30 days before any change that:
 - a. introduces a fee or charge (other than a government fee or charge – see clause 3.8)
 - b. Increases a fee or charge (other than a government fee or charge – see clause 3.8)
 - c. changes the method of calculating interest
 - d. changes the frequency with which interest is credited or debited
 - e. changes the minimum balance to which an account keeping fee applies
 - f. changes the balance ranges within which interest rates apply to an account, or
 - g. the Bank will give notice to you at least 30 days before any change that in relation to an EFT Transaction:
 - i. imposes or increases charges for the issue or replacement of a Card or Code or performing an EFT Transaction
 - ii. increases your liability for losses relating to EFT Transactions, or
 - iii. varies the daily or periodic transaction limits for EFT Transactions, a Payment Service or Electronic Equipment.

The Bank may combine accounts without giving you any notice, but the Bank will tell you promptly afterwards.

- 3.4 The Bank will notify you of other changes to these Terms and Conditions as soon as reasonably possible (which may be before or after the change is made) or, if the Bank believes the changes are unfavourable to you, it will give you notice at least 30 days' notice.
- 3.5 The Bank will notify you in one of the following ways (and you agree to receive notice in any of these ways):
- in writing; the Bank may give you notice in writing by writing to you directly or by media advertisement depending upon the change to the PDS and unregulated account terms, or
 - electronically where the ePayments Code and the Banking Code of Practice permit and if you agree, or
 - in any other way agreed to by you.
- 3.6 If the Bank needs to give notice to you by writing to you directly, the Bank will regard that notice as given to you three business days after it is posted by ordinary mail to the mailing address the Bank last recorded. If you change your address and do not tell the Bank, you are considered to be notified if the Bank writes to the old address.
- 3.7 If your Cash Account is a joint account and all account holders live at the same address, you agree that one account holder will be appointed the agent of the other account holders for the purposes of receiving notices from the Bank under this clause. This means that only one notice will be sent for the account.
- 3.8 If a government introduces or changes a government charge payable directly or indirectly by you, you agree to receive notification in the media or in writing. Currently, there are no government fees or charges payable in relation to the Cash Account.
- 3.9 The Bank does not need to give you any advance notice where a change has to be made because of an immediate need to maintain or restore the security of the Bank's systems or the Cash Account or a Payment Service. The Bank may also give you a shorter notice period (or no notice) where reasonably necessary to avoid, or to reduce, a material increase in our credit risk or our loss and the relevant change is not material.

4. What happens if you breach these Terms and Conditions?

If you breach any of these Terms and Conditions, the Bank may:

- close your Cash Account
- suspend your use of Internet and Phone Banking or BPAY, or both, and
- use any money you have in another account with the Bank towards repaying any Debit Balance you have in your Cash Account (this is known as 'combining accounts').

5. Security and permitted disclosure of an Internet Banking Password, a PIN, Password or Internet and Phone Banking Security Number

- 5.1 For your own security against loss, you should safeguard any payment instruments that relate to your Cash Account such as cheques, Cards, and any PIN, Password or Internet and Phone Banking Security Number, Internet and Phone Banking Access Number or Internet Banking Password relating to a payment instrument.
- Further information about keeping your payment instruments secure is set out in clause 22 (for Passwords), 53 to 54 (for Cards and PINS) and 30 to 31 (for Internet and Phone Banking Access Methods).
- 5.2 If you want a third party to collect information about your Cash Account from the Bank so that it can be aggregated with information about bank accounts you have, you may be asked to give details of your PIN, Internet and Phone Banking Security Number, Internet and Phone Banking Access Number or Internet Banking Password to that third party. Before doing so, you must check that the third party is approved by the Bank. The Bank will not treat the disclosure of your PIN, Internet and Phone Banking Security Number or Internet and Phone Banking Password to a third party the Bank has approved as a breach by you of clause 22 (for Passwords), 53 (for Cards and PINs) or 30 (for Internet and Phone Banking Access Methods).

6. Errors, disputes and complaints

- 6.1 If you believe an error has been made, or unauthorised transactions have occurred in relation to your Cash Account, or you have any other questions after checking your statement, please notify us or the Bank immediately.
- 6.2 You can notify us and the Bank by calling our Customer Relations team on 1800 731 812 from 8.30am – 7.00pm AEST (or 8.30am – 8.00pm AEDT) Monday to Friday.

If it cannot be resolved over the phone, you can outline your complaint in writing to:

The Complaints Officer
PO Box 7490
Cloisters Square WA 6850

The Complaints Officer will acknowledge receipt of your complaint, and will endeavour to resolve the situation within 30 days of receiving your letter.

- 6.3 To assist us in resolving your complaint, you should:
- a. report it promptly
 - b. state clearly the nature of the problem and your particular grievance, and
 - c. have available all documents and background information.
- 6.4 Please give us your name and your Cash Account number and any relevant details of the error or unauthorised use, including the amount involved. We may also ask you for further information in order to assist in resolving your complaint.
- 6.5 If the Bank cannot resolve the matter immediately, we will then refer the complaint to our Complaints Team. Our Customer Managers are here to find a solution for you and will ensure that you're regularly updated about the progress we are making to resolve your complaint.
- 6.6 If you have a complaint which relates to the BPAY Scheme and you are not an individual or your complaint or dispute is not in relation to private or domestic purposes, then the Bank will resolve your dispute in accordance with dispute resolution procedures established under the BPAY Scheme.
- 6.7 If it is unclear whether you have contributed to the loss, the Bank will consider all reasonable evidence, including all reasonable explanations for the transaction occurring. The fact that your Cash Account has been accessed with the correct Access Methods, whilst significant, will not be conclusive evidence that you have contributed to the loss.
- 6.8 The Bank will not require you to raise complaints or disputes in relation to the processing of EFT Transactions with any other party to the shared EFT System. Where the Bank has been notified by another party to the shared EFT System, or formed the view, that a transaction has been debited or credited incorrectly to your Cash Account, the Bank will investigate.
- 6.9 If the Bank has not completed its investigation and informed you of the result, and the Bank's reasons, in writing within 21 days of receiving your complaint, the Bank will let you know the status of your query.
- 6.10 The Bank will complete its investigations and inform you of the result and the Bank's reasons in writing within 30 days of receiving your complaint unless there are exceptional circumstances, which the Bank will write to you about. Where an investigation continues beyond 30 days, the Bank will inform you of the reasons for the delay and give you monthly updates on the progress of the investigation, and a date when a decision can reasonably be expected. The Bank will not do this if the Bank has requested a response from you and the Bank is waiting for that response.
- 6.11 If the Bank decides that the Cash Account has been incorrectly debited or credited, the Bank will adjust it (including any fees, interest and charges) and tell you in writing. Any correction will be included in your next statement. The Bank will also notify you as soon as practicable after reversing an incorrect credit. If you request, the Bank will provide you with further details about any corrections shown on your Cash Account statement.
- 6.12 If it is finally decided that the Bank's decision was wrong or the Bank's procedures were unsatisfactory and these influenced the complaint result or caused unreasonable delay, the Bank will be liable for the amount of the unauthorised transaction.
- 6.13 If the Bank decides that there has not been an incorrect debit or credit or the Bank decides that you have contributed to at least part of the loss involved in an unauthorised transaction, the Bank will give you copies of any evidence. If you are not satisfied, you may request a senior management review. After that review, the Bank will tell you, in writing, of any other steps you can take with your complaint.
- 6.14 If you are not satisfied with our response, you may lodge a complaint with the Australian Financial Complaints Authority:
- Online: afca.org.au
 Email: info@afca.org.au
 Phone: 1800 931 678
 Mail: Australian Financial Complaints Authority
 GPO Box 3 Melbourne VIC 3001.
- ## 7. Service Providers and agents
- 7.1 If the Bank consents, in its discretion, we may retire as operator of your Investment Account (if applicable) and arrange for another person to perform our functions. If we do so, we must give you notice. If this occurs, your Cash Account remains with the Bank.
- 7.2 The Bank may offer a range of Banking Services through agents appointed by the Bank to provide such services. The full range of Banking Services provided by the Bank may not be available through any such agent.
- 7.3 In limited circumstances the Bank may pay commissions and make other payments to agents in relation to the Banking Services it performs under this clause.
- ## 8. Trade practices
- 8.1 Nothing in these Terms and Conditions has the effect of excluding, restricting or modifying any rights which by law cannot be excluded, restricted or modified.
- ## 9. GST
- 9.1 The Bank will tell you if any fees the Bank charges you are GST inclusive.
- 9.2 If there is a situation in which the Bank is required to pay GST on a payment you make to the Bank, you agree to increase the amount of the payment to include the GST amount.

- 9.3 The Bank will tell you of any additional GST amount you must make on a payment.

10. Applicable law

- 10.1 These Terms and Conditions are subject to the laws of Western Australia and the parties agree to submit to the exclusive jurisdiction of the courts of Western Australia.
- 10.2 If you have a deposit account with us, you may be entitled to a payment under the Financial Claims Scheme in certain circumstances. The Financial Claims Scheme is run by the Australian Government to protect customer bank account deposits held in Australian Authorised Deposit-Taking Institutions. Payments under the Financial Claims Scheme are limited for each customer. You can find out more information about how the Financial Claims Scheme limit is applied by visiting westpac.com.au and searching Financial Claims Scheme. You can also obtain more information about the Financial Claims Scheme at fcs.gov.au.
- 10.3 Anti-Money Laundering and Counter-Terrorism Financing
- a. You:
- i. undertake to provide us with all information and assistance that we request in order to manage our risks relating to money laundering, terrorism financing or economic and trade sanctions, or to comply with Australian law or sanctions (or the law or sanctions of any other country)
 - ii. acknowledge that the Bank can close or suspend your Cash Account and/or delay, block or refuse to process any payment or other transaction in connection with the Cash Account if:
 - 1) the Bank determines that it is reasonably necessary to mitigate or manage its money laundering or terrorism financing risks or risks of breaching Australian law or sanctions (or the law or sanctions of any other country), or
 - 2) the Bank knows or reasonably suspects that the payment or transaction or the application of the transaction's proceeds will:
 - a. breach, or cause the Bank or any of its directors, officers, employees, agents or attorneys to breach Australian law or sanctions (or the law or sanctions of any other country), or
 - b. allow the imposition of any penalty on the Bank or any of the Bank's directors, officers, employees, agents or attorneys under any such law or sanctions, and
 - iii. agree that the Bank may take any action that the Bank reasonably believes is necessary to comply with Australian law or sanctions (and the law or sanctions of any other country).

Part 2 – Terms and Conditions that apply to your Cash Account

11. Using your Cash Account

- 11.1 You cannot use your Cash Account until:
- a. your Application has been accepted by us
 - b. your Cash Account has been opened, and
 - c. a deposit is made to your Cash Account.
- 11.2 If you have an eCASH Account and your financial adviser opened your Cash Account electronically on AdviserNET and you do not:
- a. agree to, or accept, these Terms and Conditions
 - b. confirm your eCASH Account details
 - c. provide us with an acceptable way to identify you, or
 - d. activate your eCASH Account for Internet and Phone Banking,
- you cannot use your eCASH Account, other than to make deposits to your eCASH Account or to pay for the purchase of Assets (if your Cash Account is linked to an Investment Account).
- 11.3 If you have an eCASH Account, then before the Bank gives you your Internet and Phone Banking Access Number and Internet and Phone Banking Security Number, you will only be able to make deposits to your eCASH Account by electronic credit and pay for the purchase of Assets (if your Cash Account is linked to an Investment Account). Until you receive your Internet and Phone Banking Access Number, Internet and Phone Banking Security Number and Internet Banking Password, you cannot withdraw moneys deposited to your eCASH Account.
- 11.4 See Part 4 – Terms and Conditions that apply to Internet and Phone Banking for further information about your Internet and Phone Banking Access Number, Internet and Phone Banking Security Number and Internet Banking Password.

12. Your Cash Account

- 12.1 When you open a Cash Account with us:
- a. you will need to provide information requested about you and information necessary to enable identification of signatories
 - b. you authorise us to operate your Cash Account as required or contemplated by these Terms and Conditions, including:
 - i. withdrawing the purchase price of any Assets you purchase through your Investment Account (if your Cash Account is linked to an Investment Account)
 - ii. depositing or transferring the proceeds of sale, dividends, income distributions or other payments (after deducting any fees and charges) of any Assets in your Investment Account (if your Cash Account is linked to an Investment Account)

- iii. withdrawing any other fees and charges, including fees and charges set out in the Cash Account Flyer, and fees and charges set out in the eWRAP – Investment Guide (if your Cash Account is linked to an Investment Account), and
 - iv. closing your Cash Account, including the transfer of final balances and subsequent receipts to your Nominated Account.
- 12.2 If your Cash Account is linked to an eWRAP – Investment Account, you authorise the settlement agent appointed by us to undertake activities on your Cash Account that are required to settle securities traded on the Australian Securities Exchange (ASX) through your eWRAP – Investment Account, including:
- a. instructing the Bank to place a pledge on funds required for the purchase of any ASX-listed securities that you have purchased through your eWRAP – Investment Account. The pledge holds the funds in your Cash Account, by reducing the available balance, from the time of the trade to the time of settlement, which is generally three business days after the trade
 - b. instructing the Bank to remove any pledges, as set out in (a) above, prior to the funds being withdrawn for settlement
 - c. withdrawing the purchase price of any ASX-listed securities you purchase through your eWRAP – Investment Account
 - d. depositing or transferring the proceeds of sale, dividends or other payments of any ASX-listed securities that you hold in your eWRAP – Investment Account
 - e. withdrawing any fees and charges relating to trades of ASX-listed securities, including settlement fees and brokerage as set out in the eWRAP – Investment Guide.
- 12.3 If your Cash Account is linked to an Investment Account, we may sell such of your Assets or any other securities in our control or possession as we consider necessary or desirable to ensure that the balance in your Cash Account:
- a. is at least equal to any minimum amount described in this PDS or notified to you from time to time, or
 - b. is sufficient to pay fees and charges in respect of your Cash Account or Investment Account.
- We will sell your Assets in proportion to the current value of each Asset that we have recorded, unless your financial adviser has instructed us to sell Assets in a specific order. If you have an eWRAP – Investment Account, we will sell your managed investments, and then your shares, to restore your minimum balance.
- 12.4 If for any reason we cannot make a deposit into your Cash Account, we may make that deposit into any other Financial Institution account nominated by you or pay that deposit to you directly. Failing that, we may hold that deposit on trust for you in a bank account that may or may not be interest bearing. Moneys so held for you will be deemed to be held as part of your Investment Account.
- 12.5 You agree that we act as your agent in operating your Cash Account.
- 12.6 The Bank is not liable for any loss or damage caused to you by any person (including us) authorised to operate your Cash Account except where it arises from fraudulent conduct by the Bank's agents or employees, or if the Bank is liable under statute.
- 12.7 You must notify our Customer Relations team promptly if you change your address.
- 12.8 You can change any details relating to your Cash Account by notifying your financial adviser (who will then notify us) of that change, if the change is not otherwise referred to in these Terms and Conditions and is not inconsistent with these Terms and Conditions. You cannot otherwise change the details of your Cash Account.
- 12.9 You cannot transfer the legal ownership of your Cash Account.
- 13. Nominated Account**
- 13.1 You must identify a Nominated Account on your Application.
- 13.2 You may have only one Nominated Account for your Cash Account and it must be held in the same name and capacity as your Cash Account.
- 13.3 You must notify us in writing if you want to change your Nominated Account. You can do this by completing a nominated or external linked account amendment form (available from your financial adviser or our Customer Relations team) and returning it to us.
- 13.4 If you have an eCASH Account and your Cash Account was opened electronically, this change will only be made after we contact you by telephone and you are then identified in a way acceptable to the Bank.
- 13.5 Any account you nominate to be the new Nominated Account must satisfy all the requirements in this clause 13 and be adequately identified. The Bank may also impose other Terms and Conditions on you changing your Nominated Account. Any other term or condition will be notified to you.
- 13.6 When you close your Cash Account you must provide a Nominated Account, if you haven't already done so.

14. Multiple Cash Account holders

- 14.1 There may be up to two holders of a Cash Account. If there is more than one holder:
- each of you is responsible for the Cash Account individually and jointly with the other
 - either of you can operate the Cash Account, subject to clause 14.4
 - the Bank gives each of you a different Internet and Phone Banking Access Number, Internet and Phone Banking Security Number and Internet Banking Password, subject to clause 14.4, and
 - if one of you dies, the Cash Account will continue solely for the benefit of the survivor as the only Cash Account holder.
- 14.2 The joint account holders must sign an authority in the form the Bank requires, to tell the Bank the method by which it permits operations on the joint account. Any joint account holder may ask the Bank in writing to permit operation of the joint account if all joint account holders sign. Also, if the Bank is made aware of any dispute on a joint account, the Bank may decide to only permit operations on the account if all joint account holders sign.
- 14.3 The Bank may accept a cheque into a joint account which is payable to any one or more of the joint account holders.
- 14.4 If you have a CASH Connect Account and you specify that two persons must operate the account, you will not be given access to Internet and Phone Banking nor be issued with a Card, and two persons must sign for each withdrawal (including cheques) or Cash Account amendment.

15. Adjustment of debits and credits to your Cash Account

- 15.1 The Bank credits payments to your Cash Account as soon as practicable after it receives them. This is not necessarily the same day that the Bank receives the payment. The Bank does not debit your Cash Account earlier than the date on which the relevant transaction occurs.
- 15.2 The Bank may subsequently adjust debits and credits to your Cash Account, and the balance on your Cash Account, so as to accurately reflect the legal obligations of you and the Bank (for example, because of an error or because a deposited cheque or a direct entry payment is dishonoured). If the Bank does this, the Bank may make consequential changes (including to the interest on the Cash Account).

16. Cash Account minimum balance and overdrawing

- 16.1 The minimum balance to be maintained in your Cash Account is \$1,000.

- 16.2 There is no overdraw facility available on the Cash Account. You acknowledge that no credit facility is provided with your Cash Account.

- 16.3 You should be careful to make withdrawals only against the cleared funds in your Cash Account. If you do withdraw an amount from uncleared funds and the funds are not cleared afterwards (for example, if a cheque deposited to your Cash Account is dishonoured), you may overdraw your account. The Bank has no obligation to allow you to overdraw your Cash Account.
- 16.4 If you overdraw your Cash Account at any time, you must immediately repay the overdrawn amount on demand by the Bank. You agree to pay the Bank any reasonable legal fees the Bank incurs in seeking to recover the overdrawn amount from you.
- 16.5 The Bank charges a fee and interest when your Cash Account has a Debit Balance. Please refer to the Cash Account Flyer for information on interest rates and fees and charges.
- 16.6 If your Cash Account is linked to an Investment Account and there are insufficient funds in your Cash Account, your investment instructions cannot be processed. Please refer to the eWRAP – Investment Guide in relation to the processing of your investment instructions and the funds in your account.

17. Transfer limits and clearance

- 17.1 Your Cash Account may be used to effect:
- electronic transfers to your Cash Account from any other account with a Financial Institution in Australia
 - transfers from your Cash Account to your Nominated Account or payee accounts, using Internet and Phone Banking (if applicable), or
 - BPAY Payments from your Cash Account, using Internet and Phone Banking.
- 17.2 Withdrawals cannot be undertaken on an eCASH Account using ATMs, EFTPOS, cash, cheque or any method other than those set out in clause 29.
- 17.3 You may arrange to have electronic payments (such as salary credits, dividends or BPAY credit transfers from another Financial Institution) credited directly to your Cash Account. You do not need to arrange this with the Bank. The Bank is not liable for any payments which you expect to receive, but which you do not receive. If you wish to cancel or alter the crediting of your salary or any other direct electronic payments to your Cash Account, or you have a complaint that a direct debit was unauthorised or otherwise irregular, you need to contact the appropriate initiator of the transaction (such as your employer). All transactions must be in Australian dollars.

- 17.4 There are no minimum or maximum amounts for transfers to or from your Cash Account other than limits imposed by the transfer method used (see clause 29 and 'Making withdrawals from your Cash Account' section of the PDS).
- 17.5 The Bank credits any transfer to your Cash Account on the day the Bank processes the transfer. If the account from which funds are transferred is held with the Bank, the Bank immediately treats the transferred funds as cleared funds against which you draw.
- 17.6 You authorise the Bank to debit your Cash Account with the amount of any transfer the Bank credits to your Cash Account which is later reversed.

18. Deposits

- 18.1 Cash Accounts require a minimum opening deposit of \$1,000 as provided in clause 16.1. There is no limit to the amount of subsequent deposits and withdrawals.
- 18.2 If you have a CASH Connect Account, you can make deposits at any Branch, subject to prevailing fees and charges applicable to your CASH Connect Account using a pre-encoded deposit form. The Bank gives you these in your cheque book. Please refer to the Cash Account Flyer for information on fees and charges.
- 18.3 To deposit a cheque into your Cash Account it must be made payable to you, or to 'cash'. The Bank may refuse to accept any cheque for deposit in its absolute discretion. The Bank charges a fee when you deposit Overseas Cheques. Please refer to the Cash Account Flyer for information on fees and charges.
- 18.4 A cheque deposited to your Cash Account is not available for withdrawal until cleared. Normal clearance times on deposits are shown under 'Depositing funds to your Cash Account' section of the PDS. If the cheque is deposited through one of the Bank's agents, the clearance time may be longer.
- 18.5 You may request the Bank to specially clear a cheque you have deposited. The Bank may at its discretion agree to specially clear the cheque. An estimate of the time it will take will be given on request. All clearance times are at the Bank's discretion. The Bank may charge you a fee for a special clearance. Please refer to the Cash Account Flyer for information on fees and charges.
- 18.6 If a deposited cheque is later dishonoured or not cleared, the Bank will debit your Cash Account for the amount of the cheque. A deposited cheque is dishonoured when the bank on which it is drawn refuses to give the Bank value for the cheque for any reason. This may happen at any time. Overseas Cheques may be dishonoured on presentation to the overseas bank. The Bank may charge you a fee if a cheque deposited to your account is dishonoured. Please refer to the Cash Account Flyer for information on fees and charges.

- 18.7 If you deposit a cheque or other item drawn in Australian dollars on an overseas Financial Institution or drawn in a foreign currency (a 'foreign item'), the Bank's encashment, negotiation or collection of the foreign item is subject to further Terms and Conditions. The Bank will make those Terms and Conditions available to you on your request at any of its Branches and when you wish to deposit a foreign item into your account.

The Terms and Conditions applying to the Bank's cashing, negotiating or collecting a foreign item you deposit to your account include (along with other terms) that:

- a. the proceeds of the foreign item will not be available for withdrawal until 30 days after the date of the deposit. The foreign item may not be cleared, even if the Bank allows you to withdraw against the proceeds of the foreign item, and
- b. the foreign item may be dishonoured at any time even after you withdraw against the proceeds of the item.

If a foreign item is dishonoured, the Bank debits the amount of the foreign item to your account. The Bank applies the exchange rate at the date the Bank is notified of the dishonour to work out the Australian dollar equivalent of the foreign item amount. This may mean that the amount debited to your account is greater than the amount the Bank credited to your account when you deposited the foreign item. Please refer to clause 16 for more information about withdrawing an amount from uncleared funds.

- 18.8 The Bank will decide the order in which payments will be made from any deposit to your Cash Account (for instance, interest, fees and charges, periodical payments etc).
- 18.9 If you have a CASH Connect Account, the Bank accepts large deposits of coin if they are counted and wrapped. The Bank may accept other deposits of coin but may ask you to call at a time convenient to the Branch. The Bank may charge you a fee when it accepts deposits of coin. Please refer to the Cash Account Flyer for information on fees and charges. Large deposits of coin cannot be left at the Branch for counting in your absence.
- 18.10 In some cases, other Financial Institutions will accept deposits of cheques or cash for the credit of an account with the Bank. The Bank recommends that you do not make deposits to your Cash Account at other Financial Institutions. The Bank relies on the other Financial Institution to inform it that any cheque you deposit is presented and if the cheque is dishonoured. This is why clearance times for these cheques are significantly longer. The other Financial Institution does not tell

the Bank whether you deposit cheques or cash, so cash deposits at other Financial Institutions take as long to clear as cheque deposits.

18.11 You can make cheque deposits to your eCASH Account by posting a cheque to Customer Transactions, PO Box 7490, Cloister Square, WA 6850, along with a remittance advice printed from AdviserNET or a letter detailing your account number.

18.12 You can make cheque deposits to your CASH Connect Account by posting a cheque to Customer Transactions, PO Box 7490, Cloister Square, along with a deposit slip or a remittance advice printed from AdviserNET.

19. Withdrawals

19.1 The Bank may not allow a withdrawal unless it has proof of identity of the person making the withdrawal which is acceptable to the Bank. The Bank may not allow any withdrawals from your Cash Account if the Bank cannot locate you after having made reasonable efforts to do so.

19.2 You may withdraw any amount of cleared funds you have by using a bank cheque. The Bank charges a fee for providing a bank cheque. Please refer to the Cash Account Flyer for information on fees and charges. The Bank does not have to give notice to you if a bank cheque bought from it by you is not presented by the payee within a reasonable time after purchase.

19.3 The Bank may limit cash withdrawals from your CASH Connect Account at a Branch to a maximum of \$2,000 a day. If you require a larger amount, you must give two business days notice to the Branch where you wish to withdraw the amount.

20. Cash Account statements and other information

20.1 The Bank sends you an account statement for your Cash Account every six months, or more frequently if you request (although we may not do so if there are no transactions on your Cash Account during the statement period and it has a zero balance). The statement will set out the deposits, withdrawals, interest, fees and charges and transactions on your Cash Account during the statement period. You should check your statements carefully, and tell the Bank immediately if there are any errors.

20.2 You may obtain information as to your Cash Account balance, transaction history and interest payments using Internet and Phone Banking, or by accessing Investor *Online*.

20.3 Copies of statements of your Cash Account are also available on request. You will be charged a fee for a copy of a statement provided on request. Please refer to the Cash Account Flyer for information on fees and charges.

20.4 You should check the entries on your statement carefully and promptly report any error or unauthorised transaction to the Bank. You can do that, or query an entry on a statement by calling 1800 731 812 within Australia. Any credit wrongly made to your Cash Account must be notified and returned to the Bank as soon as reasonably possible. The Bank will debit your Cash Account for that amount even if it will result in your Cash Account being overdrawn and if necessary will take recovery proceedings against you.

20.5 If you have a CASH Connect Account, in some circumstances, Card scheme rules allow the Bank to charge a transaction on your CASH Connect Account back to the Merchant with whom you made the transaction. The Bank will claim a chargeback right (if the right is available) for a transaction on your Card account if:

- you ask the Bank to do so, and
- you give the Bank the information and material the Bank requires to support the chargeback, within 30 days after the date of the statement on which the transaction is recorded. Otherwise, any chargeback right the Bank has under Card scheme rules may be lost. The timeframe for disputing a transaction may not apply to reporting unauthorised EFT Transactions covered by the ePayments Code. The Bank cannot claim a right of chargeback if the right does not exist. Card scheme rules prevent the Bank from disclosing details of when a chargeback is or is not available to it. Any right of chargeback the Bank may have under Card scheme rules may be lost if you do not:
 - inform the Bank promptly that you wish to dispute a transaction, and
 - provide the Bank with any information or material it requires to support a chargeback.

Refer also to clauses 54.7 and 31.5 in this context.

20.6 If the Bank has issued a VISA Debit Card on your CASH Connect Account, a balance record of the account may not indicate the amount of available funds on your CASH Connect Account. Please refer to 'Significant risks of Cards' section for further information.

20.7 Electronic communications

- a. When you apply for an account, you agree to the Bank providing you with statements, notices and other information relating to your product either:
 - i. by email, and/or
 - ii. by making the statement, notice or information available at the Bank's website, provided:
 - 1) the Bank alerts you by email of the availability of this information, and
 - 2) the Bank provides you with the ability to readily retrieve and retain the information.
- b. Since you have agreed to receive statements, notices and other information relating to your product by email or other electronic form:

- i. you will not receive a paper copy of the relevant statements, notices and other information relating to your product
 - ii. you will need to regularly check to see if you have received any emails from the Bank
 - iii. you will need to maintain and check your Electronic Equipment through which you will receive email and your email address regularly to ensure it is always capable of receiving an email, and
 - iv. you will be responsible for printing and saving important information – and the Bank strongly recommends that you do so.
- c. The Bank will send you all statements and other notices and information to the most recent email address you have supplied to the Bank. You must ensure you notify the Bank of any change to your email address as soon as reasonably possible. You may do this by contacting our Customer Relations team on 1800 731 812.
- d. You may request a paper copy of any statement, notice or other information relating to your product, provided to you by email or in an electronic form, within seven years from the date of receipt of a statement or electronic communication. The Bank will not charge you a fee for this.

21. Closure of your Cash Account

- 21.1 The Bank will close your Cash Account after you request to close your Cash Account.
- 21.2 The Bank must be notified as soon as reasonably possible of your death, or the death of a joint Account holder. Once such notification is received the Bank will take instructions on your account from the Executor or Administrator of your Estate. Your account may be closed in accordance with such instructions. If it is a joint Cash Account, the Bank closes it when the Bank receives notice of the death of the last surviving account holder.
- 21.3 The Bank may close your Cash Account without giving you prior notice if there is a Debit Balance in your Cash Account and that balance is not restored to a nil balance when requested by the Bank.
- 21.4 If your Cash Account is a joint Cash Account, the Bank can ask either or both of you to repay any Debit Balance. You may be liable to pay the whole of any Debit Balances.
- 21.5 Also, the Bank may close your Cash Account at any time by giving you reasonable notice.
- 21.6 If the Bank closes your Cash Account:
- a. the Bank pays the credit balance less any amounts for anticipated government charges, and

- b. you remain liable for any government charges on your Cash Account, either before or after it is closed.

21.7 The Bank charges a fee if you request us to transfer your remaining balance to you when closing your Cash Account. Please refer to the Cash Account Flyer for more information on fees and charges.

21.8 If the Bank closes your CASH Connect Account, any unused cheques and Cards must be returned to the Bank.

22. Passwords

22.1 You must choose a Password for your Cash Account. You may need to use this Password to verify your identity at a Branch or when making phone enquiries. At the Bank's discretion, the Bank may allow you to use your Password or another identifier other than your manual signature to direct the Bank to transfer funds or make payments from your account. The Bank is not required to do so.

We, or the Bank, can refuse access to your Cash Account if you cannot supply your password until and unless the Bank can verify your identity.

The Bank strongly recommends that you select a Password that you can remember without the need to make a written record of it or anything that reminds you of it. If you wish to change your Password you can do so on Investor *Online* or by writing to Customer Transactions at PO Box 7490, Cloister Square, WA 6850.

22.2 The security of your Password is very important. You must not disclose your Password to any other person or record it in any manner that would indicate to any other person that it is your Password. If you fail to ensure the security of your Password your liability is determined under clauses 22.10 to 22.13.

22.3 If you require a memory aid to recall your Password, you may make such a record provided the record is reasonably disguised. However, the Bank does not consider that the following examples provide a reasonable disguise, and you agree:

- a. not to record your disguised Password on your Card
- b. not to describe your disguised record as a 'Password record' or similar
- c. not to disguise your Password using alphabetical characters or numbers: A=1, B=2, C=3 etc
- d. not to select or disguise your Password using any of the following combinations (or parts of them):
 - i. date of birth, or
 - ii. family members' names, and
- e. not to store your Password in any low security electronic device of any kind, such as (but not limited to):
 - i. calculators
 - ii. personal computers, or
 - iii. electronic organisers.

There may be other forms of disguise which may also be unsuitable because of the ease of another person discerning your Password. You must exercise extreme care if you decide to record a memory aid for your Password.

- 22.4 If your CASH Connect Account is only used for business purposes, you may wish to give your Password to other people (such as an authorised employee) so they can use the CASH Connect Account. However, you should be careful not to let an unauthorised person know the Password. Anyone who knows your Password can have access to your CASH Connect Account (for example, to order cheques or to make phone enquiries) or request the Bank to exercise its discretion to process a transfer of funds or payment from your account. You should keep a record of who knows the Password and change the Password if the need arises (for example, if an employee who knows the Password leaves the business).

Please note: Liability for losses resulting from unauthorised EFT Transactions is determined under the relevant provisions of the ePayments Code, where that Code applies, despite the obligations set out in clause 22 above.

If your Password is revealed

- 22.5 You must tell the Bank as soon as reasonably possible if you become aware of the loss, theft or misuse of your Password or a record of the Password, or if you suspect that the Password has become known to another person or that unauthorised transactions have been made. You may notify the Bank by telephoning the Bank's 24-hour Card service centre on 1800 028 208. You will need to give the Bank all relevant information you may have. You must confirm in writing any notice you give the Bank by telephone. You must change your Password as soon as reasonably possible.
- 22.6 When you report the matter you will be given a notification number (or other form of acknowledgement). You should retain that number as confirmation of the date and time of your report.
- 22.7 If you are unable to report to the Bank because its facilities are unavailable:
- please tell the Bank within a reasonable time after its facilities become available again
 - if the ePayments Code applies, you will not be liable for any unauthorised transaction which could have been prevented if you had been able to tell us, provided you tell us within a reasonable time after our facilities become available again.

Liability for unauthorised transactions

- 22.8 You are not liable for unauthorised transactions requested of the Bank's staff by use of a Password if it is clear you did not contribute to losses resulting from those transactions. Otherwise your liability for unauthorised transactions will normally be limited to the smallest of:
- \$150, or
 - the balance of the EFT Accounts on which the unauthorised transactions were made and on which we allow you to transact by use of a Password, or
 - the actual loss incurred, before you notify us under clause 22.5 (excluding that portion of the loss incurred on any one day which exceeds any applicable daily transactions limit).
- In some circumstances, you may be liable for a greater amount of unauthorised transactions by use of a Password. Please refer to clauses 22.10 to 22.14 for details of those circumstances.

- 22.9 You are not liable for losses caused by:
- the fraudulent or negligent conduct of our staff or agents or of companies involved in networking arrangements or Merchants who are linked to the electronic funds transfer system or of their agents or employees, or
 - unauthorised EFT Transactions by use of a Password which occur after you have given us notice as required by clause 22.5, or
 - unauthorised EFT Transactions made using a Password and made before you receive your Password, or
 - any Password that is forged, faulty, expired or cancelled, or
 - the same transaction being incorrectly debited more than once to the same account.

When you will be liable

- 22.10 You will be liable for unauthorised transactions requested of the Bank's staff using a Password if you have contributed to the unauthorised use because you:
- engaged in fraud, or
 - voluntarily disclosed your Password to anyone, including a family member or friend, or
 - where a Device is also needed to perform a transaction, kept a record of your Password (without making any reasonable attempt to protect the security of the Password with the Device or in a way that was liable to loss or theft simultaneously with that Device), or

- d. selected a Password which represents an alphabetical code which is recognisable as a part of your name immediately after you were specifically instructed not to select such a Password and warned of the consequences of doing so, or
- e. acted with extreme carelessness in failing to protect the security of your Password.

22.11 Your liability for unauthorised transactions requested of the Bank's staff using a Password under clause 22.10 will not exceed the smallest of:

- a. the actual loss incurred up to the time we are notified that your Password has become known to someone else or the time we are notified of the existence of unauthorised transactions, or
- b. the funds available in your EFT Accounts including any agreed line of credit, or
- c. the total amount you would have been allowed to withdraw on the days that unauthorised use occurs.

If more than one Code is required to perform a transaction and we prove that you breached the security requirements for one or more, but not all, of those Codes, you will be liable under clause 22.10 only if we also prove, on the balance of probability, that the breach of the security requirements was more than 50% responsible for the losses.

22.12 You will be liable if you have contributed to the unauthorised use because you unreasonably delayed in notifying the bank that your Password has become known to someone else.

22.13 You will be liable for any losses directly attributed to that delay that were incurred before notification. Your liability for these losses will not exceed the smallest of:

- a. the actual loss which could have been prevented from occurring in the period between when you became aware (or should reasonably have become aware) of the events described above and the time the Bank was actually notified, or
- b. the funds available in your EFT Accounts, including any agreed lines of credit, or
- c. the total amount you would have been allowed to withdraw on the days that the unauthorised use occurs.

22.14 You will not be liable under clause 22.10 or 22.12 for losses incurred on any accounts which we had not agreed could be accessed by using your Password. Your liability for unauthorised transactions requested of the

Bank's staff using a Password referred to in clause 22.10 is also subject to us proving, on the balance of probability, that you contributed to the losses in one or more of the ways listed in clause 22.10.

22.15 No transaction carried out by you, a person authorised by you or another person with your knowledge and consent can be an unauthorised transaction.

23. Significant tax implications

23.1 Taxation is complex and we recommend you consult a suitably qualified professional when considering tax matters in relation to your Cash Account. The following information is of a broad nature and is generally in accord with taxation laws enacted as at the Issue Date.

23.2 Generally, interest earned on your Cash Account will form part of your assessable income. Your six-monthly Cash Account statements will show how much interest has been earned on your Cash Account.

23.3 You can choose to provide your Tax File Number (TFN) or Australian Business Number (ABN) in your account Application.

You are not obliged to provide your TFN or ABN, but if you do not and you are not exempt, tax may be deducted at the top marginal rate plus Medicare levy from any interest income on your Cash Account. Any TFN withholding tax deducted will be remitted to the Australian Taxation Office and will be shown on the Annual Tax Report you receive for your Investment Account (if your Cash Account is linked to an Investment Account).

23.4 For more information about the use of TFNs or ABNs, please contact the Australian Taxation Office or refer to the Asgard or St. George Privacy Statements which are available at asgard.com.au/privacy or by calling 1800 731 812 and stgeorge.com.au/privacy/privacy-statement or by calling 13 33 30, respectively.

24. Labour standards, environmental, social and ethical considerations

24.1 Neither us, nor the Bank, has taken into account labour standards or environmental, social or ethical considerations for the purpose of selecting, retaining or realising the investment for your Cash Account.

Part 3 – Terms and Conditions that apply to all Payment Services

25. Stopping payment

- 25.1 If you want to stop or alter any funds transfer, contact our Customer Relations team on 1800 731 812 as soon as possible and give full details so the Bank can locate the transfer and take action. In some instances the Bank will not be able to stop or alter a transaction on a Payment Service after you have instructed the Bank to make the transaction. The Bank will not accept an order to stop or alter a payee payment once you have instructed the Bank by Internet and Phone Banking to make payee payments. For example, refer to clause 37 in this context as it applies to BPAY Payments.
- 25.2 See clause 50.3 for how to stop a cheque.
- 25.3 Except where the law, the Banking Code of Practice or the ePayments Code makes the Bank liable, the Bank is not liable to you if you ask the Bank to stop a transfer, but the Bank has already debited it to any of your accounts or the Bank is liable to pay the amount of the transaction to another person.
- 25.4 The Bank may charge you a fee for acting to stop or alter a transaction on a Payment Service. Please refer to the Cash Account Flyer for information on fees and charges.
- 25.5 The Bank and its agents and contractors are not liable for any negligence, delay or error in transit or transmission of a Payment Service, unless the Bank is liable under a statute, the Banking Code of Practice or the ePayments Code. If this exclusion is not effective, the Bank's liability or that of its agents or contractors is limited to the cost of resupply of the service, if the law, the Banking Code of Practice and the ePayments Code permit this limitation.

26. Electronic banking system malfunction

- 26.1 The Bank is responsible for loss caused by the failure of the Bank's Electronic Equipment, EFT System or Internet and Phone Banking service to complete a transaction accepted by the Bank's Electronic Equipment, the EFT System, or Internet and Phone Banking, in accordance with your instructions.
- 26.2 Notwithstanding anything else in these terms and conditions, for transactions governed by the ePayments Code, we do not deny your right to claim consequential damages resulting from a malfunction of a system or equipment provided by a party to a shared electronic payments network that you are entitled to use pursuant to these Terms and Conditions (such as a merchant or us) except where you should reasonably have been aware that the equipment or system was unavailable for use or malfunctioning, in which case, the Bank's liability may be limited to the correction of any errors in the appropriate Cash Account, and the refund of any charges or fees imposed on you as a result.

- 26.3 The Bank corrects the loss by making any necessary adjustment to the appropriate account (including adjustment of interest or fees as a result of the malfunction).
- 26.4 Please tell the Bank about any service fault or difficulty with the Bank's Electronic Equipment, the EFT System or Internet and Phone Banking service by calling 1300 555 203, 24 hours a day, seven days.

Part 4 – Terms and Conditions that apply to Internet and Phone Banking

27. Using Internet and Phone Banking

- 27.1 When you open a Cash Account, the Bank will give you access to Internet and Phone Banking, unless you have a CASH Connect Account and your method of operation is 'two to sign' (see 'Method of operation' on page 5). You will also be registered automatically for Secure Code Service.
- 27.2 If you choose to activate your eCASH Account electronically through Investor *Online*, and you have been identified by the Bank, the Bank will tell you your Internet and Phone Banking Access Number and Internet and Phone Banking Security Number by letter sent to your residential address held on the Bank's records.
- 27.3 If you submit a manual Application signed by you, we will activate your Cash Account on your behalf. The Bank will tell you your Internet and Phone Banking Access Number and Internet and Phone Banking Security Number by letter sent to your residential address held on the Bank's records.
- 27.4 Your Internet and Phone Banking Access Number and your Internet and Phone Banking Security Number are the Access Methods for Phone Banking. Your Internet and Phone Banking Access Number, Internet and Phone Banking Security Number and Internet Banking Password are the Access Methods for Internet Banking.
- 27.5 You may select and change your own Internet and Phone Banking Security Number when you use Phone Banking. You may change your Internet and Phone Banking Security Number and select and change your own Internet Banking Password when you use Internet Banking. For your security, the Bank recommends that you use an Internet and Phone Banking Security Number and an Internet Banking Password that are different from any of your ATM/EFTPOS PINs (if relevant). Refer to clause 30 regarding the security of your Internet and Phone Banking Security Number and Internet Banking Password.
- You may select your own Internet Banking Password. If you do not select one within the time the Bank allows, the Bank will place your Internet Banking into 'inactive' status. For your security, the Bank recommends that you use an Internet

Banking Password that is unique. This Internet Banking Password must be at least six characters long and must include both a letter and a number. Refer to clause 30 regarding the security of your Internet Banking Password.

27.6 Internet Banking Access Methods:

- a. when you use your Internet Banking Access Methods to initiate a transaction, certain internet banking transactions may be identified by the Bank as At Risk Transactions
- b. At Risk Transactions can only be performed and completed if they are authenticated by our Secure Code Service. This includes using the Secure Code provided by the Bank for each At Risk Transaction. The Bank will send the Secure Code to either your Australian mobile phone number by SMS or Australian landline telephone number by interactive voice response message
- c. if you are currently registered for Internet Banking, you will not be able to perform certain At Risk Transactions using Phone Banking
- d. in order to receive the Secure Code, you must:
 - provide the Bank with a valid Australian mobile phone number or an Australian landline telephone number, and
 - choose your preferred method of delivery for the Secure Code – either via SMS or automated interactive voice response message
- e. if you do not provide the Bank with a valid Australian mobile phone number or a landline telephone number, then when you initiate an Internet Banking transaction that is an At Risk Transaction, you will not be able to complete that transaction
- f. you may from time to time change your preferred method of delivery for your Secure Code or your telephone number, or both, by following the instructions provided to you on Internet Banking
- g. it is your responsibility to inform the Bank of any changes to the telephone number you have nominated to receive the Secure Code
- h. if for some reason, you are unable to participate in the Secure Code Service, you may discuss with the Bank your special circumstances by contacting the Internet and Phone Banking Helpdesk on 1300 555 203, 24 hours a day, seven days.

27.7 The Bank may cancel your registration for Internet and Phone Banking at any time without notice. The Bank informs you in writing after the Bank cancels your registration. If you want to use Internet and Phone Banking at a later time, you may ask the Bank to register you again.

27.8 You can cancel your registration for Internet and Phone Banking by visiting any of the Bank's Branches or by phoning 1300 555 203, 24 hours a day, seven days. If you want to use Internet and Phone Banking at a later time, you may ask the Bank to register you again.

27.9 The Bank may refuse to give effect to any Internet and Phone Banking transaction requested by you without being required to give any reason or advance notice to you.

27.10 It is your responsibility to obtain and maintain any Electronic Equipment (for example, touchtone telephone or PC) which may be necessary to use Internet and Phone Banking. You must take all reasonable steps to protect the security of your computer's hardware and software including ensuring your computer does not have any viruses and any form of program or mechanism capable of recording your Access Codes to Internet and Phone Banking.

27.11 It is your responsibility to ensure your contact information is correct. You can maintain your contact details including your contact phone numbers, residential and mailing address as well as your email address via Internet Banking.

27.12 The Bank may change your Internet and Phone Banking access to 'inactive' status if you do not access Phone or Internet Banking within 120 consecutive days. You can re-activate your access at any time in the future by calling the Bank on 1300 555 203, 24 hours a day, seven days.

28. Availability

28.1 The Bank will make reasonable efforts to ensure that:

- a. Internet and Phone Banking is available during the hours specified by the Bank, and
- b. information the Bank makes available to you through Internet and Phone Banking is correct.

29. Transaction processing and limits

29.1 The Bank provides you with a **transaction** receipt number each time you make an Internet and Phone Banking transaction. You should keep this record of the transaction receipt number and it should be quoted if you have any queries relating to a particular transaction.

29.2 The Bank may not process the transaction until the next batch processing day for the account on which you make the transaction.

29.3 The Bank applies the following daily limits on transactions:

- a. \$2,000,000 for the transfer of funds to your Nominated Account, using Internet and Phone Banking (if applicable)

- b. \$25,000 for any other transactions that are transfers, including payee payments, limited to \$5,000 per payee, using Internet and Phone Banking (if applicable)
- c. \$100,000 for transfers to payee accounts when you request to increase the \$5,000 limit using Internet Banking or by completing the relevant form.
- d. \$100,000 for BPAY Payments of funds permitted under these Terms and Conditions, using Internet and Phone Banking. A \$15,000 maximum daily limit may apply to certain billers
- e. there is a minimum amount of \$100 and a maximum of \$50,000 for any Telegraphic Transfers ordered on Internet Banking.

29.4 You acknowledge and agree that the Bank may, at the Bank's discretion, record by whatever means the transactions which you effect using Internet and Phone Banking and that those records may be used by the Bank for the purpose of, amongst other things, establishing or verifying that a particular transaction was effected through the use of your Internet and Phone Banking Access Number, Internet and Phone Banking Security Number and Internet Banking Password.

29.5 The Bank will not accept an order to stop or alter a payee payment once you have instructed the Bank by Internet Banking to make that payee payment.

29.6 You may use Internet Banking to make payee payments from your account. You may use Internet Banking to direct the Bank to make a payee payment that is a Scheduled Payment. You must identify the BSB and the account number of the account to which you wish to make a payee payment. The Bank relies on the BSB and account number only to make a payee payment from your account. You must take care to identify the correct BSB and account number for a payee payment as the Bank cannot check the payment particulars you give us. Otherwise, the payment may not be made to the correct account.

If you use Internet Banking to schedule making a payee payment from your account at a later time, the Bank can accept an order to stop or alter the payment only if the Bank receives your order before midnight on the business day immediately prior to the day on which you schedule the payee payment to be made. Otherwise, the Bank will not accept an order to stop or alter a payee payment you schedule to make from your account at a later time. Also, the Bank will not accept an order to stop or alter any other payee payment once you have instructed the Bank by Internet Banking to make that payment.

29.7 You may use Internet and Phone Banking to transfer funds between your EFT Accounts. You may use Internet Banking to direct the Bank to make a Scheduled Payment that is a transfer of funds

between your EFT Accounts. If you use Internet and Phone Banking to schedule transferring funds between your EFT Accounts at a later time, the Bank can accept an order to stop or alter the transfer only if the Bank receives your order before midnight on the business day immediately prior to the day on which you schedule the transfer to be made. Otherwise, the Bank will not accept an order to stop or alter a transfer you schedule to make between your EFT Accounts at a later time. You must ensure that funds to be transferred at a scheduled later date are available before midnight on the business day immediately prior to the day on which you schedule the transfer to take place. Also, the Bank will not accept an order to stop or alter any other transfer of funds you ask the Bank to make between your EFT Accounts once you have instructed the Bank by Internet and Phone Banking to make that transfer.

30. Security of your Internet and Phone Banking Security Number and Internet Banking Password

30.1 You must keep your Internet and Phone Banking Access Number, Internet and Phone Banking Security Number and Internet Banking Password confidential. You must **not keep** your Phone and Internet Security Number or Internet Banking Password with your Internet and Phone Banking Access Number. You must not disclose your Internet and Phone Banking Security Number or Internet Banking Password to anyone and if you think anyone knows or misuses your Internet and Phone Banking Security Number or Internet Banking Password you must change it and you should tell the Bank immediately.

30.2 The security of your Internet and Phone Banking Security Number and Internet Banking Password are very important as they are comparable to your signature on a cheque. You must make every effort to ensure that your Internet and Phone Banking Security Number and Internet Banking Password and **any** record of them, are not misused, lost or stolen. If you fail to ensure the security of your Internet and Phone Banking Security Number and Internet Banking Password, your liability is determined under clause 31.

30.3 You **must**:

- a. not record your Internet and Phone Banking Security Number or Internet Banking Password on the computer or telephone that you use to access Internet and Phone Banking
- b. not record your Internet and Phone Banking Security Number or Internet Banking Password on any item that identifies your Internet and Phone Banking Access Number or Internet Banking Password or on any article normally carried with that item and which is liable to loss or theft with that item

- c. not permit any other person to use your Internet and Phone Banking Security Number or Internet Banking Password
- d. not disclose your Internet and Phone Banking Security Number or Internet and Phone Banking Password or make them available to any other person (including a family member, a friend or one of the Bank's staff), and
- e. use care to prevent anyone else seeing your Internet and Phone Banking Security Number or Internet and Phone Banking Password being entered into any Electronic Equipment.

30.4 If **you** require a memory aid to recall your Internet and Phone Banking Security Number, you may make a record of that Internet and Phone Banking Security Number, but you must ensure that the record is reasonably disguised. The Bank does not consider that the following examples provide a reasonable disguise, and you agree:

- a. not to record your disguised Internet and Phone Banking Security Number or Internet and Phone Banking Password on any item that identifies your Internet and Phone Banking Access Number or Internet and Phone Banking Password
- b. not to record your disguised Internet and Phone Banking Security Number or Internet and Phone Banking Password on the computer or telephone that you use to access Phone or Internet Banking
- c. not to disguise your Internet and Phone Banking Security Number or Internet and Phone Banking Password by reversing the number sequence
- d. not to describe your disguised record as an 'Internet and Phone Banking Security Number record' or 'Internet and Phone Banking Password record' or similar
- e. not to disguise your Internet and Phone Banking Security Number using alphabetical characters or numbers: A=1, B=2, C=3 etc
- f. not to select or disguise your Internet and Phone Banking Security Number or Internet Banking Password using any of the following combinations (or parts of them):
 - i. dates of birth
 - ii. personal telephone numbers
 - iii. car registration numbers
 - iv. family members' names
 - v. Social Security numbers, or
 - vi. licence numbers, and
- g. not to store your Internet and Phone Banking Security Number or Internet Banking Password in any low security electronic device of any kind, which may be (but are not limited to):
 - i. calculators
 - ii. personal computers, or
 - iii. electronic organisers.

There may be other forms of disguise which may also be unsuitable because of the ease of another person discerning your Internet and Phone Banking

Security Number or Internet Banking Password. You must use extreme care if you decide to use a memory aid for your Internet and Phone Banking Security Number or Internet Banking Password. If you forget your Internet and Phone Banking Access Number, you must contact us or the Bank by telephoning our Customer Relations team on 1800 731 812.

Please note: Liability for authorised Internet and Phone Banking transactions is determined under the relevant provisions of the ePayments Code, where that Code applies, despite your obligations set out at clause 30.1 to 30.4.

If your Internet and Phone Banking Security Number or Internet Banking Password is revealed or you suspect unauthorised transactions

- 30.5 You must tell us or the Bank as soon as reasonably possible if you suspect that your Internet and Phone Banking Security Number or Internet Banking Password is **known** to someone else or you suspect any unauthorised use of it, or that unauthorised transactions have been made.
- 30.6 If you do not notify us or the Bank you may be liable for unauthorised use (see clause 31). You may notify us or the Bank by telephoning our Customer Relations team on 1800 731 812 during business hours. Outside of business hours, you can notify the Bank by telephoning 1800 028 208.
- 30.7 You will need to give us or the Bank all relevant information you may have, so that the Bank can suspend Internet and Phone Banking access to your Cash Account. You must **confirm** in writing any notice you give us or the Bank by telephone. A failure to do so will not affect your liability for unauthorised transactions; however, if you do so it will help the Bank to effectively deal with your report.
- 30.8 When you report the matter you will be given a notification number. You should retain that number as confirmation of the date and time of your report.
- 30.9 If you are unable to report to us or the Bank because our and/or the Bank's facilities are unavailable, you are not liable for any unauthorised transaction which **could** have been prevented if you had been able to tell us or the Bank provided you tell us or the Bank within a reasonable time after our and/or the Bank's facilities become available again.
- 30.10 If you want a third party to collect information about your Cash Account from the Bank so that it can be aggregated with information about accounts you have, you may be asked to give details of your Internet and Phone Banking Access Number or Internet and Phone Banking Security Number or Internet Banking Password to that third party. Before doing so you must check that the third party is approved by the Bank. The Bank will not treat the disclosure of your Internet and Phone

Banking Access Number, Internet and Phone Banking Security Number or Internet Banking Password to a third party the Bank has approved as a breach by you of this clause 30. For the purposes of this clause, the Bank approves us.

31. Liability for unauthorised transactions

31.1 You are not liable for unauthorised Internet and Phone Banking transactions if it is clear you did not contribute to losses resulting from those unauthorised transactions. Otherwise, your liability for unauthorised Internet and Phone Banking transactions will normally be limited to the smallest of:

- a. \$150, or
- b. the balance of your Cash Account, or
- c. the actual loss incurred before you notify us under clause 30.5 (excluding that portion of the loss incurred on any one day which exceeds any applicable daily transaction limit).

In some circumstances, you may be liable for a greater amount of unauthorised Internet and Phone Banking transactions. Please see clauses 31.3 and 31.4 for details of those circumstances.

31.2 You are not liable for losses caused by:

- a. the fraudulent or negligent conduct of our staff or agents or of companies involved in networking arrangements or Merchants who are linked to the electronic funds transfer system or their agents or employees, or
- b. unauthorised Internet and Phone Banking transactions which occur after you have given the Bank notice as required by clause 30.5
- c. unauthorised Internet and Phone Banking transactions before you receive your Internet and Phone Banking Security Number or Internet Banking Password
- d. the same transaction being incorrectly debited more than once to the same account, or
- e. any Device, Identifier or Code that is forged, faulty, expired or cancelled.

When you will be liable

- 31.3 If you have contributed to the unauthorised use because you:
- a. engaged in fraud
 - b. voluntarily disclosed your Internet and Phone Banking Security Number or Internet Banking Password to anyone, including a family member or friend
 - c. where a Device is also needed to perform a transaction, kept a record of your Internet and Phone Banking Security Number or Internet Banking Password (without making any reasonable attempt to protect the security of the Internet and Phone Banking Security

Number or Internet Banking Password) with the Device or in a way that it was liable to loss or theft simultaneously with that Device

- d. selected an Internet and Phone Banking Security Number or Internet Banking Password which represents your birth date or an alphabetical code which is recognisable as part of your name immediately after you were specifically instructed not to select such an Internet and Phone Banking Security Number or Internet Banking Password and warned of the consequences of doing so, or
- e. acted with extreme carelessness in failing to protect the security of your Internet and Phone Banking Security Number or Internet Banking Password.

Your liability will not exceed the smallest of:

- i. the actual loss incurred up to the time the Bank is notified that the security of your Internet and Phone Banking Security Number or Internet Banking Password has been breached or notice of the existence of unauthorised transactions, or
- ii. the funds available in your Cash Account, or
- iii. the total amount you would have been allowed to withdraw on the days that unauthorised use occurs.

If more than one Code is required to perform a transaction and we prove that you breached the security requirements for one or more, but not all, of those Codes, you will be liable under this clause only if we also prove, on the balance of probability, that the breach of the security requirements was more than 50% responsible for the losses.

- 31.4 If you have contributed to the unauthorised transaction because you unreasonably delayed in notifying the Bank that your Internet and Phone Banking Security Number or Internet Banking Password has become known to someone else, you will be liable for any losses directly attributed to that delay that were incurred before notification. Your liability for these losses will not exceed the smallest of:
- a. the actual loss which could have been prevented from occurring in the period between when you became aware (or should reasonably have become aware) of the events described above and the time the Bank was actually notified, or
 - b. the funds available in your Cash Account, or
 - c. the total amount you would have been allowed to withdraw on the days that unauthorised use occurs.

- 31.5 Your liability from unauthorised Internet and Phone Banking transactions will not exceed the amount of the loss that would result after the exercise of any claim or other rights the Bank has under Card scheme rules against any other party to the Card scheme (whether or not that claim or other right is actually exercised). Refer to clauses 20.4 and 20.5 in this context.
- 31.6 You will not be liable under clause 31.3 or 31.4 for losses incurred on any accounts which we had not agreed could be accessed using your Internet and Phone Banking Security Number or Internet Banking Password. Your liability under clause 31.3 is also subject to us proving on the balance of probability, that you contributed to the losses in one or more of the ways described in clause 31.3.
- 31.7 No transaction carried out by you, a person authorised by you or another person with your knowledge and consent can be an unauthorised transaction.

32. Business customers

- 32.1 If your Cash Account is used for business purposes, then despite any other clause in these Terms and Conditions your use of Internet and Phone Banking is subject to any additional terms of which the Bank informs you.

33. Mistaken internet payments

- 33.1 This clause 33 does not apply to BPAY payments. See Part 5 for information about BPAY payments.

Reporting mistaken internet payments

- 33.2 You should report mistaken internet payments to us as soon as reasonably possible after you become aware of them. You can report mistaken internet payments to us by visiting any of the Bank's Branches or by calling 1800 731 812 if calling within Australia. We will give you a notification number or some other form of acknowledgment which you should retain as evidence of the date and time of your report.

We will acknowledge receipt of your report of a mistaken internet payment, conduct an investigation into that mistaken internet payment, and inform you in writing of the outcome of our investigation within 30 business days of the day on which you made the report.

If you are unhappy with how your report was dealt with, you have a right to complain to us. Information on our complaints procedure is set out in this document. If you are still not satisfied with our response or handling of your complaint, you have the right to complain to the external resolution scheme, the Australian Financial Complaints Authority (AFCA). AFCA's contact details are set out in the "Other Important Information" on page 16.

Dealing with mistaken internet payments

- 33.3 Mistaken internet payments will be dealt with by us in accordance with the ePayments Code, where that Code applies to the payment. Set out at clauses 33.4 to 33.5 is a summary of the processes in that Code.

We may be the sending institution, namely the financial institution whose customer made the payment or the receiving institution, namely the financial institution whose customer received the payment (this customer is the unintended recipient of the payment). We will be the sending institution where the payment is made from your account. We will be the receiving institution where the payment is made to your account.

Where a financial institution other than us is the receiving or sending financial institution, we cannot guarantee that it will follow the processes in the ePayments Code. A financial institution is unlikely to follow these processes if it is not an authorised deposit-taking institution for the purposes of the Banking Act. We are not liable for any loss suffered if it does not follow those processes.

Where the sending institution is not satisfied that a payment is a mistaken internet payment, it is not required to take any further action.

Notwithstanding anything set out below, where the unintended recipient of the mistaken internet payment is receiving income support payments from Services Australia or the Department of Veterans' Affairs, the receiving institution must recover the funds from that recipient in accordance with the Code of Operation: Recovery of Debts from Customer Nominated Bank Accounts in receipt of Services Australia income support payments or Department of Veterans Affairs' payments.

Where you or another financial institution advises us that you are, or we think you may be, the sender or recipient of a mistaken internet payment, you must give us, as soon as reasonably practicable and within the time we request, any information we reasonably require to enable us to determine whether the payment was a mistaken internet payment.

If we are satisfied that you have made a mistaken internet payment, we will, as soon as reasonably possible (and by no later than 5 business days of your report), send a request to the receiving institution for the return of the funds. If the receiving institution subscribes to the Code and they are satisfied that a mistaken internet payment was made, they are required to follow the process for recovering the payment that we described under the section, 'Where you receive a mistaken internet payment'.

Where sufficient funds are available in the unintended recipient's account

- 33.4 Where the sending institution is satisfied that the mistaken internet payment occurred and there are sufficient credit funds available in the account of the unintended recipient to the value of the mistaken internet payment, the process that will apply will depend upon when the report of the mistaken internet transaction is made:

Where the report is made within 10 business days of the payment:

- if the receiving institution is satisfied that a mistaken internet payment has occurred, it will return the funds to the sending institution within 5 business days of the request or any reasonably longer period up to a maximum of 10 business days.

Where the report is made between 10 business days and 7 months of the payment:

- the receiving institution will investigate the payment and complete the investigation within 10 business days of receiving a request
- if the receiving institution is satisfied that a mistaken internet payment has occurred, it will prevent the unintended recipient from withdrawing the funds for a further 10 business days and notify the unintended recipient that they will withdraw the funds if that recipient does not establish they are entitled to the funds within that 10 day period
- if the unintended recipient does not establish they are entitled to the funds within that time, the receiving institution will return the funds to the sending institution within 2 business days of that period (during which time the recipient will be prevented from withdrawing the funds).

Where a report is made after 7 months of payment:

- if the receiving institution is satisfied a mistaken internet payment occurred, it must seek the consent of the unintended recipient to return the funds.

In each case where the receiving institution is not satisfied that a mistaken internet payment has occurred, it may (but is not required to) seek consent of the unintended recipient to return the funds.

Where the funds are returned to the sending institution, it will return the funds to the holder as soon as practicable.

Where sufficient funds are not available

- 33.5 Where both the sending and receiving institution are satisfied that a mistaken internet payment has occurred but there are not sufficient credit funds available in the account of the unintended recipient, the receiving institution will use

reasonable endeavours to recover the funds from the unintended recipient.

Where you receive a mistaken internet payment

- 33.6 Where:
- both we and the sending institution are satisfied that a payment made to your account is a mistaken internet payment, and
 - sufficient credit funds are available in your account to the value of that payment, and
 - the mistaken internet payment is reported 7 months or less after the payment, and
 - for mistaken internet payments reported between 10 business days and 7 months of the payment, you do not establish that you are entitled to the payment within the relevant 10 business day period referred to in clause 33.4,

we will, without your consent, deduct from your account an amount equal to that mistaken payment and send that amount to the financial institution of the payer in accordance with clause 33.4 above.

If there are insufficient funds in your account, you must co-operate with us to facilitate payment by you of an amount of the mistaken internet payment to the payer.

We can prevent you from withdrawing funds the subject of a mistaken internet payment where we are required to do so to meet our obligations under the ePayments Code.

Liability for losses arising from internet payments

- 33.7 You must ensure that internet payment details are correct. You and your user are solely responsible for providing correct payment details including amount and payee details. We will return to you any funds recovered by us on your behalf from an unintended recipient in respect of a mistaken internet payment but otherwise have no liability to you or your user for any payment made in accordance with details provided by you or your user including mistaken internet payments.

Part 5 – Terms and Conditions that apply to BPAY

34. Terms and Conditions of the BPAY Scheme

- 34.1 This Part 5 applies if you ask the Bank to make a payment on your behalf through the BPAY Scheme. The Bank is a member of the BPAY Scheme.
- 34.2 The BPAY Scheme is an electronic payments scheme through which you can ask the Bank, providing the Bank is a member of that scheme, to make payments on your behalf to organisations (billers) who tell you that you can make BPAY Payments to them. The Bank will tell you if it is no longer a member of the BPAY Scheme.

- 34.3 You may also receive or access bills or statements electronically through BPAY View from participating billers nominated by you by:
- a. opening an email sent to you whenever a bill or statement is received by the Bank with a link to Internet Banking, or
 - b. accessing Internet Banking.
- 34.4 You may choose to make a BPAY Payment using Internet and Phone Banking or any other payment method accepted by the biller. The Bank is a biller and you may nominate the Bank as a biller for the purposes of BPAY and BPAY View.
- 34.5 When you ask the Bank to make a BPAY Payment, you must give the Bank the information specified in clause 36. The Bank will then debit your Cash Account with the amount of that BPAY Payment. The Bank may decide not to make a BPAY Payment if there are not sufficient funds in your Cash Account at the time when you tell the Bank to make that payment.
- 34.6 When the Bank makes a BPAY Payment on your behalf the Bank is not acting as your agent or the agent of the biller to whom that payment is directed.
- 34.7 You can ask the Bank to make BPAY Payments from your Cash Account if these Terms and Conditions permit you to make withdrawals from that Cash Account.
- 34.8 The Bank may impose restrictions on the accounts from which a BPAY Payment may be made. In addition to the limits specified in clause 29, a biller may set limits on the amount of a BPAY Payment to that biller. Some billers will not accept payment from certain accounts.
- 34.9 If there is any inconsistency between the BPAY Scheme Terms and Conditions in this Part 5 and the other Cash Account Terms and Conditions, then the BPAY Scheme Terms and Conditions will apply to the extent of that inconsistency.
- 34.10 A mistaken or erroneous payment received by a biller does not constitute under any circumstances, part or whole satisfaction of any underlying debt owed between you and that biller.

35. Valid payment direction

- 35.1 The Bank will treat any instruction to make a BPAY Payment as authorised by you if, when it is given to the Bank:
- a. your Internet and Phone Banking Access Number and your Internet and Phone Banking Security Number for your Cash Account are entered, if you make the BPAY Payment by Phone Banking, or
 - b. your Internet and Phone Banking Access Number, Internet and Phone Banking Security Number and your Internet Banking Password for your Cash Account are entered, if you make the BPAY Payment by Internet Banking.

36. Information you must give the Bank

- 36.1 To instruct the Bank to make a BPAY Payment from your Cash Account, you must give the Bank the following information:
- a. the amount you wish to pay
 - b. the biller code of the biller you wish to pay (this can be found on your bill) and
 - c. your customer reference number (this can be found on accounts or invoices you receive from billers).
- 36.2 Instructions are given by entering the correct numbers into your touchtone telephone (where you are using the phone) or your computer keyboard (where you are using the internet).
- 36.3 The Bank is not obliged to effect a BPAY Payment if you do not give the Bank all of the above information, or if any of the information you give the Bank is inaccurate.

37. Payments

- 37.1 You may use Internet Banking to direct the Bank to make a BPAY Payment that is a Scheduled Payment from your Cash Account. If you use Internet Banking to schedule making a BPAY Payment from your Cash Account at a later time, the Bank can accept an order to stop or alter the payment only if the Bank receives your order before midnight on the business day immediately prior to the day on which you schedule the BPAY Payment to be made. Otherwise, the Bank will not accept an order to stop or alter a BPAY Payment you schedule to make from your Cash Account at a later time. You must ensure that the funds to make the BPAY Payment at a scheduled later date are available before midnight on the business day immediately prior to the day on which you schedule the payment to be made. Also, the Bank will not accept an order to stop or alter any other BPAY Payment once you have instructed the Bank to make the payment.
- 37.2 You should notify the Bank as soon as reasonably possible if you become aware that you may have made a mistake when instructing the Bank to make a BPAY Payment, or if you did not authorise a BPAY Payment that has been made from your Cash Account (except for a mistake as to the amount you mean to pay – for those errors see clause 37.6). Clauses 39.2 to 39.4 describe when and how the Bank will arrange for such a BPAY Payment (other than in relation to a mistake as to the amount you must pay) to be refunded to you.

- 37.3 Subject to clause 42, 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 you make that BPAY Payment, if you tell the Bank to make the BPAY Payment before the Bank's Payment Cut-Off Time on a Banking Business Day, or
 - b. on the next Banking Business Day, if you tell the Bank to make a BPAY Payment after the Bank's Payment Cut-Off Time on a Banking Business Day, or on a non-banking business day.
- 37.4 A delay might occur in the processing of a BPAY Payment where:
- a. there is a public or bank holiday on the day after you tell the Bank to make a BPAY Payment
 - b. you tell the Bank to make a BPAY Payment either on a day which is not a Banking Business Day or after the Bank's Payment Cut-Off Time on a Banking Business Day
 - c. another Financial Institution participating in the BPAY Scheme does not comply with its obligations under the BPAY Scheme, or
 - d. a biller fails to comply with its obligations under the BPAY Scheme.
- 37.5 While it is expected that any delay in processing a BPAY Payment for any reason set out in clause 37.4 will not continue for more than one Banking Business Day, any delay may continue for a longer period.
- 37.6 You must be careful to ensure that you tell the Bank the correct amount you wish to pay. If you instruct the Bank to make a BPAY Payment and you later discover that:
- a. the amount you told the Bank to pay was greater than the amount you needed to pay, you must contact the biller to obtain a refund of the excess, or
 - b. the amount you told the Bank to pay was less than the amount you needed to pay, you can make another BPAY Payment for the difference between the amount actually paid to a biller and the amount you needed to pay.
- 38. BPAY View**
- 38.1 You may register to use BPAY View. You will be able to register for BPAY View at the Cash Account website.
- 38.2 If you register with BPAY View, whilst you are registered you:
- a. agree to the Bank disclosing to billers nominated by you:
 - i. such of your personal information (for example your name, email address and the fact that you are the Bank's customer) as is necessary to enable billers to verify that you can receive bills and statements electronically using BPAY View (or telling them if you cease to do so), and
 - ii. that an event in clause 38.3 (b), (c), (d), (e) or (f) has occurred
 - b. agree to the Bank or a biller (as appropriate) collecting data about whether you access your emails, Internet Banking and any link to a bill or statement
 - c. agree to receive bills and statements electronically and agree that this satisfies the legal obligations (if any) of a biller to give you bills and statements. Whilst you are registered, you may receive a paper bill or statement from the biller only in the circumstances set out in clause 38.3. For the purposes of this clause, the Bank is the agent for each biller nominated by you under clause 38.2 (a)
 - d. agree to direct to a biller any enquiry relating to a bill you receive electronically from that biller, and
 - e. agree that the BPAY View Terms and Conditions apply to you.
- 38.3 You may receive paper bills and statements from a biller instead of electronic bills and statements:
- a. at your request to a biller (a fee may be charged by the applicable biller for supplying the paper bill or statement to you if you ask for this in addition to an electronic form)
 - b. if you or a biller de-register from BPAY View or you no longer have your Cash Account with the Bank
 - c. if the Bank receives notification that your email mailbox is full, so that you cannot receive any email notification of a bill or statement
 - d. if your email address is incorrect or cannot be found and your email is returned to the Bank undelivered
 - e. if the Bank is aware that you are unable to access your email or the Bank's Internet Banking website or a link to a bill or statement for any reason, or
 - f. if any function necessary to facilitate BPAY View malfunctions or is not available for any reason for an extended period.
- 38.4 You agree that when using BPAY View:
- a. if you receive an email notifying you that you have a bill or statement, then that bill or statement is received by you:
 - i. when the Bank receives confirmation that your server has received the email notification, whether or not you choose to access your email, and
 - ii. at the email address nominated by you
 - b. if you receive notification on Internet Banking without an email, then that bill or statement is received by you:

- i. when a notification is posted on Internet Banking, whether or not you choose to access the Bank's website, and
 - ii. at the Bank's Internet Banking website
- c. bills and statements delivered to you remain accessible through Internet Banking for the period determined by the biller up to a maximum of 18 months, after which they will be deleted, whether paid or not, and
- d. you will contact the biller directly if you have any queries in relation to bills or statements.

38.5 You must:

- a. check your emails or Internet Banking at least weekly
- b. tell the Bank if your contact details (including email address) change
- c. tell the Bank if you are unable to access your email or Internet Banking or a link to a bill or statement for any reason
- d. ensure your mailbox can receive email notifications (for example, it has sufficient storage space available), and
- e. arrange with the biller to send you bills or statements by an alternative means if you no longer have your Cash Account with the Bank.

39. Liability for mistaken payments, unauthorised transactions and fraud

39.1 BPAY participants undertake to promptly process BPAY Payments. You must tell the Bank promptly:

- a. if you become aware of any delays or mistakes in processing your BPAY Payments
- b. if you did not authorise a BPAY Payment that has been made from your Cash Account, or
- c. if you think that you have been fraudulently induced to make a BPAY Payment.

The Bank will attempt to rectify any such matters in relation to your BPAY Payments in the way described in clauses 39.2 to 39.4. If the ePayments Code applies and a BPAY Payment is made on your Cash Account without your knowledge or consent, liability for that unauthorised BPAY Payment will be determined in accordance with clause 31. Otherwise, except as set out in clauses 39.2 to 39.4 and clause 44 and subject to clause 26.2, the Bank will not be liable for any loss or damage you suffer as a result of using the BPAY Scheme.

39.2 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 Cash Account was debited for the amount of that payment, the Bank will credit that amount to your Cash Account. However, if you were responsible for a mistake resulting in that payment and the Bank cannot recover within 20 Banking Business Days of the

Bank attempting to do so the amount of that payment from the person who received it, you must pay the Bank that amount.

39.3 If a BPAY Payment is made in accordance with a payment direction which appeared to the Bank to be from you or on your behalf but for which you did not give authority, the Bank will credit your Cash Account with the amount of that unauthorised payment. However, you must pay the Bank the amount of that unauthorised payment if:

- a. the Bank cannot recover that amount within 20 Banking Business Days of the Bank attempting to do so from the person who received it, and
- b. the BPAY Payment was made as a result of a payment direction which did not comply with the Bank's prescribed security procedures for payment directions.

39.4 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 the loss unless some other person involved in the BPAY Scheme knew of the fraud or would have detected it with reasonable diligence, in which case the Bank will attempt to obtain a refund for you of the fraud induced payment.

39.5 If a BPAY Payment you have made falls within the type described in clause 39.3 and also clauses 39.2 or 39.4, then the Bank will apply the principles stated in clause 39.3. If a BPAY Payment you have made falls within both the types described in clauses 39.2 and 39.4, then the Bank will apply the principles stated in clause 39.4.

39.6 Except where a BPAY Payment is a mistaken payment referred to in clause 39.2, an unauthorised payment referred to in clause 39.3 or a fraudulent payment referred to in clause 39.4, BPAY Payments are irrevocable. No refunds will be provided through the BPAY Scheme where you have a dispute with the biller about any goods or services you may have agreed to acquire from the biller. Any dispute must be resolved with the biller.

Important

Even where your BPAY Payment has been made using a VISA Debit Card, no chargeback rights will be available under BPAY Scheme rules. Please see clause 20.5 for further information on chargebacks.

39.7 Your obligation under clauses 39.2 and 39.4 to pay the Bank the amount of any mistaken or unauthorised payment (as applicable) is subject to any of your rights referred to in clause 45.

39.8 You indemnify the Bank against any loss or damage the Bank may suffer due to any claim, demand or action of any kind brought against the Bank arising directly or indirectly because you:

- a. did not observe any of your obligations under the BPAY Scheme Terms and Conditions, or
- b. acted negligently or fraudulently in connection with these Terms and Conditions.

39.9 If you tell the Bank that a BPAY Payment made from your Cash Account is unauthorised, you must first give the Bank your written consent addressed to the biller who received that BPAY Payment, consenting to the Bank obtaining from the biller information about your account with that biller of the BPAY Payment, including your customer reference number and such information as the Bank reasonably requires to investigate the BPAY Payment. The Bank is not obliged to investigate or rectify any BPAY Payment if you do not give the Bank this consent. If you do not give the Bank that consent, the biller may not be permitted under law to disclose to the Bank information the Bank needs to investigate or rectify that BPAY Payment.

40. BPAY View billing errors

40.1 For the purposes of clauses 40.2 and 40.3, a BPAY View billing error means any of the following:

- a. if you have successfully registered with BPAY View:
 - i. failure to give you a bill (other than because you failed to view an available bill)
 - ii. failure to give you a bill on time (other than because you failed to view an available bill on time)
 - iii. giving a bill to the wrong person, or
 - iv. giving a bill with incorrect details, or
- b. if your BPAY View deregistration has failed for any reason – giving you a bill if you have unsuccessfully attempted to deregister.

40.2 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 billing error, including contacting the applicable biller and obtaining a correct copy of the bill, and
- b. the party who caused the error is responsible for correcting it and paying any charges or interest which would ordinarily be payable to the applicable biller due to any consequential late payment and as a result of the BPAY View billing error.

40.3 You agree that for the purposes of this clause you are responsible for a BPAY View billing error if the billing error occurs as a result of an act or omission by you or the malfunction, failure or incompatibility of computer equipment you are using at any time to participate in BPAY View.

41. Suspension

41.1 The Bank may suspend your right to participate in the BPAY Scheme at any time if you or someone acting on your behalf is suspected of being fraudulent.

42. Payment Cut-Off Times

42.1 If you tell **the** Bank to make a payment before the times specified in the box below, it will in most cases be treated as having been made on the same day.

Payment Cut-Off Times:

Seven days per week: 5.30pm (EST).

However, the payment may take longer to be credited to a biller if you tell the Bank to make a BPAY Payment on a Saturday, Sunday or a public holiday or if another participant in the BPAY Scheme does not process a BPAY Payment as soon as they receive its details.

43. When a biller cannot process your payment

43.1 If the Bank is advised that your BPAY Payment cannot be processed by a biller, the Bank will:

- a. inform you of this
- b. credit your Cash Account with the amount of the BPAY Payment, and
- c. if you ask the Bank to do so, take all reasonable steps to assist you in making a BPAY Payment to that biller as quickly as possible.

44. Cash Account records

You should check your Cash Account records carefully and promptly report to the Bank as soon as you become aware of any BPAY Payments that you think are errors or are BPAY Payments that you did not authorise or you think were made by someone else without your permission.

45. Consequential damage

This clause does not apply to the extent that it is inconsistent with or contrary to any applicable law or code of practice to which the Bank has subscribed. If those laws or that code would make this clause illegal, void or unenforceable or impose an obligation or liability which is prohibited by those laws or that code, this clause is to be read as if it were varied to the extent necessary to comply with those laws or that code or, if necessary, omitted. The Bank is not liable for any consequential loss or damage you suffer as a result of using the BPAY Scheme, other than due to any loss or damage you suffer due to the Bank's negligence or in relation to any breach of a term, condition or warranty implied by law in contracts for the supply of goods and services and which may not be excluded, restricted or modified at all or only to a limited extent.

46. Privacy

- 46.1 In addition to clause 38.2, if you register to use the BPAY Scheme, you agree to the Bank disclosing to billers nominated by you and, if necessary, to BPAY and any agent appointed by it from time to time, including Cardlink Services Limited, that provides the electronic systems needed to implement the BPAY Scheme:
- such of your personal information (for example, your name, email address and the fact that you are the Bank's customer) as is necessary to facilitate your registration for or use of the BPAY Scheme
 - such of your transactional information as is necessary to process your BPAY Payments. Your BPAY Payments information will be disclosed by BPAY Pty Ltd, through its agent, to the biller's Financial Institution, and your information necessary to process your use of BPAY View, will be disclosed by BPAY Pty Ltd, through its agent, to the biller, and
 - that an event in clause 38.3(b), (c), (d), (e) or (f) has occurred.
- 46.2 You must notify the Bank if any of your personal information changes and you consent to the Bank disclosing your updated personal information to all other participants in the BPAY Scheme referred to in this clause 46.2, as necessary. You can request access to your information held by BPAY Pty Ltd by telephoning (02) 9922 3511 or held by its agent, Cardlink Services Limited, by telephoning (02) 9646 9280. If your personal information detailed above is not disclosed to BPAY Pty Ltd or its agent, it will not be possible to process your requested BPAY Payment or use of BPAY View.

Part 6 – Terms and Conditions that apply to direct debit withdrawals and direct credits

47. Terms and Conditions of direct debit withdrawals

- 47.1 You may cancel your direct debit withdrawal facility by contacting the Bank or the person who is debiting the funds from your account. The Bank will promptly process your instruction to cancel a direct debit request relevant to a Banking Service the Bank provides to you. If you wish to alter your direct debit withdrawal facility, you should contact the person who is debiting the funds from your Cash Account.
- 47.2 The Bank may decide not to make a direct debit withdrawal if there are not sufficient cleared funds in the account at the time and on the date for the transfer of money.
- 47.3 If the Bank decides not to make the payment for this reason, the Bank may still charge you a fee. Please refer to the Cash Account Flyer for more

information on fees and charges. From time to time the Bank may allow you to overdraw your Cash Account. The Bank has no obligation to do so.

- 47.4 If the Bank decides not to make the payment because there are not enough cleared funds in your Cash Account or if the Bank decides to make the payment and overdraw your Cash Account, the Bank may charge a fee. Please refer to the Cash Account Flyer for more information on fees and charges. Also if the payment overdraws your Cash Account, you agree to pay the Bank interest on the amount overdrawn at the rate specified by the Bank from time to time. You must repay the overdrawn amount as soon as reasonably possible without further demand from the Bank. You agree to pay the Bank any reasonable legal fees it incurs in seeking to recover the overdrawn amount from you. Please refer to clause 16 for more information about overdrawing.
- 47.5 The Bank does not have to inform you if a direct debit withdrawal is not made.
- 47.6 If you request more than one direct debit withdrawal, the Bank will determine the order in which they are paid.
- 47.7 The Bank may charge you a fee for direct debit withdrawals (please refer to the Cash Account Flyer for information on fees and charges) and also debit your Cash Account for any fees or charges passed on to the Bank by another Financial Institution as a result of a direct debit withdrawal.
- 47.8 If your Cash Account is closed or the ATM Cards issued on your CASH Connect Account are cancelled, you agree to notify in writing all payees whom you have authorised to make direct debit withdrawals on your Cash Account. If you do not notify all payees, the Bank may continue to pay amounts drawn by the payee under the direct debit authority you gave the payee and debit those amounts to another account in your name (see clause 47.9).

- 47.9 If your Cash Account is closed for any reason, or if the Bank cancels any Card it issues on your CASH Connect Account, you:
- agree to immediately return all Cards on your CASH Connect Account
 - remain liable for any transaction amounts not yet processed on your Cash Account, and
 - authorise the Bank to debit any outstanding transaction amounts on your Cash Account to any other account in your name.

- 47.10 The Bank will take and promptly process any complaint that a direct debit withdrawal was unauthorised or was otherwise irregular. You should also contact the person who is debiting the funds from your Cash Account about such a complaint.

47.11 If a direct debit withdrawal is due to be made on a day that is not a Banking Business Day, the Bank makes the direct debit withdrawal on the next Banking Business Day.

48. Direct credits/Salary payments

48.1 Direct credits are automatic deposits of funds into your Cash Account. For example, you may have your salary or other regular payments credited to your Cash Account. You may arrange this yourself. You do not need to arrange this with the Bank.

48.2 The Bank is not liable for any payments which you expect to receive but which you do not receive.

48.3 If you wish to cancel or alter your direct credit facilities, you should contact the person who is forwarding the funds to your Cash Account. You do not need to contact the Bank.

Parts 7 to 9 of the Terms and Conditions are only relevant to the CASH Connect Account

Part 7 – Terms and Conditions that apply to periodical payments (CASH Connect Account only)

49. Terms and Conditions of periodical payments

49.1 To arrange periodical payments you must apply to the Bank. The form must be signed in accordance with the method of operation held by the Bank for the CASH Connect Account.

49.2 If your periodical payment application is approved by the Bank, the authority may not take effect for up to six business days after the request is received.

49.3 The periodical payment authority will remain in force until:

- a. the Bank receives written notice from you of:
 - i. cancellation or variation of the authority, or
 - ii. death or bankruptcy of the account holder, or
- b. the authority is cancelled by the Bank.

49.4 The Bank may decide not to make a periodical payment if there are not sufficient cleared funds in your CASH Connect Account at the time and on the date for the transfer of money.

49.5 If the Bank decides not to make the payment for this reason, the Bank may still charge you a fee. Please refer to the Cash Account Flyer for information on fees and charges. From time to time, the Bank may allow you to overdraw your CASH Connect Account. The Bank has no obligation to do so.

49.6 If the Bank decides not to make the payment because there are not enough cleared funds in your CASH Connect Account or if the Bank decides to make the payment and overdraw the CASH Connect Account, the Bank may charge a fee. Please refer to the Cash Account Flyer for information on fees and charges. Also, if the

payment overdraws your CASH Connect Account, you agree to pay the Bank interest on the amount overdrawn at the rate specified by the Bank from time to time. You must repay the overdrawn amount immediately without further demand from the Bank. You agree to pay the Bank any reasonable legal fees it incurs in seeking to recover the overdrawn amount from you. Please refer to clause 16 for more information about overdrawing.

49.7 The Bank will attempt to inform you if a periodical payment is not made.

49.8 If you request more than one periodical payment, the Bank will determine the order in which they are paid.

49.9 The Bank may charge you a fee for periodical payments (please refer to the Cash Account Flyer for information on fees and charges) and may also debit your CASH Connect Account for any fees or charges passed on to the Bank by another Financial Institution as a result of a periodical payment.

49.10 When the Bank makes a periodical payment the Bank is not acting as your agent or the agent of the payee.

49.11 If a periodical payment is for a loan with the Bank and there are not sufficient funds to make the payment, the Bank may at any time debit your CASH Connect Account from which the payment is made for any amount you owe it. If the debit causes your CASH Connect Account to be overdrawn, the amount overdrawn is immediately repayable by you without further demand from the Bank. Please refer to clause 16 for more information about overdrawing.

49.12 If the periodical payment is to an account with the Bank, the Bank may credit that account before it draws the payment under your periodical payment authority. If the Bank cannot draw that payment, the Bank may reverse the credit it made.

49.13 If your CASH Connect Account is closed for any reason, or if the Bank cancels any Card it issues on your CASH Connect Account, you:

- a. agree to immediately return all Cards on your CASH Connect Account
- b. remain liable for any transaction amounts not yet processed on your CASH Connect Account, and
- c. authorise the Bank to debit any outstanding transaction amounts on your CASH Connect Account to any other account in your name.

49.14 If a periodical payment is due to be made on a Sunday or a public holiday, the Bank makes the periodical payment on the next Banking Business Day.

Part 8 – Terms and Conditions that apply to cheque books (CASH Connect Account only)

50. Terms and Conditions of a cheque book

- 50.1 Cheque accounts are not available to persons under 18 years of age.
- 50.2 You must notify the Bank as soon as reasonably possible if your cheque book is lost, stolen or misused. You may do this by contacting any of the Bank's Branches. If you do not contact the Bank as soon as you can, it is possible that you may be liable for cheques drawn on your CASH Connect Account.
- 50.3 You may stop payment on a cheque you have written by telling the Bank before the cheque is paid by the Bank. Speed is important. You may tell the Bank at first by telephone. You should identify the cheque clearly, giving the amount, number and date of the cheque and to whom it is payable. You must then notify the Bank in writing to stop the cheque. The Bank will give you a form for this.
- 50.4 You can tell the Bank to stop a cheque by using Internet and Phone Banking. If you use Internet and Phone Banking to notify the Bank to stop a cheque, you do not have to confirm that notice in writing.
- 50.5 The Bank will charge you a fee for stopping a cheque. Please refer to the Cash Account Flyer for information on fees and charges.
- 50.6 If your cheque has not already been presented and paid, the Bank will stop payment on it. If it has already been presented and paid, the Bank cannot stop payment on it.
- 50.7 You may cancel a stop payment request. You must do so in writing, giving the cheque number and details on the cheque.
- 50.8 You must notify the Bank, within 3 months of receiving the statement for your CASH Connect Account, if there is any cheque noted on your statement which the Bank has paid but you did not authorise. If you do not notify us within this period, you agree that you do not have any right to make a claim against us regarding any lack of authority or forgery in relation to that cheque.
- 50.9 If your CASH Connect Account is used for business purposes, you must make sure that you have in place adequate internal procedures to ensure and then verify that only authorised signatories sign cheques and each cheque is promptly and correctly accounted for in your accounting records.
- 50.10 All cheques are paid and debited to your CASH Connect Account in the order the Bank receives them. You must not post-date your cheques.
- 50.11 If a cheque is presented for payment and there are not enough cleared available funds in your

CASH Connect Account, the Bank may not pay (dishonour) the cheque or the Bank may pay (honour) the cheque at its absolute discretion. The Bank may charge you a fee to honour your cheque. The amount of this fee is set out in the Cash Account Flyer.

- 50.12 General descriptive information about cheques is set out below and under 'How to use cheques' section of the PDS.

a. Crossing a cheque

If you cross a cheque you are telling a Financial Institution not to cash it across the counter. The cheque should then be paid to a Financial Institution (for example, into a customer's account). If a Financial Institution does cash the cheque it may be liable for any loss suffered by the true owner.

Crossing a cheque means drawing across the face of the cheque from top to bottom two parallel lines, with or without the words 'not negotiable' between them. A crossing may be added by you when you make out a cheque or by any person who obtains possession of your cheque.

b. The meaning of 'not negotiable'

The words 'not negotiable' between two parallel lines across the face of a cheque mean that, where the cheque is transferred, the person who obtains the cheque has the same rights as the person who transferred it to him or her.

For example, your cheque may be stolen and then passed on by the thief to another person. That person may then obtain payment of the cheque. In this example, if the cheque was crossed and marked 'not negotiable', the person from whom the cheque is stolen might recover the amount of the cheque from the person who obtains payment of the cheque, even though that person may not have done anything wrong.

c. The meaning of 'account payee only'

These words on a cheque are a warning to a Financial Institution that the cheque should be paid only to the person named in the cheque as payee. If that Financial Institution credits a different person's account, it may be liable to the true owner, unless the Financial Institution acted in good faith and without negligence (for example, by making enquiries and receiving a reasonable explanation). The words 'account payee only' do not prevent the transfer of a cheque.

d. The significance of deleting 'or bearer'

Cheques are generally printed with the words 'or bearer' appearing at the end of the line on

which you put the name of the person to be paid (you will see this in your cheque book). The words 'or bearer' mean that (except in cases where the cheque is crossed and must therefore be collected by a Financial Institution) the Bank has authority to pay the cheque to any person in possession of the cheque, even if that person found it or stole it, unless the Bank has reason to suspect that the cheque might have fallen into the wrong hands.

If you wish to alter this by making the cheque an 'order' cheque, the simplest thing to do is to cross out the words 'or bearer' which are printed on the cheque. The words 'to the order of' may also be inserted before the name of the payee, but if this is done the words 'or bearer' must still be crossed out. If a cheque is an 'order' cheque then (except in cases where the cheque is crossed and must therefore be collected by a Financial Institution) the Bank should only pay it:

- i. to the named payee, or
- ii. to any other person to whom the named payee, by endorsing the cheque on the reverse side, has ordered it to be paid.

Part 9 – Terms and Conditions that apply to Cards (CASH Connect Account only)

This section only applies if you hold an existing VISA Debit Card. From 30 April 2021 new or additional Cards will no longer be issued.

51. Terms and Conditions of Cards

51.1 If you have an individual, joint or company account with 'one to sign' as your method of operation, you may apply to have a Card issued for your account. Issue of a Card is at the Bank's discretion. Call our Customer Relations team on 1800 731 812 for further details. For security, Cards will be sent to you or any Additional Cardholder by registered or normal post. You must sign your Card as soon as you receive it. A Card is not valid unless it contains your signature.

51.2 The first time you or an Additional Cardholder sign a Card or authorise a transaction on your CASH Connect Account (including by using a Card or drawing a cheque) or make a cash withdrawal at any Financial Institution, you or the Additional Cardholder will automatically be agreeing to these Terms and Conditions. These Terms and Conditions then apply to all transactions on the CASH Connect Account. If you do not agree with these Terms and Conditions, do not carry out, or permit an Additional Cardholder to carry out a transaction. Instead, return all Cards to the Bank (cut in half for your protection).

51.3 There is an expiry date on Cards and you must not use a Card after that date. The Bank may issue you, and any Additional Cardholder with a new Card with a later expiry date before the original Card expires unless you ask the Bank in writing not to do so.

51.4 You can use your Card at a Terminal to withdraw cash from your CASH Connect Account linked to your Card or, at EFTPOS Terminals, to purchase goods or services from a Merchant.

51.5 If you have Additional Cardholders operating on your CASH Connect Account, then while the authority is in force, you are equally responsible and liable for all transactions carried out, and any debts incurred, by use of a Card on your CASH Connect Account by that person as you are when you use the Card yourself.

51.6 You should ensure that any person authorised to use a Card on your CASH Connect Account has read these Terms and Conditions and understands that they have the same obligations as you as set out in Part 9 of these Terms and Conditions.

51.7 The Bank owns any Card it issues. The Bank, acting reasonably, may cancel your card by providing you with 30 days' written notice. The Bank may also cancel your card at any time (without prior notice) to protect you or us from material risks including fraud, unauthorised access and other losses to manage criminal, regulatory and associated risk. You may cancel any Card, including the authority for another Additional Cardholder to operate on your CASH Connect Account. You can do this at any Branch. You must return any Cards as soon as the Bank asks you to do so or, if you cannot readily do so, you must take all reasonable steps to have them returned to the Bank. If you cannot return an additional Card to the Bank, you must give the Bank reasonable evidence that you have taken all reasonable steps to have the Card returned to it. You remain responsible for all transactions made with an additional Card until the Bank receives that additional Card or, if you cannot obtain the additional Card, until the latter of:

- the date you ask the Bank to cancel the additional Card, or
- when you have taken all reasonable steps to have the Card returned to the Bank.

In any case, you remain liable for all transactions the Additional Cardholder makes prior to the date you are no longer responsible for transactions made with that Additional Cardholder's Card, even if the transactions are debited to your CASH Connect Account after that date.

51.8 For security reasons, the Bank may require identification to verify the identity of any cardholder

if a Card is used to request a withdrawal from your CASH Connect Account.

- 51.9 The Bank has no liability to any cardholder if a Terminal or a Merchant does not accept a Card.
- 51.10 The Bank does not give any warranty for goods or services obtained from a Merchant by use of a Card. If you have any complaints about goods and services, you must take those complaints up with the Merchant.
- 51.11 Merchants or other Financial Institutions may impose restrictions on the use of a Card in addition to these Terms and Conditions.
- 51.12 The Bank may cancel any Card and suspend the operation of a CASH Connect Account, on which the Bank issued a Card to you or at your direction, at any time without prior notice to protect you or us from material risks including fraud or other losses, unauthorised access to manage criminal, regulatory and associated risk. The Bank will notify you as soon as possible afterwards. Without limiting the reasons why the Bank may do so, this may happen if:
 - a. the Bank reasonably considers you induced it to issue you a Card by fraud, or
 - b. the Bank believes the Card is being used in a way that may cause loss to you or the Bank.
- 51.13 You must not use your Card and you must return all Cards the Bank issued on your account (cut in half for your protection) immediately if:
 - a. the Bank closes your CASH Connect Account, or
 - b. the Bank cancels the Cards, or
 - c. the Bank requests you to do so.
- 51.14 If an Additional Cardholder dies, you agree to return the Card the Bank issued to him or her, without delay, even if the Bank does not ask for the Card to be returned.
- 51.15 We may issue replacement VISA Debit Cards to you and any Additional Cardholder at any time. All VISA Debit Cards are subject to these Terms and Conditions and any subsequent terms and conditions that may be issued in respect of the accounts.
- 51.16 No new VISA Debit Cards (other than replacement cards) will be issued for CASH Connect Accounts.
- 51.17 If a VISA Debit Card linked to a CASH Connect Account has not been used to make a purchase, withdrawal or deposit in the 12 months before expiry (Unused Card), a replacement card will not be issued when the VISA Debit Card expires. Unused Cards will be blocked from use up to 60 days before expiry. You won't be able to request a new VISA Debit Card, or replacement card, for an Unused Card once it has expired.

52. Use of your VISA Debit Card overseas

- 52.1 When you use your VISA Debit Card for foreign currency transactions on your CASH Connect

Account, the transaction is converted into Australian dollars by VISA International at the conversion rate or rates VISA International applies at the date it processes the transaction. VISA International may convert a foreign currency transaction into US dollars prior to converting it into Australian dollars. Fees apply to each foreign currency transaction made with a VISA Debit Card on your CASH Connect Account. Please refer to the Cash Account Flyer.

- 52.2 The foreign currency conversion fees will be shown on your Cash Account statement separately to the transaction amount.
- 52.3 All transactions are listed on your statement in the currency of the transaction and the Australian dollar equivalent.
- 52.4 A VISA Debit Card is not available to persons under 18 years of age or for trust, superannuation fund or approved deposit fund accounts.
- 52.5 You must be an Australian resident to have a VISA Debit Card.

53. Security of your Card and PIN

- 53.1 The security of your Card and PIN is very important as it is comparable to your signature on a cheque. You must take all reasonable steps to see that your Card and any record of your PIN are not misused, lost or stolen.

If you fail to ensure the security of your PIN your liability is determined under clause 54.

- 53.2 Your obligations – you must:
 - a. sign your Card as soon as you receive it
 - b. not record your PIN on your Card or on any article normally carried with your Card and which is liable to loss or theft with your Card
 - c. not permit any other person to use your Card
 - d. not disclose your PIN or make it available to any other person (including a family member, a friend or one of our staff), and
 - e. use care to prevent anyone else seeing your PIN being entered in a Terminal.
- 53.3 The Bank gives you the additional convenience and security of being able to personally select your own PIN (which may be a word or number). The Bank strongly advises you to select a PIN that you can remember without needing to make a written record of it or anything which reminds you of it.
- 53.4 If you require a memory aid to recall your PIN you may make such a record provided the record is reasonably disguised. However, the Bank does not consider that the following examples provide a reasonable disguise, and you agree:
 - a. not to record your disguised PIN on your Card
 - b. not to disguise your PIN by reversing the number sequence

- c. not to describe your disguised record as a 'PIN record' or similar
- d. not to disguise your PIN using alphabetical characters or numbers: A=1, B=2, C=3 etc
- e. not to select or disguise your PIN using any of the following combinations (or parts of them):
 - i. dates of birth
 - ii. personal telephone numbers
 - iii. car registration numbers
 - iv. family members' names
 - v. Social Security numbers, or
 - vi. licence numbers, and
- f. not to store your PIN in any low security electronic device of any kind, such as (but not limited to):
 - i. calculators
 - ii. personal computers, and
 - iii. electronic organisers.

53.5 There may be other forms of disguise which may also be unsuitable because of the ease of another person discerning your PIN. You must exercise extreme care if you decide to record a memory aid for your PIN.

Please note: Liability for losses resulting from unauthorised EFT transactions is determined under the relevant provisions of the ePayments Code, where that Code applies, despite your obligations set out in clause 53.

If you lose your Card or your PIN is revealed or you suspect unauthorised transactions

- 53.6 You must tell the Bank as soon as reasonably possible if your Card is lost or stolen, or you suspect that your PIN is known to someone else or you suspect that unauthorised transactions have been made.
- 53.7 You may notify the Bank by telephoning its 24 hour hotline on 1800 028 208. If you are overseas, please call +612 9155 7800.
- 53.8 If you do not notify the Bank you may be liable for unauthorised use – see clause 54.
- 53.9 You will need to give the Bank all relevant information you may have, so that the Bank can suspend Card access to your CASH Connect Account. You must confirm in writing any notice you give the Bank by telephone. Failure to do so will not affect your liability for unauthorised transactions. However, it will help the Bank to effectively deal with your report.
- 53.10 When you report the matter you will be given a notification number (or other form of acknowledgement). You should retain that number as confirmation of the date and time of your report.
- 53.11 If you are unable to report to the Bank because its facilities are unavailable, you are not liable for any unauthorised transaction which could have been

prevented if you had been able to tell the Bank. However, you must tell the Bank within a reasonable time after its facilities become available again. If a Card which has been reported lost or stolen is recovered, it must not be used again. Cut it in half for your protection and return it to the Bank.

54. Liability for unauthorised transactions

54.1 You are not liable for unauthorised EFT transactions by use of a Card or Card and PIN if it is clear you did not contribute to losses resulting from those transactions.

Otherwise your liability for unauthorised EFT transactions where a PIN was required will normally be limited to the smallest of:

- a. \$150, or
- b. the balance of your CASH Connect Account, on which the unauthorised transactions were made and to which you have access, by use of a Card and PIN, including any agreed line of credit, or
- c. the actual loss incurred before you notify us under clause 53.6 (excluding that portion of the loss on any one day which exceeds any applicable daily transaction limit).

In some circumstances you may be liable for a greater amount of unauthorised transactions by use of a Card and PIN. Please refer to clauses 54.3, 54.5 and 54.8 for details of those circumstances.

- 54.2 You are not liable for losses caused by:
 - a. the fraudulent or negligent conduct of our staff or agents or of companies involved in networking arrangements or of Merchants who are linked to the electronic funds transfer system or of their agents or employees, or
 - b. unauthorised EFT transactions by use of a Card or Card and PIN which occur after you have given the Bank notice as required by clause 53.6
 - c. unauthorised EFT transactions by use of a Card or Card and PIN incurred before you receive your Card and PIN
 - d. unauthorised transactions made with a Card or PIN that is forged, faulty, expired or cancelled
 - e. the same transaction being incorrectly debited more than once to your CASH Connect Account, or
 - f. unauthorised EFT transactions that can be made using an Identifier without a Card or PIN, or
 - g. unauthorised EFT transactions that can be made using a Card and not a PIN, provided you did not unreasonably delay in reporting the loss or theft of the Card.

When you will be liable

- 54.3 You will be liable for actual losses resulting from unauthorised EFT transactions by use of a Card or Card and PIN if you have contributed to the unauthorised use because you:
- engaged in fraud, or
 - voluntarily disclosed your PIN to anyone, including a family member or friend, or
 - indicated your PIN on your Card, or
 - kept a record of your PIN (without making any reasonable attempt to protect the security of the PIN) with any article carried with your Card or liable to loss or theft simultaneously with your Card, or
 - selected a PIN which represents your birth date or an alphabetical code which is recognisable as part of your name, immediately after you were specifically instructed not to select such a PIN and warned of the consequences of doing so, or
 - left a card in an ATM (provided the ATM incorporates reasonable safety standards to mitigate the use of a Card being left in an ATM), or
 - acted with extreme carelessness in failing to protect the security of your PIN.

- 54.4 Your liability under clause 54.3 will not exceed the smallest of:
- the actual loss incurred up to the time the Bank is notified of the loss or theft of your Card and/or PIN or the time the Bank is notified of the existence of unauthorised transactions, or
 - the funds available in your CASH Connect Account, including any agreed line of credit, or
 - the total amount you would have been allowed to withdraw on the days that unauthorised use occurs.

- 54.5 You will be liable for unauthorised EFT transactions if you have contributed to the unauthorised transaction because you unreasonably delayed in notifying the Bank that:
- your Card has been lost, stolen or misused, or
 - your PIN has become known to someone else.

- 54.6 You will be liable for any losses directly attributed to the delay that were incurred before notification referred to in clause 54.5 where those losses were incurred before notification. Your liability for these losses will not exceed the smallest of:
- the actual loss which could have been prevented from occurring in the period between when you became aware (or should reasonably have become aware) of the events described above and the time the Bank was actually notified, or
 - the funds available in your CASH Connect Account, or
 - the total amount you would have been allowed to withdraw on the days that unauthorised use occurred.

- 54.7 Your liability for losses from unauthorised transactions will not exceed the amount of the loss that would result after the exercise of any claim or other right the Bank has under the rules of the Card scheme against any other party to the Card scheme (whether or not that claim or other right is actually exercised). Refer also to clauses 20.4 and 20.5 in this context.

You will not be liable under clause 54.3 or 54.5 for losses incurred on any accounts which we had not agreed could be accessed using your Card and/or PIN. Your liability under clause 54.3 is also subject to us proving, on the balance of probability, that you contributed to the losses in one or more of the ways listed in clause 54.3.

No transaction carried out by you, a person authorised by you or another person with your knowledge and consent can be an unauthorised transaction.

- 54.8 Liability for unauthorised transactions by use of a Card and PIN without a signature are subject to the ePayments Code and are covered by clauses 54.1 to 54.7. Liability for unauthorised transactions conducted by the use of a Card that require a manual signature are not subject to the ePayments Code and are covered by this clause 54.8. Clauses 53.6 to 53.11 set out your obligations if your Card is lost, stolen or misused, or if your PIN is revealed.

Clauses 53.1 to 53.5 set out your obligations for maintaining the security of your Card and PIN. Please read clauses 53.1 to 53.11 carefully.

If you do not meet the obligations in clauses 53.1 to 53.5, you are liable for any unauthorised transactions conducted by use of a Card and that required a manual signature. Also, you are liable for any unauthorised transactions conducted by use of a Card and that required a manual signature, made prior to you notifying the Bank that your Card was lost or stolen.

You are not liable for losses caused by:

- a. unauthorised transactions which occur after you have given the Bank notice as required by clause 53, or
- b. unauthorised transactions incurred before you receive your Card, or
- c. the same transaction being incorrectly debited more than once to your CASH Connect Account.

55. Using a Terminal

- 55.1 When you use a Card and PIN at a Terminal, you authorise the Bank to act on the instructions entered into the Terminal. When you use your Card at a Contactless terminal, you authorise the transaction is correct. There may be short periods when transactions will not be available when the Bank is maintaining its system. If it is not possible to carry out the instructions you give a Terminal using your Card, the transaction will not be accepted.
- 55.2 A Card may be deactivated or retained in a Terminal if you enter an incorrect PIN three times during the one day at any combination of Terminals.
- 55.3 Money is at your risk when it becomes visible or available to you at a Terminal.
- 55.4 A transaction made at a Terminal is processed as soon as practicable after the transaction. This is not necessarily the same day as the transaction.
- 55.5 You elect not to require a receipt to be issued at a Terminal which identifies which one of you, or an Additional Cardholder, has used the account.
- 55.6 Transaction limits apply to the use of a Card to make a Contactless transaction at a Contactless terminal. We will notify you of any such limit if your Card is capable of making a Contactless transaction.

56. Withdrawal limits

- 56.1 The maximum amount of cash you can obtain with the Card and PIN through ATMs and EFTPOS on any one day is \$1,000. The Bank will tell you in writing if it changes this limit.
- 56.2 The Bank emphasises that any cash you obtain through EFTPOS makes up a part of your daily cash limit. The maximum amount of value you can obtain with your Card and PIN for purchases of goods or services through EFTPOS on any one day is \$10,000 or such other amount as the Bank determines from time to time. The Bank may change these limits at any time. If it does so, the Bank will give you notice in accordance with clause 3.

- 56.3 There may be minimum withdrawal restrictions at ATMs, subject to note denominations and cash availability.
- 56.4 When a non-Westpac Group branded ATM is used, the maximum and minimum withdrawals are determined according to the relevant Financial Institution and additional fees for each transaction may be incurred by you. The Bank does not accept any responsibility for an operator of an other bank ATM imposing restrictions or conditions on the use of an ATM.
- 56.5 For the purpose of this clause 56, each day ends at 12 midnight in Sydney, New South Wales.

57. Deposits at ATMs

- 57.1 You are able to make deposits into your CASH Connect Account at selected ATMs. A daily deposit limit may apply to the cash that can be deposited at an ATM. Visit stgeorge.com.au/ouratms for ATM limits.

58. Banking Services and the Banking Code of Practice

There is a booklet called 'Corporate and Business Accounts and Payment Services Terms and Conditions – General Information' which is available on request from certain Branches.

This booklet contains all types of information about Banking Services and the Banking Code of Practice, such as combining accounts, bank cheques, confidentiality and complaint handling procedure, the advisability of notifying the Bank if you are in financial difficulty and the advisability of you reading the Terms and Conditions of any Banking Service the Bank offers you.

Part 10 – Terms and Conditions that apply to Mobile Banking

59. Terms and Conditions of Mobile Banking

- 59.1 You can use Mobile Banking to perform some of the activities available through Internet and Phone Banking, and Mobile Banking services.

Where there is any inconsistency between this Part 10 and the Internet and Phone Banking Terms and Conditions, this Part 10 prevails.

Registration

- 59.2 Registering for Internet Banking automatically registers you for Mobile Banking (however you need not activate Mobile Banking). You can also choose to register for Mobile Banking at the time of registering for Phone Banking.

Using Mobile Banking

- 59.3 Not all Electronic Equipment is capable of accessing and using Mobile Banking as your authenticated mobile device. You are responsible for using, having or obtaining a compatible mobile device in connection with any use of the service. We are not responsible for:
- any ability of a mobile device to access the service, or
 - any loss or damage to a mobile device resulting from your access or use or attempted use of Mobile Banking.
- 59.4 If you travel outside of Australia, you may still have access to Mobile Banking. You should check with your telephone communications provider that the mobile device will be able to use relevant network in those countries in which you are travelling. We are not liable for any additional costs you incur.

Any conditions of use and charges relating to a mobile device are your responsibility.

- 59.5 You may incur charges from your internet or mobile service provider for using Mobile Banking. Any such charges are your sole responsibility and any matters regarding these charges should be raised with your internet or mobile service provider.
- 59.6 You will use your Access Codes (such as your Internet and Phone Banking Customer Access Number, Security Number and Internet Banking Password) to logon your mobile device to Mobile Banking. Once you have done so, it becomes your Mobile Banking Device and is treated as an Access Method. If you use an eligible mobile device to access Mobile Banking, you can register to logon by using your Security Number, Internet Banking Password or biometric information (if supported, see 59.13).
- (The list of mobile device operating systems which is compatible with Mobile Banking can be found under the 'Supported Device' link within the Mobile Banking section of the website stgeorge.com.au. Check on the app store for your operating system to see whether your mobile device is compatible with the Mobile Banking App).
- To avoid doubt, a tablet-format mobile device which is compatible with a St.George Mobile Banking App for tablet devices is able to be a Mobile Banking Device.
- 59.7 You can reset your preferred logon credentials for your Mobile Banking Device at any time on the logon page of the Mobile Banking App.

- 59.8 Not all Internet and Phone Banking services and features are available for Mobile Banking. The following are limitations of Mobile Banking:
- not all At Risk Transactions that need to be authenticated by our Secure Code Service can be performed using Mobile Banking. Please refer to Part 4 – Terms and Conditions that apply to Internet and Phone Banking for further information on At Risk Transactions
 - the transaction limits are set out in Part 4 – Terms and Conditions that apply to Internet and Phone Banking. You may only perform such transaction where the transaction amount will not be regarded as an At Risk Transaction.

Notifications on your Mobile Banking Device

- 59.9 We may send you notifications, including any Alerts Service, to your Mobile Banking Device (for example, 'push' local and broadcast notifications or notifications based on the location of your Mobile Banking Device).
- Some notifications are "actionable" which means that once you receive a notification, you can select it in order to access more information or perform an instruction (for example, make a payment to your credit card account).
- Anyone who has access to your Mobile Banking Device (including if you lend it to someone else or it is lost or stolen) will be able to see your notifications. You can enable or disable Mobile Banking App notifications at any time by changing the settings on your Mobile Banking Device.
- In some instances, notifications may not reach your Mobile Banking Device due to the requirements or limitations of the communications network or system outages or due to factors beyond our control, such as your internet connection.
- We may without notice to you, temporarily suspend or terminate the notifications feature to protect your interests or the legitimate business interests of the Bank, such power being exercised in a reasonable manner.

Set a PIN on your mobile device to increase your Mobile Banking security

59.10 To protect your privacy, we recommend setting a PIN or password on your Mobile Banking Device (or logon using biometric information under clause 59.13), and, for additional protection, installing/enabling remote wipe software on your mobile device.

Make sure nobody else knows the PIN for your Mobile Banking Device. Because your Mobile Banking Device is an Access Method, any person who knows your mobile device PIN can instruct us to perform transactions and we will assume that you have authorised the transaction.

Important: The manufacturer of your mobile device is responsible for the security of the device, including the security of “lock” screens, management of PINs and passwords, and the reliability of any biometric methods of unlocking the mobile device (such as fingerprint or face recognition). Before activating a Mobile Banking Device, you should be confident that you are satisfied about the security of your Mobile Banking Device and the ways it can be unlocked.

Preserve the security of your Mobile Banking Device and Mobile Banking

- 59.11 When you have a Mobile Banking Device, you must:
- not act fraudulently or maliciously in relation to the Mobile Banking App or any of its features. As examples, you will not copy, modify, adversely effect, reverse engineer, hack into or insert malicious code into the Mobile Banking App or your Mobile Banking Device software
 - only install approved applications on your mobile device, and that you will not override the software lockdown on your mobile device (ie jailbreak your phone).

Lost or stolen Mobile Banking Device

59.12 If you suspect the security of your Access Codes has been breached, your Mobile Banking Device or your PIN has been lost, stolen or misused, or an unauthorised transaction has occurred on your account you must ensure you call us on the Internet & Phone Banking Helpdesk on 1300 555 203 to change your Access Code (if possible) and ensure that your Mobile Banking Device is de-authorised as a Mobile Banking Device and for any Mobile Banking services.

Logon using biometric information

59.13 Where your Mobile Banking Device allows you to control access to it using biometric information such as the fingerprints or facial data you store in the device, Mobile Banking may provide a means for you to use the stored biometric information to authorise Internet and Phone Banking services as a preferred logon credential (eg fingerprint logon). You can only do this where you have logged on to Mobile Banking using your full logon credentials. If you wish to logon using biometric information for Internet and Phone Banking services, you should ensure that only your biometric information is stored on the device.

59.14 Each time the Mobile Banking Device detects that biometric information logon has been used to authorise any transactions through Mobile Banking, you instruct us to perform those services.

We do not collect any information about your biometric information. If you activate biometric information logon (eg fingerprint logon), the Mobile Banking App can tell when your Mobile Banking Device detects that a stored biometric information has been used to authorise a transaction. The Mobile Banking App confirms to us that this has happened, which is an Access Method, and passes that message to us.

Part 4 – Terms and Conditions that apply to Internet and Phone Banking contains important information about security of your Access Codes, unauthorised and mistaken transactions and other consumer protection issues.

- 59.15 We will make reasonable efforts to:
- ensure that Mobile Banking is available during the hours specified by us from time to time, and
 - ensure that information we make available to you through Mobile Banking is correct.

Cancelling and suspending use of Mobile Banking

59.16 We may suspend or cancel your access to Mobile Banking without prior notice if we reasonably believe it is necessary or appropriate, for example where we believe that there is a risk of fraud or security breach, or where you have not accessed Mobile Banking for a lengthy period. We will inform you in writing after we cancel your access. If you want to use Mobile Banking at a later time, you may ask us to register or activate you again.

However, we assume no duty to cancel any access. In relation to these Mobile Banking Terms and Conditions, no delay or failure to act will be construed as a waiver of or in any way prejudice, any of our rights. No waiver will be effective unless it is in writing. A waiver of a breach will not waive any other breach.

59.17 To cancel your registration for Mobile Banking, you can cancel your registration for Internet and Phone Banking by visiting any of our branches or by calling the Internet & Phone Banking Helpdesk on 1300 555 203, 24 hours a day, seven days. If you want to use Internet and Phone Banking or Mobile Banking at a later time, you may ask us to register or activate you again.

59.18 If you change or no longer use your mobile phone number, you must ensure that the mobile device you no longer use is no longer your authenticated mobile device for Mobile Banking purposes. Call us on the Internet & Phone Banking Helpdesk on 1300 555 203, 24 hours a day, seven days to update your details and de-activate Mobile Banking and any Mobile Banking services. To re-activate Mobile Banking with any new mobile phone number or device you will need to logon to Mobile Banking with the new mobile device or mobile phone number.

59.19 We may change your Internet or Phone Banking access to an "inactive status" if you do not access Internet or Phone Banking for 120 consecutive days. You can re-activate your access by calling us on the Internet & Phone Banking Helpdesk on 1300 555 203, 24 hours a day, seven days.

8. Glossary

'Access Codes' means a code or other secure procedure you can use to access Internet and Phone Banking or Mobile Banking, including:

- a. your Internet and Phone Banking Customer Access Number
- b. your Internet and Phone Banking Security Number
- c. your Internet Banking Password
- d. your Mobile Banking Device (and any passwords or access codes used to unlock that Mobile Banking Device), and
- e. any Secure Code we may send you.

'Access Method' means a method we authorise you to use to instruct us through Internet and Phone Banking and Mobile Banking in respect of an EFT Account.

It comprises the use of one or more components including an Internet and Phone Banking Security Number, Internet and Phone Banking Customer Access Number or Internet Banking Password or Mobile Banking Device or combinations of these.

It does not include a method requiring your manual signature as the main way in which we ensure you gave us an instruction.

'account' means your eCASH Account or your CASH Connect Account, depending on the option you have chosen.

'Additional Cardholder' means any person to whom a Card has been issued at your request under clause 51.5 of the 'Terms and Conditions'.

'AdviserNET' means the online transaction facility provided by us that your financial adviser uses to submit instructions concerning your Cash Account and Investment Account (if applicable) to us.

'ADF' means Approved Deposit Fund.

'Alerts Service' means the provision of information regarding your EFT Account by SMS (SMS Alert) or email (Email Alert) or any other method of transmission as agreed between you and us to your Electronic Equipment.

'Application' means an application to open a Cash Account, which (if your Cash Account is linked to an Investment Account) forms part of the Application to open an Investment Account.

'Asgard' means Asgard Capital Management Ltd ABN 92 009 279 592.

'Asset' means financial products purchased through your eWRAP – Investment Account (if applicable).

'At Risk Transaction' means an Internet Banking transaction or request identified by the Bank as requiring further authentication by Secure Code Service to complete that transaction.

'ATM' means an automated teller machine owned by the Bank or someone else.

'Bank' or **'St.George'** means St.George Bank – A Division of Westpac Banking Corporation ABN 33 007 457 141 AFSL 233714.

'Banking Business Day' means any day on which banks in Melbourne or Sydney are able to effect settlement through the Reserve Bank of Australia.

'Banking Service' means your account or Payment Service to which this PDS applies.

'BPAY' means BPAY Pty Ltd ABN 69 079 137 518 of Level 6, 1 York Street, Sydney NSW 2000, telephone (02) 8252 0500.

'BPAY Payment' means a payment described in clause 34.2 of the 'Terms and Conditions'.

'BPAY Scheme' means the scheme described in Part 5 of the 'Terms and Conditions'.

'BPAY View' means the electronic method of accessing bills or statements described in clause 34.3 of the 'Terms and Conditions'.

'Branch' means any St.George Bank, Bank of Melbourne or BankSA Branch and any St.George Bank, Bank of Melbourne or BankSA Branch agency.

A Branch agency is a St.George Bank agency, Bank of Melbourne agency or BankSA agency at which deposits and withdrawals can be made.

'Business Day' means a day the Bank is open for business, but does not include Saturday, Sunday or any public holiday.

'Card' means any authorised card issued by the Bank for a CASH Connect Account and includes a VISA Debit Card that can be used to access a CASH Connect Account through an ATM.

'Cardlink Services Limited' means Cardlink Services Limited ABN 60 003 311 644 of Cnr Park Road and South Parade, Auburn NSW 2144, telephone (02) 9646 9222.

'Cash Account' means an eCASH Account or CASH Connect Account.

'Cash Account Flyer' means the current Cash Account Flyer setting out the fees and charges and interest rates relating to the eCASH Account, Cash Account and Payment Services.

'CASH Connect Account' means a cash management account with St.George which has cheque book and branch facilities and may also provide access to Internet and Phone Banking and debit card facilities (under certain conditions).

'Client Number' means the number assigned by us to your account.

'Code' means a PIN, Internet Banking Password, Password, Internet and Phone Banking Security Number or any similar information which may be required in order to make EFT Transactions to or from an EFT account and which you are required to keep secret.

'Contactless terminal' means a Terminal which can be used to make a Contactless transaction.

'Contactless transaction' means a purchase transaction made by holding your Card (which is capable of making a Contactless transaction), in front of a Contactless terminal and without having to insert or swipe it.

'CVV' means Card Verification Value. Merchants online or over the phone will ask for your card number, expiry date and may ask you to provide a CVV number. This can be found on the back of your Visa Debit card or a generated CVV is available in Internet Banking.

'Debit Balance' means your Cash Account is overdrawn and you owe the Bank money.

'Device' means an article we give you to perform EFT Transactions.

'eCASH Account' means an investment Cash Account with St.George which is accessed by Internet and Phone Banking.

'EFT Account' means an account designed and established for personal and domestic use, from or to which you can transfer funds through Electronic Equipment by use of an Access Method.

'EFTPOS' means a point of sale electronic banking facility available at retail or wholesale outlets.

'EFT System' means the network of electronic systems used for the transmission of EFT Transactions.

'EFT Transaction' means a transfer of funds initiated by an instruction you give through Electronic Equipment and not intended to be authenticated by comparing a manual signature with a specimen signature to debit or credit an EFT Account.

'Electronic Equipment' includes a Terminal, computer, television, fax and telephone.

'ePayments Code' refers to the code of conduct applicable to consumer electronic payment transactions, which is administered by ASIC.

'eWRAP' means 'eWRAP – Investment'.

'Financial Institution' means any Australian bank, building society or credit union.

'financial product' means any managed investments, shares and cash products purchased through an Investment Account.

'GST' means any tax imposed on the supply of any goods, services, real or personal property or similar things or similar tax.

'Identifier' means information that you know and must provide to perform an EFT Transaction but are not required to keep secret.

'including' or **'includes'** means 'including, but not limited to' or 'includes, without limitation'.

'Internet Banking' means the Internet Banking service provided by St.George and excludes Phone Banking.

'Internet Banking Password' means the password you select for use in conjunction with the Internet and Phone Banking Customer Access Number and the Internet and Phone Banking Security Number to access Internet Banking.

'Internet and Phone Banking' means the Internet and Phone Banking service provided by St.George.

'Internet and Phone Banking Customer Access Number' means the number used in conjunction with the Internet and Phone Banking Security Number and Internet Banking Password to access Internet and Phone Banking.

'Internet and Phone Banking Security Number' means the personal identification security number used in conjunction with the Internet and Phone Banking Customer Access Number and Internet Banking Password to access Internet and Phone Banking.

'Investment Account' means your eWRAP – Investment Account (if applicable).

'Investor Online' means a facility providing continuous electronic access to information about your accounts.

'Mistaken internet payment' means a payment, other than one using BPAY, by an individual through a "Pay Anyone" internet banking facility and processed through the direct entry (Bulk Electronic Clearing) system where the funds are paid into the account of an unintended recipient because the individual enters or selects a BSB number or other information that does not belong to the intended recipient as a result of the individual's error or the individual being advised of the wrong BSB number and/or identifier. This excludes payments made as a result of a scam.

'Merchant' means a supplier of goods or services purchased by use of a Card.

'Mobile Banking' means a service we offer from time to time through an internet protocol telecommunications network to enable you to access information about EFT Accounts and transmit instructions to us electronically through the Mobile Banking App and a mobile device.

'Mobile Banking App and St.George Mobile Banking App' means software approved by us in connection with mobile banking and downloaded directly to your mobile device from the App store that is appropriate to your mobile device.

'Mobile Banking Device' means a mobile device, to which you have loaded the St.George Mobile Banking App and which you have registered to access your EFT Accounts using Mobile Banking.

'Nominated Account' means an Australian dollar denominated bank account with any bank or Financial Institution within Australia which is linked to your Cash Account for the purpose of deposits and withdrawals. Your Nominated Account must be held in the same name and capacity as your Cash Account.

'Overseas Cheques' means cheques drawn on a foreign bank.

'Password' means the Password or number used in conjunction with your Cash Account and which is not a PIN.

'payee account' means an account, in addition to your Nominated Account, to which you can transfer funds from your Cash Account.

'payee payment' includes:

- a. a payment made to a third party, and
- b. a payment made to an account, in the name of the person authorising the payment, at another Financial Institution.

'Payment Cut-Off Time' means, with respect to a Bank Business Day, the time specified in clause 42 of the 'Terms and Conditions' for that day.

'Payment Service' means Internet and Phone Banking and the BPAY Scheme. If you have a CASH Connect Account, it also means Card, cheque, periodical payment and direct debit.

'PDS' means this Product Disclosure Statement for the eCASH Account, CASH Connect Account, and Payment Services.

'Phone Banking' or **'St.George Phone Banking'** means the telephone Banking Service provided by St.George.

'PIN' means a personal identification number used in conjunction with a Card.

'related entity' means a company owned by the Bank.

'Scheduled Payment' means a BPAY Payment, a payee payment or a funds transfer you request the Bank to make at a later date.

'Secure Code' means a randomly generated code that the Bank sends to you to authenticate each At Risk Transaction. The Secure Code is sent to your Australian mobile phone number by SMS or an Australian landline telephone number by interactive voice response message. This form of authentication is in addition to your Internet Banking Password and Internet and Phone Banking Security Number.

'Secure Code Service' means the Bank's method of Two Factor Authentication where the Bank sends you a Secure Code to authenticate At Risk Transactions performed by you using Internet Banking.

'Service Provider', **'we'**, **'us'** or **'our'** means Asgard Capital Management Ltd ABN 92 009 279 592.

'Small Business' means a business having:

- a. less than 100 full-time (or equivalent) people, if the business is or includes the manufacture of goods, or
- b. in any other case, less than 20 full-time (or equivalent) people.

This does not include a business that obtains the account or a Payment Service for use in connection with a business that does not meet the elements in (a) or (b) above.

'SMS' means Short Message Service.

'Telegraphic Transfer' means transferring funds overseas.

'Terminal' means an electronic device (including an ATM, Contactless terminal, cash dispenser unit, point of sale Terminal or any other electronic funds transfer device) in which a Card may be used to operate on a CASH Connect Account, but does not include Internet and Phone Banking.

'Terms and Conditions' means the terms and conditions set out in this PDS as amended, notated, replaced or updated.

'Two Factor Authentication' means a security authentication process in which a customer provides a Financial Institution with two types of identification information to authenticate their identity. The first type of identification information is a piece of information known to the customer. The second type of identification information is information sent by the Financial Institution to the customer's physical device, eg an Australian mobile phone or an Australian landline phone.

'Unused Card' means a VISA Debit Card linked to a CASH Connect Account that has not been used to make a purchase, withdrawal or deposit in the 12 months before expiry.

'VISA Debit Card' means a debit card that gives access to a CASH Connect Account through the EFT System and ATMs using the VISA network.

'Westpac' means Westpac Banking Corporation ABN 33 007 457 141 AFSL 233714.

'Westpac Group' means Westpac and its related bodies corporate. St.George, Bank of Melbourne and BankSA are all divisions of Westpac Banking Corporation ABN 33 007 457 141 AFSL and Australian credit licence 233714.

'Westpac Group partner ATM' refers to a third party ATM operator who Westpac has an arrangement with. The available ATM locations can be found on our website at the ATM locator stgeorge.com.au/locator or via the St.George Mobile Banking app.

'you' means the Cash Account holder in relation to the Cash Account and the user of a Payment Service in relation to a Payment Service.

9. Supporting documentation checklist (CASH Connect Account only)

If you choose a **CASH Connect Account**, we require the following, along with your completed Application and identification form (your account will not be opened until all documentation has been received). If you are not an Australian resident you may send us copies of the equivalent documentation for your country of residence. Each signatory must complete section 6. Cash Account of the application form and sign the signature card.

Account type	Signature card	Certificate of Registration of company ¹	Company search (current extract not older than one month) ²	Registration of business name	Certified copy of trust deed ³	Certificate of Registration of super fund
Personal	✓	X	X	X	X	X
Joint	✓	X	X	X	X	X
Company	✓	✓	✓	X	X	X
Company trading under a registered business name	✓	✓	✓	✓	X	X
Super fund/ADF with individual(s) as trustee	✓	X	X	X	✓	✓
Super fund/ADF with company as trustee	✓	✓	✓	X	✓	✓
Super fund/ADF with company trading under a registered business name as trustee	✓	✓	✓	✓	✓	✓
Unit trust with individual(s) as trustee	✓	X	X	X	✓	X
Unit trust with company as trustee	✓	✓	✓	X	✓	X
Unit trust with company trading under a registered business name as trustee	✓	✓	✓	✓	✓	X
Family trust with individual(s) as trustee	✓	X	X	X	✓	X
Family trust with company as trustee	✓	✓	✓	X	✓	X
Family trust with company trading under a registered business name as trustee	✓	✓	✓	✓	✓	X

¹ A Certificate of Registration was called a Certificate of Incorporation prior to 1991.

² The ASIC website (asic.gov.au) contains links to information brokers – you can download name searches from their websites (fees may apply).

³ Rather than sending a certified copy of the whole trust deed, you can send a certified copy of the page(s) of the trust deed that shows all of the following:

- trust name
- all trustee names (to a maximum of five trustees)
- all beneficiary names or class of beneficiary (for example, members of the superannuation fund)
- trust or trustee address, and
- all trustee signatures.

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Customer Relations Team

1800 731 812
Phone Banking 13 33 22
Lost or stolen cards 1800 028 208

Accessibility Support

You can inform us how you would prefer to be contacted. If you are deaf and/or find it hard hearing or speaking with people who use a phone, you can reach us through the National Relay Service (NRS). To use the NRS, you can register here: accesshub.gov.au/about-the-nrs

Visit [St.George Access and Inclusion](#) for further information on our accessible products and services for people with disability.

Issued By

St.George Bank – A Division of Westpac
Banking Corporation
ABN 33 007 457 141
AFSL 233714

Administrator

Asgard Capital Management Ltd
ABN 92 009 279 592
AFSL 240695

Correspondence

Asgard
PO Box 7490
Cloisters Square WA 6850

Asgard

Asgard eCASH and CASH Connect

Application booklet

Issue Date: 19 May 2024

Privacy Statement

In this Privacy Statement, reference to 'we', 'us', 'our' means Asgard and St.George.

All personal information and credit-related information we collect about you is collected, used and disclosed by us in accordance with our Privacy Statements which are available at asgard.com.au/privacy or by calling 1800 731 812 and stgeorge.com.au/privacy/privacy-statement or by calling 13 33 30, respectively. Our Privacy Statements also provide information about how you can access and correct your personal information, and make a complaint. You do not have to provide us with any personal information or credit information but, if you don't, we may not be able to process your application.

Our Reporting Obligations

Foreign Tax Residents. We are required under domestic and international laws to collect and report financial and account information relating to individuals and organisations who are, or may be, foreign tax residents. We may ask you whether you or any shareholder, beneficiary, settlor or controlling person are a foreign tax resident from time to time, such as when you open an account with us, or if your circumstances change. If you do not provide this information to us we may be required to limit the services we provide to you.

Unless you tell us otherwise, by completing any application for products covered by these terms and conditions, you certify that you, any shareholder, named beneficiary, settlor or controlling person is not a foreign tax resident. You must tell us if you, or any shareholder, named beneficiary, settlor or controlling person is, or becomes, a foreign tax resident (unless an exemption applies, such as for shareholders of listed companies). Where there are no named beneficiaries (e.g. for beneficiaries identified only as a class) you must tell us if a beneficiary is a foreign tax resident immediately when any decision is made to identify such beneficiary and, in any case, before such distribution is to be made to them. You may contact us to provide foreign tax residence information by calling 1300 725 863.

We cannot give tax advice, so please contact your independent tax advisor if you need help finding out whether any person is a foreign tax resident.

How to proceed

Are you opening a Cash Account as part of an Investment Account or linking an existing Cash Account to an Investment Account?

- If yes, then you only need to complete the Investment Account application, not the Cash Account application.
- If no, then you are opening a stand-alone Cash Account, and you need to complete each relevant section of the Cash Account application.

You will need to complete the identification form(s) before opening a Cash Account. Your financial adviser will be able to help you complete this with your application.

Please note that in line with our regulatory and compliance obligations, we may request that you provide up-to-date identification and verification documentation at any time. Failure to provide these may result in a delay, block, suspension or refusal to provide any of our services to you, or to close your account.

1. Existing account details

If you have an existing account that is in exactly the same name as this account, complete this section.

2. New account details

You will need to complete the corresponding parts of this section and the Asgard Customer Identification form(s) depending on your investor type.

Partnerships

We are unable to set up partnership accounts; however, you may be able to apply as a joint or company applicant.

Trusts

If you have a trust deed, choose 'Trust' as the account type and enter the names of the trustees in the spaces provided. The account name should reflect the actual name of the Trust as per the Trust Deed. We are unable to accept trusts that have more than five trustees.

- If you are establishing an account in trust for another person and don't have a trust deed, choose 'Individual' as the account type and enter your name as 'Applicant 1' and 'your name ATF other name' as the account name.

3. Tax/ABN

If you choose to provide your Australian Business Number (ABN) or Australian Tax File Number (TFN) you will need to provide:

- your full name,
- your TFN/ABN or, if you're exempt from having to provide a TFN/ABN, the exemption code identifying the reason.

If you are a pensioner, you will need to advise the pension exemption code (if known). If you have a trust, you should supply the TFN/ABN of the trust.

If you are an organisation not required to lodge a tax return, you will need to quote the code 'NL'.

You are not required to provide your TFN, but if you do not and you are not exempt or do not provide an ABN, tax may be deducted at the top marginal rate, plus Medicare levy, from any interest income on your Cash Account. If you have a joint account, this will also apply should either applicant not provide a TFN if that applicant is not exempt. Any TFN withholding tax deducted will be remitted to the Australian Taxation Office.

For more information about the use of TFNs/ABNs, contact the Australian Taxation Office.

Foreign Tax Residency Information (mandatory for Entity accounts)

Tax Status Declaration is required for any entity that is required to confirm:

- a) its Foreign Account Tax Compliance Act (FATCA) status,
 - b) its Common Reporting Standard (CRS) status, or
 - c) whether it or any of its controlling persons are foreign tax residents, or
- an entity can be a company, trust, partnership, association, registered co-operative or government body
 - tax information must be collected from an authorised representative of the entity
 - we do not provide tax advice. If you are unsure about foreign tax residency status, you should seek specialist tax advice.

4. Account password

Please provide an initial account password that will be used to identify you when you make enquiries about your account, and a password prompt to help us remind you of your password if you forget it. **For security purposes you should change your account password and prompt on Investor *Online* once you have received your logon details from us.**

5. Cash Account

Select your Cash Account option

If you choose a CASH Connect Account, each signatory must sign the **signature card** included in the application booklet.

Each signatory must complete this section or provide details of a current St. George, Bank of Melbourne or BankSA account for which they have already been identified (see the 'Supporting document checklist' in the Cash Account Product Disclosure Statement (PDS) for the rules that apply in this case).

You may also need to send copies of supporting documentation to us with your application. The 'Supporting documentation checklist' section of the Cash Account PDS details the requirements.

If there is more than one signatory, indicate the **method of operation** that applies to CASH Connect Account transactions initiated by you.

- **'one to sign'** – one person can initiate withdrawals and CASH Connect Account amendments,
- **'two to sign'** – two people must initiate withdrawals or CASH Connect Account amendments. If you choose this option, you cannot have card access and you won't be given access to Phone and Internet Banking.

6. Phone and Internet Banking

If you have an existing eCASH or CASH Connect Account under the same client number and in **exactly the same name** as the name this account will be in and would like to access this account through Internet and Phone Banking with your existing Internet and Phone Banking access number and security number, provide the details of your existing Cash Account in this section.

7. Nominated bank account

This section must be completed. Your nominated bank account will be linked to your Cash Account to facilitate cash transfers.

8. External linked accounts

Provide the details of other Financial Institution accounts (in addition to your nominated account) that you would like your financial adviser to be able to transfer funds to using AdviserNET. (If you want to be able to transfer funds to these accounts using Internet Banking, you will need to logon to Internet Banking and set them up as payee accounts.)

9. Authority to transfer cash

You can give your financial adviser authority to transfer cash from your Cash Account to your nominated account, any external linked accounts and any other Cash Accounts held under the same client number, using AdviserNET. This means your financial adviser can initiate one-off or regular cash transfers without you needing to sign each instruction prior to your financial adviser electronically submitting it to us.

If you don't give an authority to transfer cash, you will need to sign each instruction for one-off or regular cash transfers before it is submitted by your financial adviser.

10. Regular direct debit deposits

If you wish to make regular direct debit deposits from a Financial Institution account into your Cash Account, please complete this section. You must specify the amount you wish to deposit and the frequency of the required deposit.

You must also complete the direct debit request in the application booklet and forward the original with your application. You can only have one direct debit request for each Cash Account. Therefore, if you also want to make an initial deposit by direct debit, it must come from the same Financial Institution account.

11. Initial deposit

Enter the amount of your initial deposit into your Cash Account. Please note that depositing funds electronically may be more efficient than depositing a cheque. If you would prefer to deposit initially by cheque, make your cheque(s) payable to the name of your Cash Account (for example, John Smith Pty Ltd) and cross it 'Not negotiable'. If you would like us to arrange a direct debit deposit on your behalf, please complete the direct debit request.

12. Adviser's details and declaration

You must indicate if you have a financial adviser in this section.

Under the Anti-Money Laundering and Counter-Terrorism Financing Act, your financial adviser is required to verify your identity using the Asgard Customer Identification form(s).

If you do not have a financial adviser, complete and attach the Asgard Customer Identification form(s).

13. Acknowledgements

First read the Cash Account PDS carefully, make sure you fully understand all the terms and conditions, and then sign the application.

The application must be signed personally by all applicants. If the applicant is a company, the application must be executed in accordance with the company's constitution.

Applications may be signed or executed by individuals or companies under Power of Attorney. Where the applicant signs under Power of Attorney, a certified copy of the relevant Power of Attorney must be enclosed with the application. Your Power of Attorney can be certified by a Justice of the Peace, a Commissioner for Declarations or your solicitor.

Issue date: 19 May 2024

Instructions on how to complete this application are on the first three pages of this application booklet.

As we are required to identify you before you invest in this product, you must complete an Identification form. This form is available from your financial adviser or by calling our Customer Relations team on 1800 731 812. Your financial adviser will help you complete this form.

IF YOUR CASH ACCOUNT WILL BE LINKED TO AN INVESTMENT ACCOUNT, DO NOT COMPLETE THIS APPLICATION. YOU ONLY NEED TO COMPLETE THE INVESTMENT ACCOUNT APPLICATION.

Please complete this application and the Identification form(s) in **BLOCK LETTERS** using black ink and post both forms to Asgard, PO Box 7490, Cloisters Square WA 6850.

Note

- Make cheques payable to the name of your account (for example, John Smith Pty Ltd) and cross them 'Not negotiable'.
- We cannot accept faxes or photocopies of this application.

Privacy Statement

All personal information and credit-related information we collect about you is collected, used and disclosed by us in accordance with our Privacy Statements which are available at asgard.com.au/privacy or by calling 1800 731 812 and stgeorge.com.au/privacy/privacy-statement or by calling 13 33 30, respectively. Our Privacy Statements also provide information about how you can access and correct your personal information, and make a complaint. You do not have to provide us with any personal information or credit information but, if you don't, we may not be able to process your application.

1. Existing account details

Part A – Account number and name

If you have an existing account that is in **exactly the same name** as this account, provide the account number and name below and we will apply the same account details to your new account.

Existing account/client number

- -

Existing account name

Part B – Residency for Tax purposes (mandatory)

Tax Residency refers to the country(ies) in which an individual or entity has an obligation to file a tax return, irrespective of whether they are actually liable to pay any tax. The information provided will be utilised by the ATO, in co-operation with the OECD Country(ies), as stipulated in the Tax Laws Amendment (Implementation of the Common Reporting Standard) Act 2016.

Applicant 1/Trustee 1

i Please complete section 3 to provide your tax file number (TFN), if not already provided.

a) Is Australia your primary country of residence for tax purposes? (mandatory)

Yes ➔ Go to section (b) below

No ➔ Provide the date you became a non-resident for tax purposes:

i Provide your primary country of residence in section (c) below

b) Are you (also) a resident of any country other than Australia for tax purposes? (mandatory)

Yes ➔ Go to section (c) below

No ➔ Go to section 3

c) Provide the country/countries outside of Australia in which you are a resident for tax purposes and country's associated Tax Identification Number (TIN) or equivalent*

* TIN is an identifying number or equivalent used for tax purposes.

If there are more than three countries in which you are a tax resident, please photocopy this section to provide details of the additional countries.

'TIN not issued' is only applicable to specific countries. For more details go to <https://www.oecd.org/tax/automatic-exchange/crs-implementation-and-assistance/tax-identification-numbers/>



Part B – Residency for Tax purposes (mandatory) (continued)

Country 1 (primary country of residence for tax purposes)	Country 2	Country 3
<input type="text"/>	<input type="text"/>	<input type="text"/>
Foreign TIN 1	Foreign TIN 2	Foreign TIN 3
<input type="text"/>	<input type="text"/>	<input type="text"/>
Reason (if TIN not applicable)	Reason (if TIN not applicable)	Reason (if TIN not applicable)
<input type="checkbox"/> TIN not issued	<input type="checkbox"/> TIN not issued	<input type="checkbox"/> TIN not issued

Applicant 2/Trustee 2

i Please complete section 3 to provide your tax file number (TFN), if not already provided.

a) Is Australia your primary country of residence for tax purposes? (mandatory)

Yes ➔ Go to section (b) below

No ➔ Provide the date you became a non-resident for tax purposes: /

i Provide your primary country of residence in section (c) below

b) Are you (also) a resident of any country other than Australia for tax purposes? (mandatory)

Yes ➔ Go to section (c) below

No ➔ Go to section 3

c) Provide the country/countries outside of Australia in which you are a resident for tax purposes and country's associated Tax Identification Number (TIN) or equivalent*

* TIN is an identifying number or equivalent used for tax purposes.

If there are more than three countries in which you are a tax resident, please photocopy this section to provide details of the additional countries.

'TIN not issued' is only applicable to specific countries. For more details go to <https://www.oecd.org/tax/automatic-exchange/crs-implementation-and-assistance/tax-identification-numbers/>

Country 1 (primary country of residence for tax purposes)	Country 2	Country 3
<input type="text"/>	<input type="text"/>	<input type="text"/>
Foreign TIN 1	Foreign TIN 2	Foreign TIN 3
<input type="text"/>	<input type="text"/>	<input type="text"/>
Reason (if TIN not applicable)	Reason (if TIN not applicable)	Reason (if TIN not applicable)
<input type="checkbox"/> TIN not issued	<input type="checkbox"/> TIN not issued	<input type="checkbox"/> TIN not issued

➔ Go to section 3

2. New account details

Account type	Complete	Containing details of...
<input type="checkbox"/> Personal	<input type="checkbox"/> Part B	Investor 1
<input type="checkbox"/> Joint tenants	<input type="checkbox"/> Part B	Investor 1 / Investor 2
<input type="checkbox"/> Trust (with personal trustees)	<input type="checkbox"/> Part A	the contact person for this account
	<input type="checkbox"/> Part B	the individual trustee(s)
	<input type="checkbox"/> Part C	the trust
<input type="checkbox"/> Trust (with company trustee)	<input type="checkbox"/> Part A	the contact person for this account
	<input type="checkbox"/> Part C	the trust
	<input type="checkbox"/> Part D	the company trustee
<input type="checkbox"/> Superannuation fund/ADF (with personal trustees)	<input type="checkbox"/> Part A	the contact person for this account
	<input type="checkbox"/> Part B	the individual trustee(s)
	<input type="checkbox"/> Part C	the superannuation fund/ADF



Part B – Individual, joint tenants and individual trustees (continued)

Date of birth Gender Male Female

Phone (Home) Phone (Business)

Phone (Mobile) Facsimile

Email (this email will be used for contract notes where a sponsored share trading account is set up)

Full business name (if any) if the Investor is applying as a Sole Trader

Investor 2 (for joint tenants only) / Trustee 2

Title Surname

Given name(s)

If you are known by any other name(s), please list them below (if you have more than four, please attach a separate list)

- 1.
- 2.
- 3.
- 4.

Residential address (mandatory, if you're not an Australian resident for tax purposes please provide your primary country of residence address, PO Box is not acceptable)

 State Postcode

Postal address (only complete if your postal address is different to your residential address)

 State Postcode

Country

Date of birth Gender Male Female

Phone (Home) Phone (Business)

Phone (Mobile) Facsimile

Email

Full business name (if any) if the Investor is applying as a Sole Trader

Trustee 3

Title Surname



Part B – Individual, joint tenants and individual trustees (continued)

Given name(s)

If you are known by any other name(s), please list them below (if you have more than four, please attach a separate list)

1.
2.
3.
4.

Residential address (mandatory, if you're not an Australian resident for tax purposes please provide your primary country of residence address, PO Box is not acceptable)

 State Postcode

Postal address (only complete if your postal address is different to your residential address)

 State Postcode

Country

Date of birth

Gender

 Male Female

Trustee 4

Title

Surname

Given name(s)

If you are known by any other name(s), please list them below (if you have more than four, please attach a separate list)

1.
2.
3.
4.

Postal address (only complete if your postal address is different to your residential address on the Customer Identification form)

 State Postcode

Country

Date of birth

Gender

 Male Female

Trustee 5

Title

Surname

Given name(s)



Part C – Trust/SMSF

Date of birth

Gender Male Female

Residential address

 State Postcode

Postal address (if different to your residential address)

 State Postcode

Email address

Appointer/Other Individual – Beneficial Owner 2

Title

Surname

Given name(s)

Other/Alternate name(s) (if more than two, please attach a separate list)

-
-

Role Appointer Other Individual

Date of birth

Gender Male Female

Residential address

 State Postcode

Postal address (if different to your residential address)

 State Postcode

Email address

Tick here if there are more than 2 Appointers/Other Individual – Beneficial Owners, and provide details on a separate sheet.

For trusts with individual trustees ➔ Go to 'Section 3 – TFN/ABN'.

For trusts with a company trustee ➔ Go to 'Part D – Australian Company'.

Part D – Australian Company

Company name (as registered by ASIC)

Alternate business/trading name(s) (if any) (if you have more than four, please attach a separate list)

-
-
-
-



Part D – Australian Company (continued)

Residential address

																		State				Postcode				
--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	-------	--	--	--	----------	--	--	--	--

Postal address if different to residential address

																		State				Postcode				
--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	-------	--	--	--	----------	--	--	--	--

Country

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Email address

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Director 3

Title

Surname

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Given name(s)

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Other/Alternate name(s) (if more than two, please attach a separate list)

1.

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2.

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Date of birth

--	--	--	--	--	--	--	--

Gender Male Female

Residential address

																		State				Postcode				
--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	-------	--	--	--	----------	--	--	--	--

Postal address if different to residential address

																		State				Postcode				
--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	-------	--	--	--	----------	--	--	--	--

Country

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Email address

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Tick here if there are more than 3 directors, and provide details on a separate sheet.

b) Account type

Are you completing this section for a company as the corporate trustee for a regulated trust (e.g. a self-managed superannuation fund (SMSF), registered managed investment scheme or government superannuation fund)?

Yes ➔ Go to 'Section 3 – TFN/ABN'. No ➔ Go to section c) below.

c) Beneficial Owners of the Company (to be completed for all companies other than Australian public listed companies, majority owned subsidiaries of an Australian public listed company or regulated companies)

Are there any individuals who own 25% or more of the shares in the company (either directly or indirectly)?

Yes ➔ Complete 'Owner – Beneficial Owners' section below.
 No ➔ Complete 'Controller/Other Individual – Beneficial Owners' section below.



Part D – Australian Company (continued)

Owner – Beneficial Owner 3

Title Surname

Given name(s)

Other/Alternate name(s) (if more than two, please attach a separate list)

1. 2.

Date of birth Gender Male Female

Residential address State Postcode

Postal address (if different to your residential address) State Postcode

Country

Email address

Owner – Beneficial Owner 4

Title Surname

Given name(s)

Other/Alternate name(s) (if more than two, please attach a separate list)

1. 2.

Date of birth Gender Male Female

Residential address State Postcode

Postal address (if different to your residential address) State Postcode

Country

Email address

Tick here if there are more than 4 Owner – Beneficial Owners, and provide details on a separate sheet.

If Beneficial Owner name(s) are provided above -> Go to 'Section 3 – TFN/ABN'.



3. Tax and Australian Business Number (ABN) details

Part A – Tax File Number (TFN)/Australian Business Number (ABN)

You are not obliged to provide us with your Tax File Number (TFN). However, if you do not provide us with your TFN we are required to deduct tax from your distribution at the highest marginal rate to meet Australian Taxation Office (ATO) requirements, unless you claim an exemption or provide your ABN. Please contact the ATO for more information about your TFN and its use.

Any details you do provide us (including your TFN) that are personal information will be collected, used and disclosed in accordance with our Privacy Statement (in particular please see Section 11 as regards TFNs) which is available at asgard.com.au/privacy or by calling us.

Individual/Joint applicants

Joint applications should provide a TFN/ABN for each applicant. Only joint applicants registered as a single business entity should supply a single ABN.

Applicant 1

Tax File Number/Exemption code - - OR ABN

Applicant 2

Tax File Number/Exemption code - - OR ABN

Companies/Trusts/Super funds/SMSF (Enter Company/Trust/Super fund/SMSF TFN/ABN)

Trust applications should provide the TFN/ABN of the trust.

Tax File Number/Exemption code - - OR ABN

Part B – Foreign Tax Residency Information (mandatory for Entity accounts)

Is the Entity classified as one of the following?

- Publicly listed companies and their Subsidiaries or
- Public International Organisation (including pension fund of)

Yes ⇒ Specify which entity type by selecting one of the following options:

- Publicly Listed Companies and their Subsidiaries
- Public International Organisation (including pension fund of)

No ⇒ Specify the entity type by selecting one of the following options and provide relevant details:

- Financial Institution¹ Depository Institution, Custodial Institution, or Specified Insurance Company.
GIIN . . .
- Trustee Documented Trust⁶ Trustee Documented Trust⁶
GIIN of the sponsoring entity . . .
- Broad Participation Retirement Fund, Narrow Participation Retirement Fund, Qualified Credit Card Issuer, or Exempt Collective Investment Vehicle
- Investment Entity (Type A)⁵.
GIIN . . .
- Investment Entity (Type B)⁵
Is the entity an Investment Entity (Type B)⁵ and established in a Non-CRS Participating Jurisdiction²?
 Yes No

Exempt US Entity³
Is the entity an Investment Entity (Type B)⁵ and established in a Non-CRS Participating Jurisdiction²? Yes No

Non-Financial Entity⁴
Is the entity's primary business activity investing?
Answer 'yes' if the organisation:

- earns 50% or more of its gross income from investment activities (e.g., dividends, interest or rent), or
- 50% or more of the organisation's assets produce or are held for producing investment income.

 Yes No



Part B – Foreign Tax Residency Information (mandatory for Entity accounts) (continued)

- 1 Examples of "Financial Institution" includes but not limited to Brokerage Firms, Life Insurance Companies, Managed Funds or Managed Investment Trusts (MIT).
- 2 Common Reporting Standard (CRS) Participating Jurisdictions can be found on the OECD Website at [CRS by jurisdiction - Organisation for Economic Co-operation and Development \(oecd.org\)](#)
- 3 Examples of Exempt US Entity includes but not limited to a US Bank, US Broker, a dealer in securities/commodities or derivative financial instruments that is registered as such under the laws of the United States.
- 4 Examples of 'Non-Financial Entity' includes but not limited to a company, partnership, association, co-operative or trust that is not a Financial Institution.
- 5 Investment Entity Type A and B definitions can be found on the ATO website at [2 Financial institutions | Australian Taxation Office \(ato.gov.au\)](#).
- 6 The trustee of the trust reports all information required to be reported for FATCA and CRS purposes with respect to all reportable accounts of the trust.

4. Account password

Please provide a password that will be used to identify you when you make enquiries about your account, and a password prompt to help us remind you of your password if you forget it. **For security purposes, you should change your password and prompt on Investor Online once you've received your logon details from us.**

Initial account password

Password prompt

5. Cash Account

Indicate your choice of Cash Account.

eCASH Account ➔ Go to section 7 OR **CASH Connect Account (complete the rest of this section)**

Complete the details below and ensure that each signatory signs the signature card. You may also need to send copies of supporting documentation to us with your application. The 'Supporting documentation checklist' in the Cash account PDS details the requirements.

Method of operation

If there is more than one signatory on your account, you must choose either one or two to sign for CASH Connect Account transactions:

one to sign OR two to sign

Signatories — provide the details of each signatory, including any current CASH Connect, St.George Bank, Bank of Melbourne or BankSA Account for which they have already been identified. **Each signatory must sign the signature card**, regardless of whether they have already been identified.

Investor 1/Trustee 1/Signatory 1

Full name, including any middle names

Is Investor 1/Trustee 1/Signatory 1 the same person as provided in Section 2 above, under Investor 1/Trustee 1?

- Yes, move on to next Investor/Trustee/Signatory
- No, please complete the below and the Asgard Customer Identification form. This is available on AdviserNET or by contacting our Customer Relations Team.

If signatory is known by any other name(s)/former name(s), please list them below (if more than two, please attach a separate list)

- 1.
- 2.

Residential address (mandatory, if you're not an Australian resident for tax purposes please provide your primary country of residence address, PO Box is not acceptable)

State Postcode

Postal address (only complete if your postal address is different to your residential address)

State Postcode

Country

Date of birth

Gender Male Female



5. Cash Account (continued)

Occupation

[Grid of 30 empty boxes for occupation]

Employment type: Full time Part time Self employed Casual Temporary Retired Student
 Social security recipient Unemployed Dependent contractor Independent contractor
 Other (home duties/work compensation/etc) [Grid of 30 empty boxes]

Provided ID for existing CASH Connect/St.George/Bank of Melbourne/BankSA Account?

Yes Bank account name [Grid of 30 empty boxes]
BSB number [Grid of 6 empty boxes] - [Grid of 4 empty boxes] Bank account number [Grid of 10 empty boxes]

No Please complete the Asgard Customer Identification form. This is available on AdviserNET or by contacting our Customer Relations Team.

Investor 2/Trustee 2/Signatory 2

Full name, including any middle names

[Grid of 30 empty boxes for full name]

Is Investor 2/Trustee 2/Signatory 2 the same person as provided in Section 2 above, under Investor 2/Trustee 2?

Yes, move on to next Investor/Trustee/Signatory
 No, please complete the below and the Asgard Customer Identification form. This is available on AdviserNET or by contacting our Customer Relations Team.

If signatory is known by any other name(s)/former name(s), please list them below (if more than two, please attach a separate list)

- 1. [Grid of 30 empty boxes]
- 2. [Grid of 30 empty boxes]

Residential address (mandatory, if you're not an Australian resident for tax purposes please provide your primary country of residence address, PO Box is not acceptable)

[Grid of 30 empty boxes for residential address] State [Grid of 3 empty boxes] Postcode [Grid of 5 empty boxes]

Postal address (only complete if your postal address is different to your residential address)

[Grid of 30 empty boxes for postal address] State [Grid of 3 empty boxes] Postcode [Grid of 5 empty boxes]

Country

[Grid of 30 empty boxes for country]

Date of birth

[Grid of 8 empty boxes for date of birth]

Gender Male Female

Occupation

[Grid of 30 empty boxes for occupation]

Employment type: Full time Part time Self employed Casual Temporary Retired Student
 Social security recipient Unemployed Dependent contractor Independent contractor
 Other (home duties/work compensation/etc) [Grid of 30 empty boxes]



5. Cash Account (continued)

Investor 4/Trustee 4/Signatory 4

Full name, including any middle names

[Grid of 30 empty boxes for full name]

Is Investor 4/Trustee 4/Signatory 4 the same person as provided in Section 2 above, under Investor 4/Trustee 4?

Yes, move on to next Investor/Trustee/Signatory

No, please complete the below and the Asgard Customer Identification form. This is available on AdviserNET or by contacting our Customer Relations Team.

If signatory is known by any other name(s)/former name(s), please list them below (if more than two, please attach a separate list)

1. [Grid of 30 empty boxes]
2. [Grid of 30 empty boxes]

Residential address (mandatory, if you're not an Australian resident for tax purposes please provide your primary country of residence address, PO Box is not acceptable)

[Grid of 30 empty boxes for residential address]
State [Grid of 3 empty boxes] Postcode [Grid of 5 empty boxes]

Postal address (only complete if your postal address is different to your residential address)

[Grid of 30 empty boxes for postal address]
State [Grid of 3 empty boxes] Postcode [Grid of 5 empty boxes]

Country

[Grid of 30 empty boxes for country]

Date of birth

[Grid of 8 empty boxes for date of birth]

Gender Male Female

Occupation

[Grid of 30 empty boxes for occupation]

Employment type: Full time Part time Self employed Casual Temporary Retired Student
 Social security recipient Unemployed Dependent contractor Independent contractor
 Other (home duties/work compensation/etc) [Grid of 30 empty boxes]

Provided ID for existing CASH Connect/St.George/Bank of Melbourne/BankSA Account?

Yes

Bank account name

[Grid of 30 empty boxes for bank account name]

BSB number

[Grid of 3 empty boxes] - [Grid of 3 empty boxes]

Bank account number

[Grid of 10 empty boxes for bank account number]

No

Please complete the Asgard Customer Identification form. This is available on AdviserNET or by contacting our Customer Relations Team.

6. Phone and Internet Banking

If you have an existing eCASH or CASH Connect Account in exactly the same name as the name this account will be in, and under the same client number, and you would like to access information on this account from Internet and Phone Banking using the same Internet and Phone Banking access number and security number, provide the details of your existing Cash Account in this section.

Bank account name (name the bank account is held in)

[Grid of 30 empty boxes for bank account name]

BSB number

[Grid of 3 empty boxes] - [Grid of 3 empty boxes]

Bank account number

[Grid of 10 empty boxes for bank account number]



7. Nominated account

Name(s) bank account is held in

BSB number

 -

Bank account number

Financial institution name and branch name

State

Postcode

Please note: The Nominated Account must be held in the same name as the Cash account (as set out in Section 1 or 2), in the name of one of the joint investors or, if it's a joint account, one of the bank account holders is also the Cash account holder.

8. External linked accounts

Provide details of external linked accounts you want your financial adviser to be able to transfer cash to using AdviserNET.

External linked bank account 1

Bank account name (name the bank account is held in)

BSB number

 -

Bank account number

Account 'nickname'*

External linked bank account 2

Bank account name (name the bank account is held in)

BSB number

 -

Bank account number

Account 'nickname'*

External linked bank account 3

Bank account name (name the bank account is held in)

BSB number

 -

Bank account number

Account 'nickname'*

* A 'nickname' is the name used to refer to an external linked bank account on AdviserNET to help your financial adviser identify the account, for example 'holiday'



9. Authority to transfer cash

Do you wish to give your financial adviser authority to transfer cash from your Cash Account to your nominated account, external linked accounts and any other Cash Accounts held under the same client number?

Yes, my/our financial adviser is granted authority to transfer cash to my/our nominated account, external linked accounts and other Cash Accounts under my/our client number.

I/We authorise my/our financial adviser to give, and Asgard to accept, instructions to effect the transfer of money from my/our Cash Account to my/our nominated account, external linked accounts and other Cash Accounts under my/our client number as above on my/our behalf as if they had been given by me/us.

This authority does not in any way limit Asgard’s authority to operate your Cash Account under the terms and conditions governing your Cash Account.

OR

No, my/our financial adviser is not granted authority to transfer cash to my/our nominated account, external linked accounts and other Cash Accounts under my/our client number.

If you select this option, you will be required to sign instructions to transfer money from your Cash Account prior to your financial adviser electronically submitting them to Asgard.

10. Regular direct debit deposits

Set up my regular deposits via direct debit as follows:

My regular deposit will be \$ X X commencing on

and the frequency will be monthly quarterly half-yearly annually

Complete the Direct Debit Request in this application booklet. Note: If you have a regular direct debit deposit and a direct debit for your initial deposit, they must come from the same Financial Institution account, as you can only have one direct debit request at a given time.

11. Initial deposit

Indicate the amount of your initial deposit into your Cash Account.

I will be depositing electronically \$ X X

AND/OR

A cheque for \$ X X is attached.

Cross cheques ‘Not negotiable’ and make them payable to the name of your account (for example, John Smith Pty Ltd).

AND/OR

Please deposit by direct debit \$ X X

i Complete the Direct Debit Request in this application and attach it to the application.

! 12. Adviser’s details and declaration – Mandatory section

Do you have a financial adviser?

Yes – your adviser will need to complete the ‘Adviser’s details and declaration’ section below and complete and attach the relevant ‘Asgard Customer Identification’ form(s) available from advisernet.com.au

No – Please complete and attach the relevant ‘Asgard Customer Identification’ form(s) available from our Customer Relations team.

Adviser’s company

Adviser’s name

AFS Licensee name

AFSL number

Adviser’s phone

Adviser’s code

BA

Adviser email address



! 12. Adviser's details and declaration – Mandatory section (continued)

Declaration by financial adviser

I confirm that:

- I have provided the applicant/s with personal advice in relation to this product and:
 - the advice is consistent with the applicant/s applying for the product;
 - the advice remains current at the time of this application; and
 - the applicant/s is/are within the target market for this product.
- I am aware of my obligations & have performed a verification of the identity of the clients and entities associated with this account, as required by the AML CTF Act 2006, and:
 - I have attached the necessary certified proof of identity documents with the application;
 - I have obtained the additional information that is required for sponsored clients only and the information is true and correct; and
 - I will retain copies of the documents used for the identify verification in accordance with the AML CTF Act 2006 and in such a way that they can be produced if requested at any time in the future.

Signature (financial adviser)

Date

|

Dealer stamp

13. Acknowledgements

I/We:

- confirm that, at the time this application was given to me/us, I/we were given access by the same means to (or a paper copy of) the current Cash Account PDS, which I/we have read and understood,
- agree to be bound by the Cash Account terms and conditions as may be amended from time to time,
- confirm all details in the application are true and correct, you are not applying under an assumed name.
- agree to receive any communications (including any confirmation of any transaction or dealing, notice of material changes and significant events, periodic reports and other information I/we may request) and documents (including periodic reports) which either Asgard or St.George is required to give, or has agreed to give, to me/us relating to my/our account via Investor Online, or any other electronic means chosen by Asgard or St.George.

If the account is in joint names, both people must sign.

Signature of: Applicant 1 Trustee 1
 Director Sole Director Sole Secretary

Date ||

Signature of: Applicant 2 Trustee 2
 Director Secretary

Date ||

Signature of: Applicant 3 Trustee 3

Date ||

Signature of: Applicant 4 Trustee 4

Date ||



b) New account details (continued)

Investor 2 (for joint tenants only)

Title Surname
Given name(s)

Trust/SMSF

Full name of trust/SMSF (ie ABC Pty Ltd as trustee for ABC Family Trust) as will be displayed as your account name (40 characters including spaces)

Australian company

Company name (as registered by ASIC)
ACN

2. Adviser details

Adviser's name
Adviser's phone Phone (Business)
Phone (mobile) Adviser's code
Email

3. Ongoing fee arrangement

All fields in this section are mandatory if you wish to set up, renew or amend an ongoing adviser fee.
Next anniversary day OR Next anniversary day is 12 months from the date the form is first signed.

Date input fields for anniversary day

Note:

- This is the next anniversary of the date on which this ongoing fee arrangement is entered into or is renewed.
• This date must be future dated but cannot be more than 12 months from the date the form is signed.
• Your consent will last up to 119 days after next anniversary day.
• Client signature must be within 30 days from when this form is received by ACML.

a) Monthly adviser fee

This section is mandatory if an ongoing adviser fee is being set up, renewed or amended.
Adviser fees that you and the advice entity specify are exclusive of GST and will be automatically adjusted to include GST.

Flat percentage fee of . % per annum (maximum 5%)

Note: The above advice fee option is for the financial advice and related services provided by your financial adviser in relation to your account.

Note:

- For the ongoing adviser fee, you can withdraw this consent, terminate or vary the ongoing fee arrangement between you and the fee recipient at any time by providing notice in writing to the fee recipient.
• Your consent for the ongoing adviser fee expires on the consent expiry date shown above. Unless you terminate your arrangement with your fee recipient or withdraw your consent before the consent expiry date, this consent will last until the consent expiry date.
• The ongoing adviser fee will be deducted monthly in arrears from your account at the beginning of the next month. The first deduction will only occur after this consent has been received and checked by ACML.



b) Advice fee estimate

Enter the estimated ongoing adviser fee for the next 12 months (excluding GST)

Amount \$, .

Fee estimate calculation method for your flat % ongoing adviser fee:

- The estimated fee amount has been calculated by multiplying the estimated value of your account for the year (as estimated by your adviser) by the percentage rate per annum that has been applied by your adviser for.

c) Services to be provided for ongoing adviser fee arrangement

Refer to your adviser documents for service details.

4. One-off adviser fee (Establishment fee)

! This section is mandatory if you wish to nominate an establishment fee, available only if you are setting up a new account.

Enter fee amount (excluding GST)

Establishment fee*: \$, . (This fee will only be deducted once)

- If you do not nominate a fee, the default will be \$0.00.

Note:

- Your consent will last until the fee is deducted from the account, provided that the relevant arrangement with your adviser or your adviser's licensee has not terminated and you have not withdrawn this consent prior to that date. Deduction will occur after this consent has been received and checked by ACML.
- You can withdraw your consent by contacting ACML at any time before the fee is deducted from your account.
- The establishment fee will be charged once only and will be charged in addition to any ongoing adviser fee(s). It will be deducted from your account at the same time as we receive your initial deposit.

a) Services to be provided for one-off adviser fee arrangement

! This section is mandatory if you nominated a fee in section 4.

- Describe the services (including, at a minimum financial product advice) provided under one-off adviser fee and/or initial deposits and contributions fee arrangement with sufficient detail to enable ACML to make an assessment of the reasonableness of the amount for those services. This may be completed by including the services as identified in the FDS or Ongoing Fee Arrangement, which may include services such as annual advice review, retirement advisory services, cash flow management, tax planning strategies, portfolio re-balance and/or investment strategies.

5. Advice fee declaration

! This section is mandatory for any ongoing and/or one-off adviser fees entered in sections 3 and/or 4.

! When electing a fee recipient below (Adviser, Office or Dealer), please ensure the name provided matches the related Adviser, Office or Dealer in AdviserNET.

Enter the details of the financial service licensee or the representative¹ that has entered into the fee arrangement with the investor.

Fee recipient level Adviser Office Dealer

Entity name

Entity phone

Entity email

By arranging for the deduction of the fee(s) shown in this form, the advice entity confirms and agrees that:

- the proposed advice fee(s) and the details provided in this form are consistent with the terms of the arrangement between the advice entity and the client and there is no other agreement or arrangement with the client that may be inconsistent with the details provided in this consent. To the extent of any inconsistency between the terms of the existing arrangement between the advice entity and the client and the details in this form, this form prevails,

¹ Financial service licensee or the representative – in relation to an ongoing fee arrangement, this is a 'fee recipient' within the meaning of section 962C of the Corporation Act.



- the advice entity will as soon as reasonably possible inform ACML of any changes to the arrangement with the client – eg variation or withdrawal of this consent, renewal or other terms of the arrangement – that may be inconsistent with the details provided in this consent,
- the proposed advice fee amount is a reasonable amount for the services that have been or will be provided to the client under the relevant arrangement (including the proposed services listed above in relation to a one-off adviser fee),
- where this consent is in relation to a renewal of an ongoing fee arrangement, a fee disclosure statement and renewal notice that comply with Chapter 7 of the Corporations Act has been or will be provided to the client,
- the advice entity will provide any information required by ACML for the purposes of ensuring that it complies with its legal or regulatory requirements (including guidance provided by regulators or industry groups),
- ACML reserves the right to cease deducting or facilitating the advice fees at any time and will exercise this right reasonably, for instance to protect the interests of investors, and
- once the client has signed the form, the advice entity authorises for the signed form to be provided to ACML.

Client declaration and signature

By signing this form, I/we:

- confirm that the proposed advice fee(s) and the details provided in this form are consistent with the terms of the arrangement between myself/us and the advice entity and there is no other agreement or arrangement with the advice entity that may be inconsistent with the details provided in this consent. To the extent of any inconsistency between the terms of my/our existing arrangement with the advice entity and the details in this form, the latter prevails,
- consent to the advice entity arranging the fee(s) set out in this form, and to ACML deducting the advice fee(s) set out in this form from my account and paying the fee(s) to the advice entity (or to such other entity as directed by the advice entity), or to their assignee on the basis that their assignee will assume the obligation to provide advice to me/us, for the advice and related services listed above, in the manner provided in this form,
- will notify ACML if I do not receive any of the services that I am entitled to receive under the relevant arrangement with my adviser (including the proposed services listed above in relation to a one-off adviser fee), or an inconsistency arises between the details provided in this form and the terms of the arrangement between myself and the advice entity, and
- understand that ACML reserves the right to cease deducting or facilitating advice fees at any time and will exercise this right reasonably, for instance to protect the interests of investors.

Note:

- If signing under a power of attorney, I verify that at the time of signing, I have not received notice of revocation of that power.
- If the account is in joint names, both people must sign.
- If the account is a SMSF/trust with individual trustees, all trustees must sign.
- If the account is a SMSF/trust with a corporate trustee or is a company account, 2 directors must sign.

If the account is in joint names, both people must sign.

Signature of:

- Investor 1 Trustee 1 Director
 Sole Director Sole Secretary Power of Attorney

Date | |

Signature of:

- Investor 3 Trustee 3 Power of Attorney

Date | |

Signature of:

- Investor 2 Trustee 2 Director
 Secretary Power of Attorney

Date | |


Signature of:


- Investor 4 Trustee 4 Power of Attorney

Date | |

Asgard Capital Management Ltd
 ABN 92 009 279 592 AFSL 240695

asgard.com.au

 1800 731 812

 PO Box 7490 Perth WA 6850

 Speak to your financial adviser today



CASH Connect Account Signature card



Each CASH Connect Account signatory must print their name and sign in the space provided. This form must be sent to us with your Cash Account application.

If you have an existing account that is in exactly the same name as the name this account will be in, provide the account/client number and name below. We will apply the same account details to your new account.

OFFICE USE ONLY

Branch

Branch contact name

Date

Branch phone number

BSB

Bank account number

Bank account name (name the bank account is held in)

Method of operation

Authorised by (signature)

Authorised signature number

New account signatures

Signatory 1

Signature

Full name

Signatory 2

Signature

Full name

Signatory 3

Signature

Full name

Signatory 4

Signature

Full name



DEC | 1 | ASx1682S

This page has been left blank intentionally.

Cash Account

Direct debit request



Complete this form in **BLOCK LETTERS** and post it to: **Asgard, PO Box 7490, Cloister Square, WA 6850.**

Questions? Call our Customer Relations team on 1800 998 185 or email client.support@asgard.com.au.

Privacy Statement

All personal information and credit-related information we collect about you is collected, used and disclosed by us in accordance with our Privacy Statements which are available at asgard.com.au/privacy or by calling 1800 731 812 and stgeorge.com.au/privacy/privacy-statement or by calling 13 33 30, respectively. Our Privacy Statements also provide information about how you can access and correct your personal information, and make a complaint. You do not have to provide us with any personal information or credit information but, if you don't, we may not be able to process your application.

Note: Please ensure your bank account is functional before submitting this form.

1. Account details

Cash account number (if known)

Account name

2. Australian financial institution account details

Provide details of the account which is to be debited:

Bank account holder name

BSB number

Bank account number

Name of financial institution

Branch name and address

 State Postcode

Note:

- Direct debiting is not available on the full range of accounts. If in doubt, please refer to your financial institution.
- You can only have one direct debit request for each account.
- You may only have one direct debit lodged per day.



DECj1jASx1682D

3. Declaration and signature

I/We:

- request Asgard Capital Management Ltd ABN 92 009 279 592 (Asgard), until further notice in writing, to debit my/our account described in section 2, with any amounts which (User ID number 016103) may debit or charge me/us through the Bulk Electronic Clearing System (BECS).
- understand and acknowledge that Asgard may, by prior arrangement and advice to me/us, vary the amount or frequency of future debits.
- agree to the terms of the 'Direct Debit Request Service Agreement' in this booklet.

Authorised signatories on the account specified in Section 2 sign here (if the mode of operation is 'two to sign' then both signatories need to sign this form).

Signature 1

Date

Full name

Signature 2

Date

Full name

Asgard Capital Management Ltd
ABN 92 009 279 592 AFSL 240695
Customer Relations 1800 731 812
PO BOX 7490, Cloisters Square WA 6850



Direct debit request service agreement



This agreement sets out the terms on which we accept and act under a Direct Debit Request (DDR) you give us to debit amounts from your account under the Bulk Electronic Clearing System (BECS). It is additional to the arrangement under which you make payments to us.

Asgard Capital Management Ltd
ABN 92 009 279 592 ('we' or 'us'),
User ID: 016103

You have entered or are about to enter into an arrangement under which you make payments to us. You want to make those payments by use of the BECS.

Ensure that you keep a copy of this agreement as it sets out certain rights you have against us and certain obligations you have to us due to giving us your DDR.

When we are bound by this agreement

1. We agree to be bound by this agreement when we receive your DDR complete with the particulars we need to draw an amount under it.

What we agree to and what we can do

2. We only draw money out of your account in accordance with the terms of your DDR.
3. We do not give you a statement of the amounts we draw under your DDR.
4. On giving you at least 30 days notice, we may: change our procedures in this agreement; change the terms of your DDR; or cancel your DDR.
5. You may ask us to: alter the terms of the DDR; defer a payment to be made under your DDR; stop a drawing under your DDR; or cancel your DDR at any time without incurring a penalty by emailing client.support@asgard.com.au or writing to Asgard, PO Box 7490, Cloister Square WA 6850. We will require a new direct debit form if you are changing your financial institution or where you have deferred a direct debit for more than three months.
6. You can dispute any amount we draw under your DDR by calling our Contact Centre on 1800 998 185; or emailing client.support@asgard.com.au or writing to Asgard, PO Box 7490, Cloisters Square, WA 6850.
7. We deal with any disputes under Clause 6 of this agreement as follows. We and our bank review our respective records. If necessary we contact your financial institution to review its records. We advise you and your financial adviser in writing within two to four weeks, depending on the nature and extent of the dispute, and the measures taken to resolve it.
8. If the day on which you must make any payments to us is not a business day, we will draw on your account under your DDR on the first business day following that day.
9. If your financial institution rejects any of our attempts to draw an amount in accordance with your DDR, we contact you and your financial adviser in writing. After three consecutive rejections we advise you and your financial adviser in writing that you can no longer make payments by direct debit. Should we purchase managed investments on your behalf with the proceeds of the DDR, and your financial institution does not honour the DDR, managed investments may have to be sold. We cannot be held responsible for the effect of this buying and selling.
10. We will not disclose to any person any information you give us on your DDR, which is not generally available, unless: you dispute any amount we draw under your DDR and we need to disclose any information relating to your DDR or to any amount we draw under it to the financial institution at which your account is held or the financial institution which sponsors our use of the BECS or both of them; you consent to that disclosure; or we are required to disclose that information by law.



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What you should consider

11. Not all accounts held with a financial institution are available to be drawn on under the BECS.
12. Before you complete your DDR, it is best to check account details against a recent statement from your financial institution to ensure the details on your DDR are completed correctly.
13. If you are uncertain when your financial institution processes an amount we draw under your DDR on a day which is not a business day, enquire with your financial institution.
14. It is your responsibility to ensure there are sufficient clear funds available in your account, by the due date on which we draw any amount under your DDR, to enable us to obtain payment in accordance with your DDR.
15. We request you to direct all requests to stop or cancel your DDR to us initially and all enquiries relating to any dispute under Clause 6 of this agreement to us initially or your financial institution.

Asgard Capital Management Ltd
ABN 92 009 279 592 AFSL 240695
Customer Relations 1800 731 812
PO BOX 7490, Cloisters Square WA 6850



Asgard

For more information

Customer Relations team

1800 731 812
Phone Banking 13 33 22
Lost or stolen Cards 1800 028 208

Issued by

St.George Bank – A Division of Westpac Banking
Corporation
ABN 33 007 457 141
AFSL 233714

Administrator

Asgard Capital Management Ltd
ABN 92 009 279 592
AFSL 240695

Correspondence

Asgard
PO Box 7490
Cloisters Square WA 6850

Asgard