Bank of Melbourne

Transaction, savings and investment accounts.

Terms and conditions (incorporating fees and charges)

Effective: 18 March 2024

You've got questions?
We've got time to talk.

Call **13 22 66** or **+61 3 8536 7870** if you're overseas.

Ask at any **branch near you**

Visit **bankofmelbourne.com.au**

Accessibility support.

At any time, 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 by visiting **accesshub.gov.au/about-the-nrs**

Visit **bankofmelbourne.com.au/accessibility** for further information on our accessible products and services for people with disability.

This document now includes the information that was previously contained in two separate documents:

Bank of Melbourne Transaction, Savings and Investment Accounts Banking Services Terms and Conditions and General information; and Bank of Melbourne Transaction, Savings and Investment Accounts Fees and charges and how to minimise them.

Welcome.

This document sets out the terms and conditions of your account and forms part of your contract with us. You will be considered to have agreed to these terms and conditions, on the earlier of when you first use your account or when you otherwise agree to these terms and conditions. We encourage you to read this document. To help you navigate it, we have included call-out boxes to guide you through the text.

The information in this document is subject to change. We may vary the information in this document. We will provide updated information by giving you notice (if required, such as where the change is materially adverse to you) or by posting the updated information on our website. You can also contact us to receive a free paper copy of any updated information.

For more information:

Visit bankofmelbourne.com.au

Call 13 22 66.

Visit any of our branches.

Write to us at Bank of Melbourne, Locked Bag 20037, Melbourne VIC 3001.

Bank of Melbourne – A Division of Westpac Banking Corporation ABN 33 007 457 141 AFSL and Australian credit licence 233714. ('We') is the provider of the advisory services and products found in this document.

How to use this document.

This booklet has been designed to clearly explain the terms and conditions and other important information you need to know about your account.

We've endeavoured to simplify information where possible, but if there's something you're still not sure about, please ask.

We're here to help.

Important.
Throughout this booklet we've highlighted some important information in boxes like this.

Tip

Look closely

Take note

What does that word mean?
On page 72 you can find a handy explanation of the important terms in this document.

Finding your way.
Colour coding, section headings and clear page numbers will help guide you through our Terms and Conditions.

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1. Summary of Features.

Table 1 – Transaction, Savings and Investment accounts.

	Transaction accounts			Savings and investment accounts		
	Complete Freedom	**Retirement Access Plus**	**Concession**	**Incentive Saver**	**Maxi Saver**	**Investment Cash**
Most suitable if you need:	An account offering unlimited access. The account can also be used as an offset facility linked to a Bank of Melbourne Home Loan.	A flexible everyday account designed for eligible retirees, which earns split interest on balances.	A basic, low-cost transaction account for Concession or Health Care card holders or those who receive an eligible Australian Government benefit payment.	A savings account that rewards you with bonus interest for regular saving to help you save faster.	A savings account that offers an introductory fixed interest with access to funds through a linked account.	An interest bearing account with easy access to your cash. Can be used as a cash hub account for your Self-Managed Super Fund and investments.
Who is eligible to open one? Please note: all account holders will need to meet eligibility requirements.	Personal customers only. Business customers where the account is being used as an offset facility linked to an eligible Bank of Melbourne Home Loan. Personal customers who become ineligible to hold a Concession account may be converted to a Complete Freedom account. Personal customers who hold a portfolio Loan will convert to a Complete Freedom account once the loan has been repaid at the customer's request, otherwise the account will be closed.	Personal customers who are aged 55 years and over who tell us they are retired.	Personal customers: • Concession or Health Care card holders including Pensioner Concession Card, Commonwealth Seniors Health Card or Health Care Card; or • where you receive an Australian Government benefit payment that makes you eligible to hold a Concession or Health Care card. See the 'Your guide to opening accounts' section for more details.	Personal customers only. Not available for Self-Managed Super Funds.	Personal customers only. Not available for Self-Managed Super Funds. You must hold an eligible Bank of Melbourne transaction account from this table in the same name.	Personal customers (aged 18 years or over) or Registered Self-Managed Super Fund customers.
Is there a limit to the number of accounts I can have?	There is no limit to the number of Complete Freedom accounts that you can have.	No	No	No	No	No
How can I open an account?	Online and mobile (minimum age may apply), in branch and phone.	In branch and phone.	In branch and phone.	Online and mobile (minimum age may apply), in branch and phone.	Online and mobile (minimum age may apply), in branch and phone.	Relationship Managers, Relationship Bankers and Private Bankers.
Is there a minimum opening balance?	No	No	No	No	No	No
Are funds at-call?	Yes	Yes	Yes	Yes	Yes	Yes

Table 1 – Transaction, Savings and Investment accounts (continued).

	Transaction accounts			Savings and investment accounts		
	Complete Freedom	**Retirement Access Plus**	**Concession**	**Incentive Saver**	**Maxi Saver**	**Investment Cash**
Will I get regular statements? See the 'Your statements' section for more details.	6 monthly, or more frequently on request.	6 monthly, or more frequently on request.	6 monthly, or more frequently on request.	6 monthly, or more frequently on request.	6 monthly, or more frequently on request.	6 monthly, or more frequently on request.
Will I earn interest? See the 'How and when we pay interest section' for more details.	No	Yes	No	Yes	Yes	Yes
Is there an overdraft facility available?	Yes, but subject to our normal lending criteria, and only if you're 18 years or over. Fees and charges also apply. See 'Using your accounts' section for more information.	No	No	No	No	No
Is cheque access available? Only for customers 18 years and over.	Yes	Yes	No	No	No	No
Can I pay bills using BPAY®?	Yes	Yes	Yes	Yes	No	Yes
What debit card access is available? See the 'Understanding debit cards section' for more details about when a debit card can be issued.	Visa Debit Card if you're 14 years and over and have an Australian residential address. Freedom Card if you're 12 years and over and have an Australian residential address.	Visa Debit Card (or Freedom Card on request) if you have an Australian residential address.	Visa Debit Card (or Freedom Card on request) if you have an Australian residential address.	Visa Debit Card available for accounts opened before 12 November 2006 if you have an Australian residential address. Not available for accounts opened after this date.	None	Freedom Card or Deposit only card if you're 12 years and over and have an Australian residential address.
Can I use internet, mobile and Phone Banking? Only for customers 13 years and over.	Yes	Yes	Yes	Yes	Yes	Yes
Can I make direct debits and periodical payments?	Yes	Yes	Yes	Yes	No	Yes
Can I receive Alerts?	Yes	Yes	Yes	Yes	Yes	Yes

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2. Your guide to opening accounts.

Opening your account.

You can open most accounts online, at a branch, or by calling us. For more details, see the 'Summary of Features' table.

To open any new account we'll need some important details from you. You'll need to:

- meet certain eligibility criteria, and be able to prove your eligibility if required. See the 'Summary of Features' table for more details; and
- supply certain documents and information to us, including details such as your name, address, date of birth and occupation.

Switching to Bank of Melbourne.

We can help you switch your banking to Bank of Melbourne from another Australian financial institution. You can choose to switch online or visit us in branch. For a helpful guide on how to switch, visit bankofmelbourne.com.au and search 'switch to Bank of Melbourne'.

If this is your first time opening an account with us.

Under the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006*, it's required that everyone who opens an account (along with all signatories to the account) be identified. If you are opening an account for the first time, this applies to you. Identification requirements are set out in the Identification Checklist for Individual Customers. This is available online or by visiting us in branch. If you or any signatories opening an account do not meet our identification requirements, we will not be able to open the product until you and all relevant individuals are identified according to our requirements. Additionally, if you or any signatory to an existing product have not satisfied our identification requirements at any time, we may be required to limit the services we provide to you (which may include imposing a block on your product or closing it) until all identification requirements are completed. If you are an existing customer, you may have already provided the identification required so you don't need to provide it again unless you are asked to do so by us.

Eligibility for account benefits.

Please note you may need to provide us with proof of your eligibility for any of the following benefits to be applied to your account.

Concession account.

A basic, low-cost transaction account that has no monthly account-keeping fee, overdrawn fee or dishonour fees.

When you request to open a transaction account, we will ask you if you have a Concession or Health Care card or if you receive an Australian Government benefit payment that makes you eligible to hold a card (eligible payment). If you tell us you hold a card or receive an eligible payment, then we will offer you this account.

From time to time where we identify that you hold an existing everyday bank account that receives an eligible payment we may either:

- notify you at least 30 days prior to converting your account to a Concession account unless you tell us not to; or
- contact you to offer to change your existing account to a Concession.

See 'Other bank charges' and 'Organising an overdraft' sections for more information about this account.

Maxi Saver.

To hold a Maxi Saver account, you must hold an eligible transaction account in the same name. This will enable you to access the funds in the Maxi Saver account. Eligible transaction accounts are set out in the 'Summary of Features' table (see 'Transaction Accounts') or contact us to discuss other eligible transaction accounts. Fees and charges may apply in respect of the transaction account. You may have multiple Maxi Saver accounts however, you are only eligible for the introductory fixed interest on the first Maxi Saver account you open.

Changes in circumstances.

If you do not satisfy our eligibility requirements for an account, as set out in the 'Who is eligible to open one?' section of the 'Summary of Features' table, we may convert your account to another account with us.

We will notify you at least 30 days prior to converting your account that we intend to convert your account to another account. Fees and charges may apply on the other account. If you do not agree to the conversion to the other account with us, you must, 10 days prior to the conversion of your account notify us of your intention to close the account and where to pay your funds. If you do not provide us with notice, you will be deemed to have consented to the conversion of your account to another account with us.

Tax File Numbers.

Providing us with your Tax File Number (TFN).

Each time you open an account that earns interest, you'll be asked to provide your TFN. We are authorised under the *Income Tax Assessment Act 1936* to collect TFNs of account holders.

For joint accounts, a minimum of two TFNs from the account holders is required. For accounts in trust for someone else (such as your child or children) you should quote your own TFN. If a formal trust has been established, you can quote the trust's TFN.

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

It is not compulsory to provide a TFN or ABN in relation to an account. However, if you choose not to provide your TFN or ABN, we may be required by law to deduct tax at the highest marginal tax rate plus the Medicare Levy from interest earned on the account.

What if I am exempt from providing my Tax File Number?

If you are exempt from providing a TFN, let us know the type of exemption applicable to the account so that we will not deduct tax from interest earned on the account. If the account is for a child under 16 and interest income earned on the account is likely to be $420 or more per year pro-rata, it is advisable to quote a TFN. Otherwise, interest earned on the account will be subject to withholding tax.

If you are a non-resident of Australia, you are exempt from providing a TFN but will generally be subject to withholding tax on the interest earned on the account.

Will Bank of Melbourne disclose any information to the Australian Taxation Office about my accounts?

We are required to report details of interest/dividend income earned, withholding tax deducted and TFNs and exemptions provided on an account, to the Australian Taxation Office. The collection of TFNs and their use and disclosure are strictly regulated by the *Privacy Act 1988*.

Joint accounts, trust accounts and accounts for children.

You can also open a joint account, an account for children or an account on trust. The requirements that apply to these accounts are set out below.

Joint accounts.

You may open an account jointly with your partner, family members, a group of people **or other businesses**. All account holders of joint accounts must be 14 years old or over. The credit balance of a joint account is held jointly by all account holders. This means that any one of the joint account holders has the right to withdraw all available funds in the account.

To change the operating rule on the account, the joint account holders may sign an authority telling us how the account must operate. The authorised method of operation can be:

- jointly – where two or more authorised persons must act together; or
- severally – where an authorised person may act individually.

The joint account holders can change this arrangement at any time by signing a new account authority or amending the existing one. Visit any branch for assistance. If you ask for an account to be operated jointly, some account features may not be available (for example, card access). If we are made aware of any dispute on a joint account, we may require all account holders to authorise any operation on an account.

We will normally treat all authorities for operating the joint account as cancelled once we know of your death (and certain conditions have been met) or notified of your bankruptcy. Also, regardless of any current authorities to operate the account, any party to a joint account can require us to operate the account only on the signature of all parties. This might be done if there is a dispute between the joint account holders.

If your account is a joint account and all account holders live at the same address, or only one address has been nominated for receipt of communications for the account, you agree that one account holder will be appointed the agent of the other account holders for the purpose of receiving communications from us by mail. This means that only one communication will be sent for your account to the nominated address. Unless the authorised method of account operation is jointly, any account holder may change the nominated address for the account for receipt of communications, excluding electronic statements of account.

Joint account holder responsibilities.

It's important to understand your responsibilities prior to opening a joint account.

You should know that

If you are opening a joint account over the phone all account holders will need to be present to speak with the Customer Service Representative.

Note: For all joint accounts opened, all account holders must be identified.

The liability of joint account holders on an account is joint and several so if one or more account holders overdraws the account, each joint account holder may be liable for payment of all or any part of the amount overdrawn.

Where two or more authorised persons must act together (i.e. more than '1 to sign'), the account Overdraw Preference (if eligible) can only be changed in branch where the required account holders are present.

In Internet Banking, you can view the accounts you have with joint account holders.

Joint account holders will receive paper statements unless we agree otherwise with you, or we notify you that statements will be made available electronically instead of by mail (and no account holder subsequently opts out of electronic statements). Where your account is eligible for, and is receiving electronic statements, if one account holder opts out of receiving electronic statements the account will revert to paper statements. Please see the 'Your statements' section in this document.

If one account holder dies we will treat the credit balance in the joint account as owing to the surviving account holder(s).

When an account is held in joint names and an account holder is a company which becomes deregistered:

- any remaining account holder(s) will become wholly responsible for any outstanding debit balance;
- we may treat the credit balance in the account as owing to the other account holder(s);
- we may notify you on at least 30 days' prior notice, that we intend to convert the account to another business account with us in the name(s) of the surviving account holder(s), transfer the balance of the joint account to this account, and close the original joint account. Fees and charges may apply on the other account. If you do not agree to the conversion to the other account, we must receive 7 days prior notice of your intention to close the account and where to pay the remaining balance. If you do not provide us notice you will be deemed to have consented to the conversion of your account as outlined; and
- if all account holder(s) are deregistered, we will freeze the account and take actions in accordance with the 'Deregistration' section in clause 16.

We may accept a cheque into a joint account which is payable to any one or more of the joint account holders.

Accounts held on trust.

We can open trust accounts on request for a variety of situations that include:

- an individual holding an account on trust for another individual;
- trustees under a will; or
- a trustee under a deed of family arrangement.

When you tell us you are holding funds on behalf of a child or children (a person under the age of 18), the account will be opened in your name and styled 'As Trustee For'.

Some account types may not be able to be held on trust. Visit a branch or call us for more information about the account types that can be held on trust or to open a trust account.

You must tell us at the time you apply for the account that it is to be held on trust.

Accounts for children.

There are different requirements for opening an account, depending on the age of the child:

Under the age of 14

- An account can be opened for the child, and must be opened in the child's name.
- The account must be opened for the child by a parent, guardian, or grandparent, who must become an authorised signatory at the time of opening the account.
- There must be at least one authorised signatory on the account.
- Any additional authorised signatory can remove themselves from an account at any time.
- The sole authorised signatory cannot be removed from the account until the child has turned 14 or another authorised signatory is added to the account.
- An authorised signatory cannot remove another signatory from the account.

14 to under 18 years

- A child may open an account in their own name.

The child's birth certificate or passport must be produced for the account to be opened. If the child's birth certificate or passport cannot be produced, the account will be opened in the name of the parent, legal guardian or grandparent who must have been previously identified by us, or will need to produce proof of identity.

If multiple parents, legal guardians or grandparents are signatories on the account, the account can only be operated as one to sign, e.g. either parent can transact without requiring approval from the other parent. If a signatory to the account wants to remove another signatory, all other signatories must sign the Cancellation of Authority to Operate form. Once an authorised signatory is removed from the account, the authorised signatory will no longer have authority to operate the account on behalf of the child.

It is recommended that the child's signature be recorded on the account at some point between the ages of 14 and 18. Please refer to the 'Summary of Features' table to learn more about what age limits apply to debit card access on accounts.

If you have concerns about the way in which an authorised signatory is operating your account you should contact us immediately using the details on the back of this document.

3. Using your accounts.

There are many ways to access your account and to make deposits and withdrawals. However, not all options described in this section are available on your account. See the 'Summary of Features' table for more details of the features that are available on your account. Your account also allows direct crediting, which means you can arrange for deposits to be automatically paid into your account.

Internet Banking.

Internet Banking includes desktop, mobile and tablet banking.

What you can do.

You can use Internet Banking to get a better picture of your banking via a desktop, mobile or tablet application. Depending on the features of your account, you can:

- see all your accounts on one screen;
- Transfer Funds between your eligible accounts;
- deposit money into another person's account held at another financial institution or with us;
- pay bills;
- update your details;
- change your PIN; and
- notify us if you're travelling overseas.

If any deposit, transfer, or withdrawal transactions have been processed to your Account due to system error (including, but not limited to, duplicate transactions), we may reverse these transactions when we identify them. For clarity, these situations do not include Liability for Unauthorised Transaction, see section 13, and Mistaken Internet Payments, see section 14.

Getting started.

You may be automatically registered for Internet Banking when you request to open a new account that is eligible for Internet Banking. We will provide instructions on how to complete your registration and activate Internet Banking. When you log on to Internet Banking for the first time you will be required to accept the Internet and Phone Banking terms and conditions that are provided online and change the password we provide you. We may also issue you with a token device and register you with our Secure Code Service to approve transactions in Internet Banking. If we do, you will also need that token device or Secure Code. Information about the Secure Code Service is set out in the Internet and Phone Banking terms and conditions.

What you need.

If you've already activated Internet Banking, you will need your customer access number, security number and an alpha-numeric password. Call us or visit a branch if you need assistance to register for, or activate, Internet Banking.

ATM.

You will need card access to your account to use and access ATM features.

What you can do	• Check your balance • Withdraw funds Other features may be available at select ATMs (e.g. making deposits). ATM features are subject to change. Refer to the ATM device you're using, visit bankofmelbourne.com.au/ouratms, or visit your local branch for more details.
Limits or restrictions	Limits or restrictions may apply to: • Daily cash withdrawal limit • Minimum withdrawal, subject to note denominations and cash availability. Other restrictions may also apply at non-Westpac Group branded ATMs, which should be disclosed at the specific ATM device.
Fees that may be charged	• No ATM operator fees apply for using Westpac Group branded ATMs or Westpac Group partner ATMs. • ATM operator fees may apply (disclosed on-screen at the time of the transaction) when you access your accounts at non-Westpac Group branded or non-Westpac Group partner ATMs (including overseas bank ATMs). This fee will be debited on the day (or next business day) of the transaction and itemised separately on your statement. • Overseas withdrawal fee: $5.00 (Nil for cash withdrawals from Global ATM Alliance ATMs). An overseas withdrawal fee is charged the day (or next business day) in which the transaction occurred and is in addition to any foreign currency conversion fee. • Some overseas banks may apply a surcharge for withdrawals (which should be brought to your attention before proceeding with the transaction) which will be added to the withdrawal amount, converted to Australian dollars, and debited from your account as one transaction. • Overseas withdrawal fees are not charged for balance enquiries or cash withdrawals made at Global ATM Alliance ATMs. To find an overseas ATM that is part of the Global ATM Alliance, visit bankofmelbourne.com.au/atmalliance.

Deposits at ATMs, CDMs and Bank@Post™.

If you make a deposit at an eligible ATM/CDM the amount of your deposit is subject to verification by us. The amount accepted by the CDM, or the amount validated by the ATM and then agreed by the depositor, is the amount that will be credited to your account. Processing and cut off times will vary depending on the time of day the cash deposit is made.

Within any 24 hour period, a deposit limit may apply to deposits at an ATM, CDM or Bank@Post. Such cash deposit limits may change from time to time at our discretion. For ATM deposit limits, processing and cut off times visit bankofmelbourne.com.au/ouratms or visit your local branch.

Branch.

Our branch staff are available to talk to you in person about products and services and show you how to use services you may not be familiar with, such as:

- Phone Banking,
- Internet Banking, and
- ATMs.

Subject to section 16 (When we may delay or refuse transactions), if you need to make a cash withdrawal of $5,000 or more from your account, please contact the branch and provide at least 2 business days' notice. In the event of a cash withdrawal over $50,000, we may choose to pay you by bank notes in large denominations, or bank cheque, or an electronic transfer (instead of cash). If you're under 14 years old, branch withdrawals without a debit card may require authorised signatory approval.

Phone Banking.

What you can do.

You can use Phone Banking to:

- check account balances and transactions
- transfer funds
- pay bills using BPAY
- change your PIN or other security codes
- check interest earned on your account(s)
- activate your card
- stop payment of a cheque.

Depending on the type of account you have, our Customer Service Representative can also assist you:

- by providing our current term deposit rates
- to open accounts
- to report lost/stolen cards
- to reissue cards
- with balance transfers
- by providing information about our products, services, interest rates and fees
- to set-up Internet Banking.

Getting started.

To start using Phone Banking, you need to:

- Call us, the phone number is on the back cover of this document.
- Have your 8 digit customer access number handy if possible. If not, the Customer Service Representative can help you with this. You will need to confirm your identity.
- You will be asked to select a 4–6 digit security number.

For more information, see the Internet and Phone Banking terms and conditions by visiting bankofmelbourne.com.au or any branch.

Point of Sale (POS).

What you can do if your account has card access.

- Make purchases without cash at most retail or service outlets.
- Withdraw cash at the same time from your savings or cheque account from some retail or service outlets.
- Have the choice of account (linked accounts only).
- Get a printed receipt.
- Use your compatible device to make a payment with a mobile wallet.

Our responsibilities and liabilities (electronic banking access).

We will maintain electronic banking access to the linked accounts at all times unless:

- an electronic banking terminal malfunctions or is unavailable;
- a merchant refuses to accept your card; or
- at least one of the accounts is overdrawn or will become overdrawn without prior arrangement, or is otherwise considered out of order by us.

There may be times when we will alter the types of accounts which may be operated, or the types of transactions performed, or the types of electronic banking terminals that may be accessed using the card. We will notify you of changes as set out in the 'Changes to terms and conditions' section.

What happens if an electronic banking terminal does not work?

We will be responsible to the person(s) who own(s) the account for any loss which occurs because an electronic banking terminal accepts your instructions but fails to carry out the transaction requested. If you are aware that the electronic banking terminal is not operating properly we will only be responsible for correcting the relevant account and refunding any fees or charges. We will not be responsible if an electronic banking terminal does not accept your instructions or your card fails to work in the terminal.

Bank@Post.

What you can do.

At participating Post Offices, you can:

- Withdraw cash (up to a daily limit of $1,000). However, cash cheque withdrawals are not permitted.
- Make cash and cheque deposits (up to a daily limit of $7,000 for cash and less than $1 million for cheques. For mixed cash and cheque deposits, the total limit is less than $1 million per customer, of which no more than $7,000 can be cash).
- Make account balance enquiries.

BPAY.

When you see the BPAY® symbol on a bill, you can pay that bill through Phone Banking or Internet Banking. It's a simple and convenient way to pay your bills.

What you can do with BPAY.

- schedule payments in advance using BPAY
- register for BPAY View® and pay bills and receive your bills with BPAY View
- obtain a receipt number
- choose the account to pay from (however some billers do not accept payments from credit cards)
- register with BPAY 'View Billers' to receive online access to bills.

Getting started.

You don't need to register for a BPAY bill payment facility, however you do need to have Internet Banking or Phone Banking. All you need to do is either call Phone Banking or sign in to Internet Banking and provide the biller code and reference number (and possibly other information) that appears on the bill or invoice. Details of BPAY payments, including a receipt number, will appear on your account statement.

Cheques.

What you can do with cheques.

A cheque provides a convenient way of paying a bill or receiving a payment. Cheque withdrawals are only valid if your account allows cheque access.

Depositing cheques.

There are several ways you can deposit a cheque, including:

- visiting a branch or Bank@Post
- using the Express Deposit facility
- sending the cheque to a branch by mail for processing
- using an ATM with cheque deposit option available.

Writing cheques.

- Cheque books are only available if your account allows cheque access, see the 'Summary of Features' table for details about which accounts allow cheque access. See the 'Using cheques' section for more details.
- Bank cheques can be purchased on the spot at any branch. When in branch, you can pay for the bank cheque and the applicable fee either in cash or by withdrawing funds from your account.

Passbooks.

Where you have a passbook, we may remove the passbook feature on your account and issue statements on your account if you ask us to:

- issue a new or replacement card on your account;
- add a cheque facility to, or issue a new cheque book on, your account; or
- link your account to a loan account under an interest offset facility.

We will notify you at least 14 days prior to removing the passbook feature on your account that we intend to move your account to statements. If you do not agree to the removal of the passbook feature, you must, 5 days prior to the removal of your passbook, notify us of your intention to close the account and where to pay your funds. If you do not provide us with notice, you will be deemed to have consented to the removal of the passbook and issue of statements on your account with us. We may also write and tell you to update your passbook if you have made transactions that have not been recorded in your passbook. We will provide you with a period of not less than 14 days in which to update your passbook. After that period expires, we may remove the passbook feature and issue statements on your account.

If your passbook is stolen, mislaid or lost, you must notify us straight away. Please note that if you fail to notify us and amounts are withdrawn from your account without your knowledge or consent and where we have not contributed to that loss, we will not be liable in relation to those amounts. This applies unless it is an electronic transaction, in which case liability will be determined in accordance with the 'Liability for unauthorised transactions' section of this document and the Internet and Phone Banking terms and conditions.

Periodical Payments.

If periodical payments are available for your account, you may authorise us to transfer funds on a regular basis from your account to another account held with a financial institution in Australia. It may take up to 6 business days for us to process and establish a periodical payment authority.

You may stop or alter a periodical payment by instructing us before close of business on the business day immediately prior to the day the periodical payment is to be made. Otherwise, we cannot accept a request to stop or alter a periodical payment after you have instructed us to make it. See the 'Cancelling or stopping a payment' section for more details.

We may decide not to make a periodical payment if the available balance of the account is not sufficient to cover the payment at the time the payment is to be made. We do not have to inform you if a periodical payment is not made. Refer to 'Overdraw Preference feature' section for more information.

We may debit to your account any fees or charges passed on to us by another financial institution as a result of processing a periodical payment. See the 'Understanding Fees and Charges' section of this document for more details.

If a periodical payment has been set up to make repayments under a credit contract with us, and at the time a payment is to be made the available balance of the account is not sufficient to cover that repayment or repayments, you authorise us to debit portions of the repayment to your account progressively over a number of days until the repayment is made in full. An inability to make a periodical payment on the due date and in full may trigger a default under your credit contract with us. Please refer to the terms of the credit contract.

If the periodical payment is to an account held by us (the 'recipient account'), we may credit the recipient account before we draw the payment under your periodical payment authority. If the periodical payment is not honoured, we may reverse the credit we made.

If a periodical payment is due to be made on a Sunday or a national public holiday, we will process the periodical payment on the Saturday or business day before or after, as nominated by you during establishment.

We decide the order in which payments will be made from any deposit to your account (for instance, interest, fees and charges, periodical payments, etc).

Where more than one periodical payment or other scheduled payment is to be made from your account on a particular day, we will choose the order in which they are paid.

Deposits in foreign currencies.

A reference to an account in this document is a reference to an Australian dollar account. If we receive an amount or item in a foreign currency for deposit to your account (including a telegraphic transfer or cheque drawn in foreign currency) we will convert the foreign currency amount or item into Australian dollars using the exchange rate that we make available to retail customers on the day we process the conversion. Visit any branch for more information about the exchange rates that we offer and any additional fees that may apply. From 30 April 2021, Bank of Melbourne will no longer process foreign cheques and items for collection.

Transaction processing.

Transaction processing times will vary depending on the transaction type. For processing and cut-off times for Internet and Phone Banking refer to the separate terms and conditions. For branch and ATM transactions, please refer to the relevant paragraphs in this section, or contact us using the details inside the front cover of this document.

Organising an overdraft.

An account should not be overdrawn unless you have made prior arrangements with us such as through an overdraft. An overdraft is a line of credit on your eligible accounts, available if you meet our normal lending criteria. Visit bankofmelbourne.com.au for more information.

Overdrawing your accounts.

At times, you may make a transaction which takes your account into negative balance (or further into negative balance) or beyond any formal overdraft arrangement on your account – for example:

- where, at our discretion, we decide to honour a direct debit, a scheduled payment, ATM withdrawal, or a purchase using a card linked to your account or honouring a cheque, when there is insufficient available funds in the account;
- when a card purchase does not require our authorisation, systems are unavailable or a merchant settles a transaction late; or
- where the transaction draws from uncleared funds in the account.

We are under no obligation to allow a transaction to overdraw your account.

Overdraw Preference feature.

The Overdraw Preference feature is available on personal accounts other than the Concession account and any account held by persons under 18 years of age. On eligible accounts, the feature is, by default, enabled, unless it has been disabled at your request or at our discretion. When enabled, we may allow direct debits, periodical payments and cheque withdrawals to overdraw your account, or increase the amount already overdrawn at the time of the transaction. An overdrawn fee and debit interest may apply.

You can change your account Overdraw Preference in Internet Banking (including Mobile Banking), by calling us or visiting your nearest branch. If you have provided a valid email address and mobile phone number to us, you will receive an email or SMS notification on the update.

Please note: The Overdraw Preference will be updated on the account, and effective for all authorised persons.

The update will be effective by the end of the day, unless it is not a business day then it is effective by the end of next business day.

If you request for the Overdraw Preference feature to be disabled, we will decline any direct debits, periodical payments and cheque withdrawals that would cause your account to become overdrawn, or further overdrawn.

Some transactions may still cause the account to become overdrawn:

- where (at the relevant time) any of our relevant systems is off-line or otherwise impaired or interrupted;
- where the authorisation request is not sent to us, or received by us, for our review and for processing by our system (which may occur, for example, where the transaction is made using a cheque or a card linked to your account); or
- where it is impossible or reasonably impractical for us to prevent your account from being overdrawn.

Under these scenarios, an overdrawn fee and debit interest may apply.

Concession account holders or accounts held by persons under 18 years of age.

Overdraw Preference feature is not available for these accounts:

- Concession account; or
- when one or more account holder is under 18 years of age, other than where formal overdraft arrangements exist,

the account will not become overdrawn except where it is impossible or reasonably impractical for us to prevent your account from being overdrawn.

This may be, for example:

- where (at the relevant time) any of our relevant systems is off-line or otherwise impaired or interrupted;
- where the authorisation request is not sent to us, or received by us, for our review and for processing by our system (which may occur, for example, where the transaction is made using a cheque or card linked to your account.

If, following a withdrawal transaction, your account shows a negative/debit balance.

If we permit you to make a withdrawal transaction (as described in this section) which overdraws the available balance of your account, then you will, at the time the negative balance arises, owe us a debt of the amount by which your account is overdrawn or by the amount exceeding your agreed overdraft limit (as applicable). If we do honour a payment, you may be charged an overdrawn fee (see the 'Understanding fees and charges' section of this document) and interest may be charged on your debit balance.

If your account becomes overdrawn and there is no overdraft arrangement in place, debit interest (if it applies to your account) will be charged to your account at the Unarranged Lending Rate. It will be calculated daily on the closing debit balance (and debited on the last business day of each month) using the then current Unarranged Lending Rate, until the date on which the account balance is positive or within any agreed overdraft limit again.

Any deposits into your account will be first applied to the amount by which your account is overdrawn including fees and any accrued debit interest on that amount. If you are receiving government benefits paid into the account and you need access to the payment that has been applied to the overdrawn amount, please contact us via Phone Banking or visit a branch to discuss options that may be available.

How debit interest is calculated and charged.

Definition of business day for debit interest calculation.

For the purposes of debit interest calculation, a business day is Monday to Saturday inclusive, excluding national public holidays, subject to daily transaction processing times. Transaction processing times will vary depending on the transaction type. For processing and cut-off times for Internet and Phone Banking refer to the separate terms and conditions. For branch and ATM transactions, please refer to the relevant paragraphs in this section, or contact us using the details inside the front cover of this document.

How is debit interest calculated?

Debit interest is calculated on a daily basis as follows:

Daily closing balance

×

(interest rate ÷ 365)

Debit interest will be charged to your account monthly at the end of the month. Where the last day of the month is not a business day:

- any transactions made on a day in a month that is after close of business on the last business day of that month will not be processed to your account until the first business day of the following month; and
- as a result, the closing balance on which interest is calculated for those non-business days in the month will not include those transactions (meaning it will be the same as the closing balance on the last business day of the month) and the debit interest for the month will be charged to your account on that last business day.

You will need to ensure that you do not overdraw your account regularly (refer to 'Overdraw Preference feature' section for more information).

Even if we do honour a transaction, or do so more than once, it does not mean we have any obligation to do so in the future.

Where we dishonour/reject a payment.

Your payment may be dishonoured if you make a transaction from your account and there are insufficient cleared funds available in the account.

Credit reporting bodies and Privacy Act.

Under the *Privacy Act 1988*, a credit reporting body (within the meaning of that Act) may collect and hold default information (within the meaning of that Act) in relation to the default. A default listing with a credit reporting body will remain on your file for a period of up to five years and may affect your ability to obtain finance or credit.

Our privacy statement includes important information about credit reporting, including details of the credit reporting bodies to which we are likely to disclose your credit information. You can access our privacy statement from bankofmelbourne.com.au/privacy/privacy-statement or by calling us on 13 22 66.

Are you having financial difficulty?

When you overdraw your account, there may be occasions when repaying this debt becomes difficult. Should this arise, you should promptly contact us via Phone Banking or visit a branch to discuss options that may be available.

When you haven't used your account for over three months.

Inactive accounts.

If your account becomes inactive we may close your account without any notice to you.

Your account becomes inactive if:

- you do not make any deposits and/or withdrawals during a continuous three month period; and
- the balance of your account is nil or in debit without any arrangements.

Unclaimed monies.

If you have not made a deposit or a withdrawal from your account for seven years, we may close your account, and transfer any prescribed money in your account to the government.

We will usually notify you before we close your account, but there may be circumstances where we are not able to (such as where our record of your address is out of date).

You can visit any branch to find out how to recover unclaimed money (although it may take three months or more to recover money that has been transferred to the government).

When we can combine your accounts.

Overdrawing.

If you overdraw your account into negative balance or beyond your formal overdraft arrangement, we may automatically combine your accounts (e.g. transfer sufficient money which is kept in any other account with us that is held in your name to clear the debt). See 'Overdrawing your accounts' section for more information on when your account can become overdrawn.

Debts you owe us.

We may also transfer money kept in your deposit account to clear debts which you owe us in other loan or deposit accounts. If we do this, the balance of the account from which we have transferred the money will be reduced by the amount used for this purpose.

If we exercise our right to combine accounts.

If we exercise our right to combine accounts, we will notify you promptly using the contact details shown in our records. You agree that you may not set off any amounts we owe you (for example, credit balances in your other accounts) against amounts you owe us.

Closing your accounts.

Who can close an account.

You or any other authorised person can close your accounts at any time simply by asking at any branch. If you're under 14 years old, authorised signatory approval may be required. Most accounts can also be closed by calling Phone Banking.

Another financial institution may close your accounts on your behalf.

We may also exercise our discretion to close accounts (and cancel any linked card(s)) or refuse to accept further deposits or allow further withdrawals after giving reasonable notice to you (and, we may also notify the authorised signatory/signatories) due to unsatisfactory conduct or for any other reason we deem appropriate such as:

- where your account is designed for domestic or personal use by you as a personal customer and is being used for business purposes; or
- where you hold an account that has been designed to promote your interests as an account holder who is under 18 years of age, and in our reasonable opinion, the account is being used for purposes that do not benefit you or are not in your interests as an account holder who is under 18 years of age; or
- where we reasonably believe the use of an account has caused harm (for example financial abuse) to another person.

In certain circumstances we may do any of the above without providing you with any prior notice. When we do so, we will act fairly and reasonably towards you. These circumstances may include:

- you do not provide us with any document or information we reasonably request from you;

- we reasonably consider it necessary to comply with our policies, Australian law or sanctions (or the law or sanctions of any other country), or to comply with our regulatory and compliance obligations and manage associated risk.

Upon closing the account for the above reasons we will pay you the net credit balance of the account (e.g. by providing you a bank cheque) unless we believe, acting reasonably, that we are precluded from doing so, such as in order to comply with our regulatory and compliance obligations or to manage associated risk.

Things to remember when closing your accounts.

When you close your account you must provide to us any:

- card that operates the account (including any card issued to an additional card holder);
- unused cheques; and
- passbooks.

An account with cheque access may only be closed once all outstanding cheques written on the account have been presented. We reserve the right to return any cheques presented for payment after the account has been closed.

When your account is being closed, we will debit all amounts that have accrued or become payable but that have not been paid.

Make sure you notify anyone who either directly credits or debits your accounts and be sure to cancel any Periodical Payments, direct debits or regular transfers either to or from the accounts you are closing.

If your account is closed you remain liable for:

- any amounts not yet processed to your account; and
- direct debits submitted by merchants (except for where the direct debit arrangement has been cancelled);

and we may debit any such amounts to any other account in your name.

Make sure you notify anyone who either directly credits or debits your accounts and be sure to cancel any Periodical Payments, direct debits or regular transfers either to or from the accounts you are closing.

Termination value.

How your closing balance is calculated if:

Your account balances are in credit

The net closing balance of your account is calculated as:

credit balance

+

accrued credit interest that has not yet been credited to your account (if any)

−

accrued fees and government charges applicable up to the closing date that have not yet been charged to your account.

Any monthly fees that may apply (even if the accounts have been open for only part of the month).

There are uncleared funds or your accounts are overdrawn

We cannot make available any uncleared funds at the time you request that the accounts be closed, until those funds become cleared.

If the accounts have a debit balance, you will need to pay to us the balance plus any accrued debit interest, account fees including monthly or quarterly fees and government charges applicable up to the closing date.

Authorising someone else to use your account.

You can authorise another person to access your account. This can be done by completing a form giving third-party access (Authority to Operate), which is available at any branch. For joint accounts, each joint account holder must sign the Authority to Operate.

An Authority to Operate:

allows a third party to:

- Make a deposit
- Withdraw or transfer funds
- Draw cheques
- Place/delete stop payments on cheques
- Collect chequebooks from the branch
- Report cards/passbooks/chequebooks as lost or stolen
- Change account types
- Close an account.

does not allow a third party to:

- Change the account owner's details
- Open an account on behalf of another person
- Authorise the linking/delinking of an offset account
- Remove themselves as a third party to an account – only the account holder can request this.

Please note that acceptance of an Authority to Operate is entirely within our discretion and that we may place limits on who may be authorised (such as placing a limit on the number of people authorised to operate an account).

In certain circumstances, acting reasonably, we may remove the Authority to Operate of anyone authorised to operate your account and/or your authority to operate any account due to unsatisfactory conduct (including that of the authorised signatory) or for any other reason we deem appropriate, such as if we believe allowing the authority to remain on your account may cause loss to you or if a third party claim is made known to us. Any account holder aged 14 years and over can cancel an authorised signatory at any time by visiting any branch.

Authorising someone to operate your account with a card.

You may ask us to have a person authorised to operate your account with a card. The authorised person must meet the same eligibility criteria for the issuance of the card as the account holder, see the 'Summary of Features' table for more information. If we agree to your request, then while the Authority to Operate is in force, you are responsible and liable for all transactions carried out, and any debts incurred, by use of a card on your account by the additional card holder.

By nominating an additional card holder, the account holder authorises the additional card holder to act on their behalf to make a replacement request for the additional card holder's existing card that is lost, damaged or stolen or for specific purpose card replacements (e.g. accessibility reasons) only.

You should ensure that any additional card holder has read these terms and conditions and understands how the card operates.

Liability after cancellation.

Your account will be debited with all transactions made on your account by a person authorised to operate on your account. This means that you are responsible for all these transactions (including any associated fees and charges) as if you had made them yourself. You are liable to pay for (or to repay) any credit provided in relation to the account to any person authorised to operate on your account, including any amounts which are incurred prior to cancellation of the Authority to Operate, even if those amounts have not yet been debited to the account (including any associated fees and charges).

An Authority to Operate will remain in force until we:

- remove it;
- receive notice of cancellation; or
- receive notice of the death of the person who granted the authority, and that notice has been processed by us.

Notice of cancellation must be signed by all other account holders. We may require a new Authority to Operate before we allow further operations by any person authorised to operate (other than any account holder) on your account.

If we are notified of any dispute about an Authority to Operate or in relation to the holder or holders of an account, we may refuse to allow operations on your account until all parties concerned have signed any authority or documentation we require.

4. Understanding debit cards.

If card facilities are available for your account, a card may be issued for your account or linked to one of your accounts. Not all types of cards are available for all accounts (see the 'Summary of Features' table for account and card eligibility).

If you are aged 14 or older, have a current Australian residential address and wish to open a transaction account where a Visa Debit Card is available (see 'What debit card access is available?' section in the 'Summary of Features' table), you must have a Visa Debit Card linked to your account.

A Freedom Card is available to customers aged 12 years and over, and is issued at our branches. If you're under 14 years old, authorised signatory approval may be required.

What can you do with your Visa Debit Card?

You can use your Visa Debit Card to purchase goods or services from merchants or withdraw cash from ATMs in the following ways:

In Australia or overseas

- By pressing the 'credit' or 'Visa Debit' option and entering your PIN or signing the transaction slip (where available).
- Holding your Visa Debit Card in front of the contactless terminal and waiting for the transaction to be confirmed. In Australia, generally there is no need to sign or enter a PIN for purchases under $100. At merchants overseas you may not need to sign or enter a PIN for small value transactions.
- Over the phone – by quoting the Visa Debit Card number and expiry date on the front of your card.
- Online – by using the Visa Debit Card number and expiry date on the front of your card.
- Withdraw cash at ATMs.

In Australia only

- By pressing the 'cheque'/'savings' option (if applicable) and entering your PIN.
- Withdraw cash at the POS at some merchants – by pressing the 'cheque'/'savings' button (if applicable) and entering your PIN.

Some fees and charges may apply when you use your Visa Debit Card. Refer to the 'Understanding fees and charges' section to see what Visa Debit Card fees may apply to your account.

Your Visa Debit Card does not provide credit. When you use your Visa Debit Card to make a Visa Debit Card transaction, you have access to the funds available in your account. We do not agree to provide any credit in respect of your Visa Debit Card. However, we may allow your account to become overdrawn, see the 'Overdrawing your accounts' information in the 'Using your accounts' section.

What can you do with your Freedom Card?

You can use your Freedom Card to purchase goods or services from merchants or withdraw cash from ATMs in the following ways:

In Australia or overseas

- Withdraw cash at ATMs

In Australia only

- Purchase goods or services by holding your Freedom Card in front of the contactless terminal (where available) and wait for the transaction to be confirmed. Generally there is no need to sign or enter a PIN for purchases $100 or less.
- Purchase goods or services from merchants at the POS – by pressing the 'cheque'/'savings' option (if applicable) and entering your PIN.
- Withdraw cash at the POS at some merchants – by pressing the 'cheque'/'savings' button (if applicable) and entering your PIN.
- Transact online using the card number and expiry date on the front of your Freedom Card wherever eftpos is accepted.

When you make a Visa Debit Card or Freedom Card transaction, you authorise us to act on the instructions entered into the electronic equipment. You should ensure the transaction amount is correct before entering the PIN or otherwise using the card at the electronic equipment. By entering the PIN, signing a transaction voucher or record, using the card for an online transaction, or holding the card in front of a contactless terminal, you indicate your agreement that the transaction amount is correct.

Rules about your Visa Debit Card and Freedom Card.

Your card and PIN.

Your PIN may be a 4-digit number allocated to you by us, or it may be a 4 to 6 digit number or word that you have personally selected. You have the option of changing your PIN to one of your own choice at any time (including where your record of the PIN has been lost or stolen). Visit bankofmelbourne.com.au to find out how.

If you are travelling overseas you will need to have a 4-digit PIN, as not all countries have the same ATM system and many overseas ATMs don't let you enter your PIN as a word.

For information on liability for Visa Debit Card and Freedom Card usage and PIN/code protection please refer to the 'Account security and liability' section of this document.

Card validity and expiry.

When you receive your Visa Debit Card or Freedom Card, for security reasons, you must sign it immediately. You must also ensure any additional card holder does this when they receive their card. Cards should only be used until the expiry date.

As soon as a card expires, ensure that you destroy it by cutting it into several pieces and disposing of them securely.

Daily card withdrawal limits.

Cash	
This limit applies to the total of all withdrawals made using each card linked to an account, including: • ATM cash withdrawals • POS cash out transactions • Fund transfers processed through eftpos	**$1,000** Your limit can be changed to any whole dollar amount up to $2,000. You can change your limit in Internet Banking, by calling Phone Banking or visiting a branch.
Purchases	
This limit applies to the total amount of all purchase transactions made using each card linked to an account, for example: • Transactions made through a POS terminal • Contactless transactions • Transactions made online or by phone using a Visa Debit Card number and the expiry date on the front of your card • Transactions made online using a Freedom Card number and the expiry date on the front of your card wherever eftpos is accepted	**$8,000** You can change your limit by calling Phone Banking or visiting a branch.

You will be advised of any changes we make to the maximum daily transaction limit in accordance with the requirements set out in the 'Changes to terms and conditions' section of these terms and conditions.

Please note, these limits may not be applicable to certain transactions including estimated, initial, and subsequent authorisations (that will be adjusted once the final amount is processed or expires), or when a transaction does not require our authorisation. Also, these limits may not apply to transactions made at Bank of Melbourne, St.George or BankSA branches, or Bank@Post. For more information, please contact us.

In deciding whether you may require the standard daily limit to be increased or decreased, bear in mind that the higher the limit, the more funds will be able to be withdrawn via ATMs and POS by any unauthorised person who may come into possession of your card or card and PIN. Merchants or other third party providers may impose their own withdrawal limits.

Card cancellation.

We may cancel your card by providing you with 30 days' written notice acting reasonably. We 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.

Once your card is cancelled, you must stop using it and destroy it by immediately cutting it into several pieces and disposing of them securely.

You may contact us to cancel your card at any time by calling us or by returning the card to us. A cancellation may not be effective until the card has been surrendered, or you have taken all reasonable steps to have the card returned to us. You'll need to contact a merchant directly to cancel any recurring payments linked to your card. Refer to the 'Cancelling or stopping a payment' section for more information on recurring payments.

Where you are the account holder and the card in question is held by another person, what will constitute taking all reasonable steps to have a card returned to us, will vary depending upon the particular circumstances. At a minimum, it will require you to contact the person who has the card (if at all possible) and request that they surrender their card to you, so that you can return it to us.

If you close your accounts or cancel the card, as the account holder, you will remain liable for transactions made using the card linked to your account:

- prior to or after its cancellation or closure of the accounts; or
- using the card number for mail, online, phone and recurring transactions which have not been cancelled prior to termination.

The user may be liable to the account holder for any use of a card after the user has received notice of its cancellation.

Card reissue.

We may issue a new card to you at any time. All reissued cards are subject to the terms and conditions applicable to that card. We may not re-issue a card to you only in circumstances where it is reasonable for us not to and to meet our regulatory obligations. We will not automatically reissue a card that hasn't been used to make a transaction in the prior 12 months.

Withdrawals at branches and other financial institutions.

The minimum withdrawal amount may vary between financial institutions. Before a cash withdrawal is processed in Australia you may be required to provide a second form of identification, such as a passport or driver's licence. Overseas, a passport will be required for Visa Debit Card withdrawals. Freedom Cards cannot be used to withdraw funds from your account over-the-counter at any bank overseas. If you're under 14 years old, branch withdrawals without a debit card may require authorised signatory approval.

All cards remain our property.

All cards remain our property and you are required to return the card to us:

- on our request;
- on cancellation of your card;
- on closure of all of the accounts which are linked to your card (in which case, the card may be automatically cancelled); or
- on termination of your authority to operate all accounts which were previously linked to your card.

Overseas transactions.

You can access your funds in your linked default account at any international ATM where the PLUS logo is displayed by using your Visa Debit Card and PIN.

At overseas ATMs you cannot use your Visa Debit Card to make deposits or transfer funds between accounts linked to your Visa Debit Card. To access funds from your default account at overseas ATMs, select the 'credit' option.

Foreign Currency Conversion Fees apply to all overseas POS and Visa PayWave transactions (see the 'Understanding fees and charges' section for further information). If the amount of the transaction is more than your available balance, the transaction may be rejected and no fees will be charged. Refer to the section titled 'ATMs' for information on fees that may be charged for overseas ATM transactions.

How Visa processes transactions.

When a Visa Debit Card or Freedom Card is used to make foreign currency transactions on your account, the transaction is converted into Australian dollars by Visa International using:

- a rate Visa International selects from the range of rates available to it in wholesale currency markets for the date on which Visa International processes the transaction. The rate Visa International selects may vary from the rate Visa International receives itself; or
- a rate a government requires Visa International to apply to the conversion as at the date Visa International 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 card on your account.

How Mastercard® processes transactions (for Maestro/Cirrus ATM Cards).

When a Maestro/Cirrus ATM Card is used to make foreign currency transactions on your account by use of the Maestro POS or the Cirrus ATM network, the transaction is converted into Australian dollars by Mastercard International at the conversion rate or rates Mastercard International applies at the date it processes the transaction. Mastercard International may convert a foreign currency transaction into US dollars prior to converting it into Australian dollars.

What to do if you want to dispute a debit card transaction.

If you need to dispute a transaction, you should contact us as soon as possible. You can raise a dispute online, in branch, or by contacting us using the number on the back of your card. We may ask you to provide information in writing to support your dispute.

We must comply with card scheme rules which set out dispute procedures and notification timeframes. If you do not notify us promptly, we may not be able to investigate your dispute.

In some circumstances, card scheme rules allow us to charge a transaction on the account back to the merchant with whom you made the transaction. This is known as a chargeback.

You should report a disputed transaction to us as soon as possible so that we may reasonably claim a chargeback right. Chargeback rights are not available for BPAY transactions.

If it is available, we will claim a chargeback right for a transaction on your account if you ask to do so, and you give us the information and material we require to support a chargeback. Otherwise any chargeback right we have may be lost.

The timeframe for disputing a transaction may not apply where the ePayments Code applies.

Statements.

You should keep all voucher and transaction records given to you when using your card. You can use these to verify the transactions on your account.

Stopping debit cards.

We may block or place a stop on your card if any account the card is linked to is transacted on in such a way that we suspect fraudulent use of your card. As anyone who has your card and PIN, Phone Banking access code or Internet Banking password can make transactions on your accounts, you must take special care to protect them.

Authorising debit card transactions.

When you use a debit card to make a debit card transaction the transaction may need authorisation from us. We may choose not to authorise a proposed transaction. Without limiting the reasons why we may do so, this may happen if:

- the card is expired or otherwise invalid;
- the account does not have sufficient available balance to cover the transaction amount; or
- acting reasonably, we consider the transaction may be fraudulent.

If we give an authorisation, we reduce the available balance by up to the amount of the authorisation. Some merchants, for example, hotels and car rental agencies, may request confirmation that your account has sufficient available balance to meet the estimated cost of goods and services they will supply.

We treat the request as a request for authorisation. Once the authorisation is given, the available balance is reduced by up to the amount of the estimated cost of the goods and services. This means, even though the balance of your account is a certain amount, you may find you have a reduced available balance (including no available balance).

When the goods and services have been supplied, the merchants may request a subsequent authorisation for the actual costs. This may have the effect of reducing the available balance by the sum of multiple authorisation amounts. You should ensure that the merchants cancel the original authorisations.

Debit card transactions may take some weeks to be processed and debited to your account. If we give an authorisation for the purchase or payment, the available balance of your account may be less than the actual balance of your account. Please consider this whenever you obtain a statement, mini transaction history or a balance of your account.

Gambling block requests.

Gambling block is a feature available on personal debit cards. On eligible cards, the feature is, by default, unblocked, unless otherwise requested by you. However, if the cardholder is under 18 years of age, the gambling block is enabled on the card by default, and this will automatically be switched off after the cardholder turns 18 years old. This feature is dependent on the cardholder's date of birth information provided to us being accurate. We will not be held responsible for the under 18 gambling block function not operating across all gambling transactions (please see below bullet points for more information on the types of transactions which are blocked) nor be liable for any resulting damage or losses to the cardholder if the cardholder's date of birth information provided to us is not correct or fraudulently altered.

When the gambling block is enabled on your card, we may decline authorisation requests that identify with the merchant category codes relating to gambling that we have applied to the block. We will continue to decline these card authorisation requests until you request to unblock your card. The unblock request may take up to 2 days to process.

You may make block or unblock requests by calling us, or by any other means made available to you from time to time.

If you have provided a valid email address, you will receive an email when the request is made.

Some gambling authorisation requests may still be processed. This may be, for example:

- where the authorisation request does not identify with any of the merchant category codes relating to gambling which we have applied to the block;
- where the transaction is a recurring payment that you have authorised;
- where you make a payment using BPAY or to withdraw cash from an ATM;
- where (at the relevant time) any of our relevant systems is off-line or otherwise impaired or interrupted; or
- where the authorisation request is not sent to us, or received by us, for our review and for processing by our system (which may occur, for example, where the authorisation request occurs under a delegated authority held by the merchant, the relevant card scheme provider or a third party transaction processor).

Under 18 Card Transactions Block

If the cardholder is under 18 years of age, a protective block is enabled by default on the card. We may decline authorisation requests that identify with the merchant category codes, relating to Elevated Risk Transactions, that we have applied to the block.

This block is mandatory and will automatically be removed when the cardholder turns 18 years old. This feature is dependent on the cardholder's date of birth information provided to us being accurate.

This block will not prevent all Elevated Risk Transactions.

For example, it will not prevent transactions in situations such as:

- if we have not received an authorisation request for the transaction when our systems are offline or otherwise impaired/interrupted;
- if the Merchant/card scheme automatically approves the transaction;
- if the card scheme (Visa or Mastercard) does not tell us that the Merchant offers an Elevated Risk Transaction product or service; or
- when a transaction may not require our authorisation , for example, recurring card payments and instalment payments.

5. Your statements.

Statements.

If there are no transactions posted to your account in a statement period, your statement will be deferred to the next statement cycle. However, a statement will always be issued at least every six months, even if there have been no transactions posted to the account during this period. Note that if you have an overdraft facility on your account and the account balance is less than zero, you will receive a statement even if no transactions have been posted to the account in the statement period.

You can choose to have your statement more frequently by calling us or visiting a branch.

We may cease mailing statements to you if, after taking reasonable steps, we are unable to locate you.

Electronic statements.

As an alternative to receiving paper statements in the mail, electronic statements and other important information on one or more of your eligible deposit accounts may be given via Internet Banking together with an email notifying you when the statement is available. You may agree or consent to electronic statements, or we may notify you that statements will be made available electronically instead of by mail.

To obtain electronic statements you must be registered for Internet Banking and supply us with a valid email address. You can opt-out of electronic statements at any time via Internet Banking, in branch or through our call centre. See our Internet and Phone Banking terms and conditions for further details.

If you are registered for or apply for Internet Banking at the time of opening a Maxi Saver account you will automatically receive electronic statements (eStatements) for that account.

You will also automatically only receive eStatements for any account you open online.

You will be able to opt in to receive printed statements once your account is operational by logging on to Internet Banking. If you aren't registered for Internet Banking you will receive paper statements in the mail instead

Things to remember about statements.

Remember, statements are an important part of your banking and finances in general. Please be advised that:

- all entries on statements should be checked carefully and any apparent or possible unauthorised transaction promptly reported to us;
- all transactions will appear on the account statement, however the statement narrative will not identify the initiator of the transaction;
- you should retain transaction records or transaction record numbers to confirm against items appearing on the statement of your account;
- statements cannot be sent to a branch for collection, unless in exceptional circumstances; and
- it will assist any claim you may need to make regarding any lack of authority, including forgery, or any other discrepancy if you notify us, within three months of receiving your statement of account, if there is any cheque noted on your statement which we have paid but you did not authorise, or if any other amount has been debited to your account without your authority.

What to do if you don't recognise an entry on your statement.

If you see an entry on your statement that you don't recognise, you can use the merchant look up facility in Internet Banking to make sure the merchant is known to you.

You can also query entries on your statement by contacting us using the contact details on the back of this document.

Remember you can view, print and save your statements in Internet Banking when it suits you free of charge.

Sometimes we get things wrong. Where we do, we will work to make things right. You will not be liable for any fees, charges or interest that we incorrectly charge to your account contrary to our applicable terms and conditions. Please check the entries listed in your account statements regularly, and if you see an error please contact us promptly on 13 22 66.

6. How and when we pay interest.

The interest rate forms part of your terms and conditions and can be found on our website, on your account statement, in Internet Banking or by contacting Phone Banking.

Eligible accounts.

The following accounts are paid interest.

	Retirement Access Plus	Incentive Saver	Maxi Saver	Investment Cash
Type of interest paid	Split interest	Tiered interest.	Tiered interest.	Tiered interest.
Bonus or introductory fixed interest paid	No	Yes, bonus interest	Yes, but only the first Maxi Saver account opened with you as an account holder will be eligible for the introductory fixed interest.	No
When interest is paid	Monthly (on the last business day of the month).	Monthly (on the last business day of the month).	Monthly (on the last business day of the month).	Monthly (on the last business day of the month).

How interest is calculated and paid

Definition of business day for interest calculation

For the purposes of interest calculations (and this section), a business day is Monday to Saturday inclusive, excluding national public holidays, subject to daily transaction processing times.

How is base interest calculated and when is it credited?

Base interest is calculated on a daily basis as follows:

Daily closing balance

×

(interest rate ÷ 365)

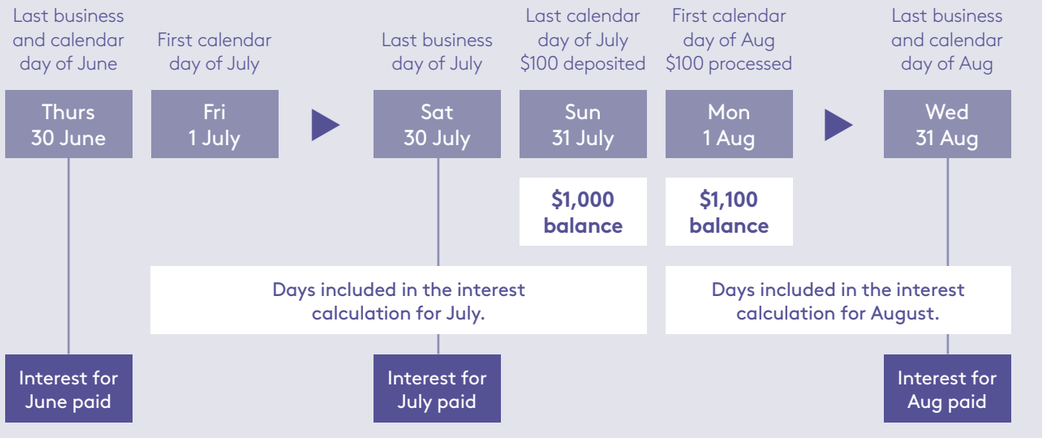
Daily calculated interest is accrued for the month and paid to your account on the last business day of the month.

For the purposes of calculating monthly interest paid, a month is the period from the first calendar day to the last calendar day of the month (inclusive). Where the last calendar day of the month is a non-business day, any transactions made after close of business on the last business day of that month will not be processed to your account until the first business day of the following month.

While interest is recorded as being paid into your account as at the last business day of the month/quarter, system processing occurs after cut-off on the last business day.

Example of how interest is paid:

Where Saturday, 30 July is the last business day of July, interest is calculated from 1 July to 31 July and paid on 30 July. Any transaction on 31 July will be processed on the next business day (in this case, 1 August) and interest earned on that transaction will be included in August's interest calculation.



Interest Types

Base interest

Base interest refers to the standard variable interest that is earned on your account each day that you have a positive closing balance.

What is split interest?

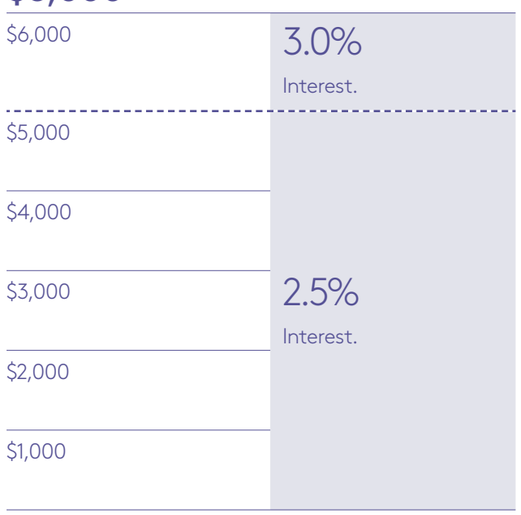
For split interest, different interest rates may be used to calculate interest on different portions of your daily closing balance.

Example

Alex has an account balance of $6,000. For Alex, a split interest rate of 2.5% p.a. applies for balances less than and equal to $5,000 and 3% p.a. applies for account balances exceeding $5,000. Alex's interest rates would be as follows:

- 2.5% p.a. would apply to the first $5,000; and
- 3% p.a. would apply to the additional $1,000 above $5,000.

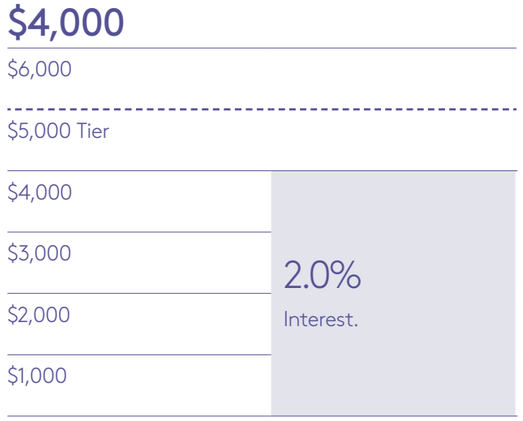
Alex's account balance



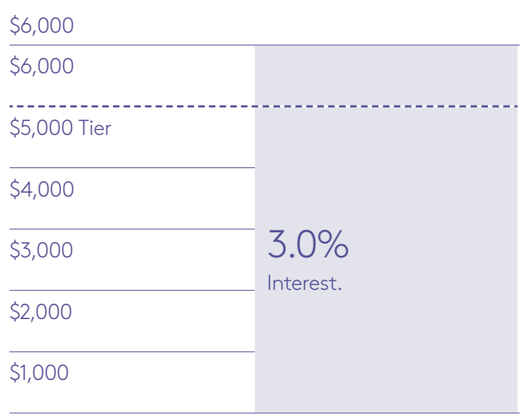
What is tiered interest?

For tiered interest, a single interest rate is used to calculate interest on the entire daily closing balance using the interest rate that applies to that balance tier.

Sam's account balance, Day One



Sam's account balance, Day Two



On a particular business day, Sam deposits $2,000 into her account, increasing her balance from $4,000 to $6,000.

Interest rates that apply to Sam's account

When Sam's account balance:

- exceeds $5,000 an interest rate of 3% p.a. applies;
- is equal to or less than $5,000 an interest rate of 2% applies.

Sam will receive an interest rate of 3% p.a. on the full $6,000 on the business day on which the $2,000 was deposited to calculate interest.

Please note that different balance tiers may offer the same interest rate.

Incentive Saver bonus interest

In addition to base interest, Incentive Saver accounts also earn bonus interest when you meet specific bonus interest eligibility criteria.

If you are eligible for bonus interest, it will be calculated and paid to your account in the same manner as base interest, using the applicable rate.

When will you be eligible for bonus interest?

If all account holders are aged under 21:

You will be eligible for bonus interest if during the month (being the day after the last business day of the previous month to the last business day of the current month):

1. your account balance has not fallen below zero; and
2. you have grown your account balance by at least $0.01.

When you or any account holder turns 21, the monthly balance growth amount of $50 needed to qualify for bonus interest will be effective from the next calendar month following the month of the account holder's 21st birthday.

If you or any account holder is aged 21 years or over:

You will be eligible for bonus interest if during the month (being the day after the last business day of the previous month to the last business day of the current month):

1. your account balance has not fallen below zero; and
2. you have grown your account balance by at least $50.

Note:

- If the last day of the month falls on a Sunday or a national public holiday, a deposit or withdrawal made after the last business day of the month will count towards your bonus interest qualification eligibility in the next calendar month.
- A bank initiated deposit (including interest paid) into your account does not qualify as a deposit in terms of bonus interest eligibility.
- Bonus interest is calculated in the system after 11:59pm on the last business day of the month. Any transaction processed before 11:59pm may impact bonus interest eligibility.
- If you close your account before the end of the last business day, you will not be eligible for bonus interest for that month.
- The minimum amount required to be deposited for the purposes of bonus interest may be subject to change. We will notify you if there is a change to the minimum amount.

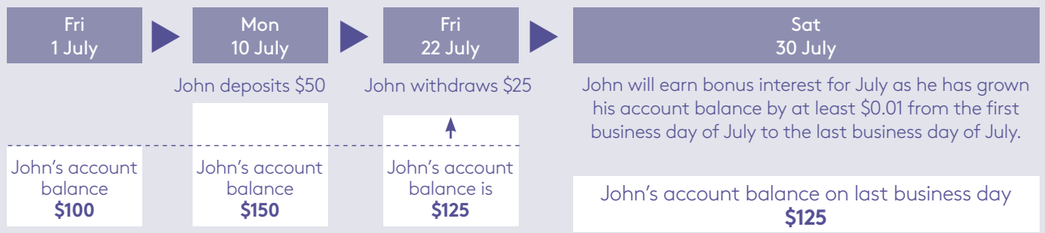
Example of how Incentive Saver bonus interest is calculated

For example, for the period from the day after the last business of June to the close of business on the last business day of July:

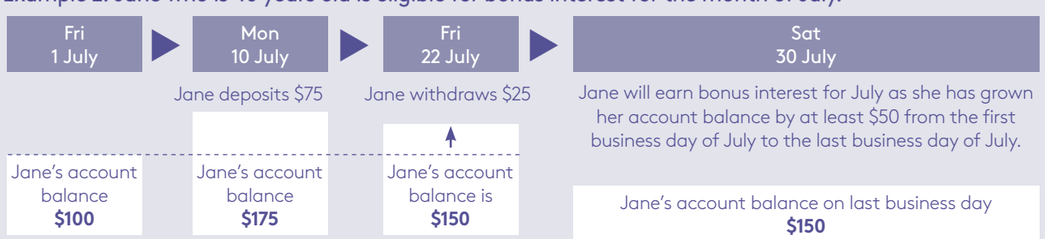
- John is 18 years old and his Incentive Saver has a positive balance. He deposits $50 and withdraws $25. John will earn bonus interest for June because he is under 21 and only has to grow his balance by at least $0.01.
- Jane is 40 years old and her Incentive Saver has a positive balance. She deposits $75 and withdraws $25. Jane will earn bonus interest for July because she has grown her balance by at least $50.
- Jess is 30 years old and her Incentive Saver has a positive balance. She deposits $25 and withdraws $20. Jess will not earn bonus interest for July because she has not grown her balance by at least $50.

Examples of bonus interest eligibility

Example 1: John who is 18 years old is eligible for bonus interest for the month of July.



Example 2: Jane who is 40 years old is eligible for bonus interest for the month of July.



Example 3: Jess who is 30 years old is not eligible for bonus interest for the month of July.



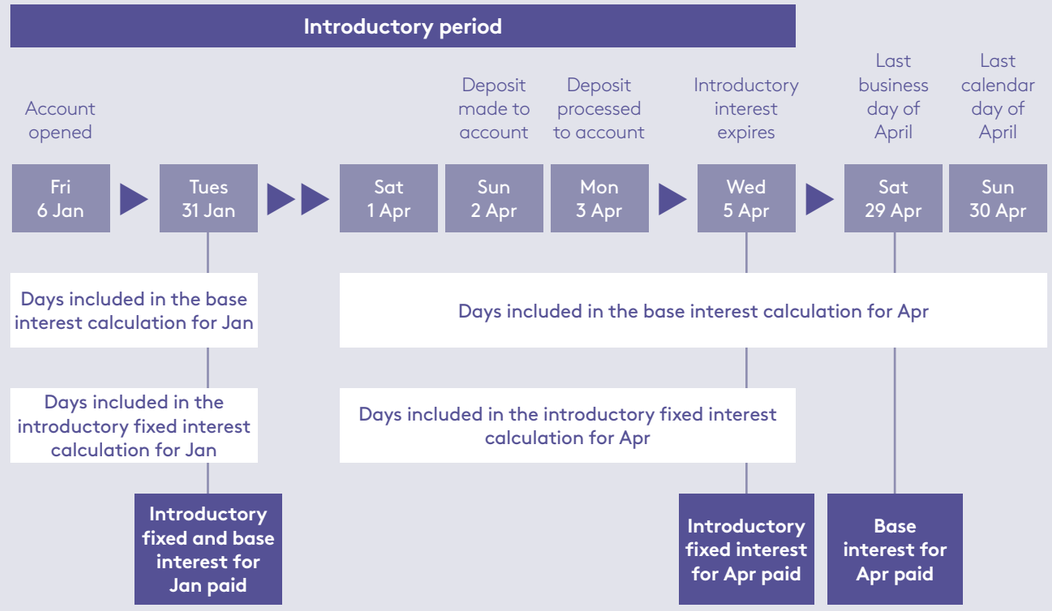
Maxi Saver introductory fixed interest

In addition to base interest, a Maxi Saver account may earn introductory fixed interest for a set period from account opening. The introductory fixed interest rate and the period it applies to your Maxi Saver account can be found on our website as at the date your account is opened.

You are eligible for the introductory fixed interest on the first Maxi Saver account opened by us with you as an account holder.

Example of how Introductory fixed interest is calculated

If your account is opened on 6 Jan, introductory fixed interest is calculated up to and including 5 April (the expiry date) and paid to your account each month during the set period. If a deposit is made on 2 April (Sunday), the deposit will not be included in the introductory fixed interest calculation for 2 April but will be included in Monday, 3 April's interest calculation. In the last month of the set period, any introductory fixed interest calculated from the day after the last business day of the previous month up to and including the expiry date will be paid on the date of expiry.



How is introductory fixed interest calculated?

Introductory fixed interest is calculated and paid in the same manner as base interest except that:

- the interest rate is fixed for the set period.
- for any deposits made on a non-business day, the introductory fixed interest will only be calculated on that deposit starting from the next business day. For example, if a deposit is made on a Sunday or national public holiday, introductory fixed interest on that deposit will not accrue until the next business day.

When the set period ends (the expiry date), any introductory fixed interest accrued for the month up until the expiry date will be paid on the expiry date except where this is on a non-business day, it will be paid on the next business day.

After the expiry date, only base interest will apply to the balance.

Note: Any other interest that may be applicable to Maxi Saver accounts will be calculated as set out above in the base interest section.

Interest offset facility.

If an interest offset facility is available for your account, you may request us to link your account to an eligible loan account you hold with us. Linking your account to a loan account may reduce the amount of interest payable on the loan account.

No interest will be paid to you on your account while that account is linked to a loan account under an interest offset facility (including if the balance of your account exceeds the amount owing on the linked loan account).

Details of how an interest offset facility may reduce the interest payable on your loan account are set out in the terms and conditions applying to your loan account.

Not all accounts or loan accounts may be linked under an interest offset facility. Contact us using the details on the back of this document for information on whether your account and your loan account may be linked. Your account may not be linked to more than one loan account under an interest offset facility.

7. Cancelling or stopping a payment.

This section covers how you can cancel or stop certain types of payments.

Refer to the Internet and Phone Banking Terms and Conditions on how to cancel or stop PayTo® payments in Internet Banking (which may be subject to outages from time to time).

Stopping Cheque payments	
If you want to stop a cheque payment, you can do so if you notify us before it has been paid. You can also initiate a stop cheque request by using Internet Banking. You should contact Phone Banking or give your branch written and signed instructions.	We will need the following cheque details to stop a payment: • account details; • cheque number; • amount of the cheque; • name of the payee (the person you've written the cheque out to); • date of the cheque; and • if the cheque was crossed or open.
Periodical payments or regular transfers	
If you have authorised us to make regular automatic payments or regular transfers from your account, and you want to cancel or stop those payments or transfers you will need to notify us at least one business day before the payment or transfer is scheduled.	We will need the following details to stop a payment: • the payment amount • when it's due • the payee; and • the account it normally comes from.

You can authorise another party to debit your account for payment of services (for example, life insurance premiums or utility bills). Please note the differences between cancelling a direct debit and a recurring payment.

Direct debits

Direct debit is a payment you have authorised a third party to debit your account at set times, by using your BSB and account number.

We will promptly process:

- any instruction by you to cancel a direct debit request relevant to a banking service we provide to you; or
- a complaint by you that a direct debit was unauthorised or otherwise irregular.

When you contact us to request a direct debit cancellation, we can complete the request on your behalf and forward it to the authorised party.

We are unable to accept a request to stop a payment made under a direct debit arrangement after we have already debited the payment from your account

Recurring payments

Recurring payment is a payment that you have authorised a third party to charge your Visa Debit Card or Freedom Card number at set times. If a merchant is using a digital token or tokenised credentials, your card details may be automatically updated (for example, your card is reissued or replaced). In those circumstances, reissuing or replacing a card may not stop recurring payments with that merchant.

Unlike direct debits, Bank of Melbourne is unable to cancel a recurring payment on your behalf. You should contact the merchant directly to cancel a recurring payment. Until you cancel your authority, the merchant is entitled to request us to debit the account and we are obliged to process this request.

If the merchant does not comply with your request to cancel the authority, you must provide us with a copy of the correspondence with the merchant to enable us to dispute the relevant transaction(s) on your behalf.

Migration of a direct debit arrangement into a PayTo arrangement.

Merchants and Payment Initiators may convert an existing direct debit arrangement with you into a PayTo arrangement (Payment Agreement) – this is called "Migrated DDR Mandates". You are entitled to advance written notice from the merchant or Payment Initiator of variation to your direct debit arrangement and changed processing arrangements (as specified in your Direct Debit Service Agreement with them). If you do not consent to the variation of the direct debit arrangement, you must advise the merchant or Payment Initiator. We are not required to provide notice of a Migrated DDR Mandate to you for you to confirm or decline. We will process instructions received from a merchant or Payment Initiator on the basis of a Migrated DDR Mandate.

Once your direct debit arrangement becomes a PayTo arrangement, you can manage it in Internet Banking.

We will not be able to stop a BPAY payment once you have instructed us to make the BPAY payment, unless it is scheduled for a later date. In this case, you may stop or alter the payment by instructing us to do so before midnight on the business day immediately prior to the day the payment is to be made. Any NPP payments will be processed in accordance with the Internet and Phone Banking terms and conditions.

8. Using cheques.

Third party cheque deposits.

Cheques can normally only be deposited into the account of the person(s) or company named as payee on the cheque.

If you are depositing a cheque to your account, where you are not the person(s) or company named (i.e. you are a 'third party'), please ensure that the payee transfers ownership to you by signing the back of the cheque in the following manner:

Please pay (your account name)

Signed (payee's signature)

In addition, at the time you make the deposit, we will ask you how you got the cheque and may ask you to provide us with an indemnity. This is to confirm your ownership of the cheque and avoid problems that sometimes occur with lost or stolen cheques.

If the cheque has not been properly signed over to you, or if a satisfactory explanation is not given as to how you received it, we may refuse to accept deposit of the cheque. Third party cheques cannot be accepted at Bank@Post outlets.

Withdrawing money from a deposited cheque.

The value of a cheque that you deposit to your account is normally made available to you after three business days, or after five days where the cheque was deposited through Bank@Post. However, this can be extended by up to two business days in uncommon circumstances. Normally you will not be able to withdraw the value of a cheque you deposit until the cheque is cleared, even though your account may be credited with the proceeds of the cheque. This rule applies even to cheques made payable to "cash". In some cases withdrawals may be permitted earlier. This is only done at our sole discretion and you should contact your branch. When drawings are made before a deposited cheque is cleared, you will have to reimburse us if the cheque is subsequently dishonoured and other fees and charges may be payable. Please see the 'Overdrawing your accounts' section for further details.

Things you should know about writing cheques.

- any cheque books issued on the account (where available) will bear the name of the account holder. You should safeguard your cheque books; and
- cheque books will be mailed to the account holder(s) mailing address unless alternative arrangements are made by the account holder.

Types of cheques.

Personal cheques	• Cheques are not available for all accounts. See the 'Summary of Features' table for more information. Where they are available, the cheques are drawn on your account and are prepared by you. • A new cheque book will be automatically reordered and mailed to you when you're approximately 75% of the way through your current chequebook. Cheque books can also be ordered by calling us or visiting any branch.
Open or uncrossed cheque	• An open cheque is one that is uncrossed, that is, a cheque that does not have two parallel lines across it. It is an instruction to us to pay anyone who presents the cheque (assuming that the cheque is a 'bearer' cheque) at our branch where the drawer's account is held, rather than the cheque being required to be deposited into the account. • If the cheque was lost and presented for payment by the person who found it, we would not normally be responsible for reimbursing the money to the drawer. You should always make your instructions clear.
Account payee only cheques	• If you write 'account payee only' on a crossed cheque, you are instructing us that you wish the cheque to be paid into the account of the person you have named on it.
'Not negotiable' cheques	• A cheque is a negotiable instrument, that is, it can be passed from one person to another. • A crossed cheque, with or without the words 'not negotiable' written between the lines, protects the 'true owner' in case it is lost or stolen. • For example, if someone persuades a tradesperson to accept a stolen 'not negotiable' cheque as payment for a service, the tradesperson would be liable to refund the amount of the cheque to its rightful owner, provided the thief cannot be located or cannot make good the loss.
'Or bearer' cheques	• If the words 'or bearer' appear at the end of the line on which you have written the payee's name and you leave the cheque uncrossed and without the words 'not negotiable' on it, we will have to pay the proceeds to anyone who presents the cheque. • If, on an uncrossed cheque, you cross out 'or bearer' or write in 'or order' and the cheque is presented for payment in cash, we have to pay the proceeds only to the person whose name is on the cheque, or as they direct.

Dishonoured cheques.

If a cheque is returned to us unpaid it means it has been dishonoured by the bank on which the cheque was drawn. If that happens we may return the cheque to you. We will also reverse the entry in your account, which means we will deduct the amount we previously credited to your account. If the cheque you deposited is not paid, it is your responsibility to pursue payment from the person who gave it to you.

Why may a cheque be dishonoured?

There are a number of reasons why a cheque may be dishonoured, some of which are:

- there are insufficient available funds in the account of the drawer (the person who signed the cheque) to cover the amount written on the cheque
- the cheque is post-dated – i.e. presented for payment before the date that is written on it
- the cheque is not signed, the signature is not valid or more than one signature is required
- the cheque has been 'stopped' by the drawer (see the 'Cancelling or stopping a payment' section for more information on 'stopping' cheques and any fees involved)
- the cheque is stale – presented for payment more than 15 months after the date written on it (although we may still process it)
- the cheque has been materially altered without the alterations being properly signed or initialled
- when Overdraw Preference feature is disabled on the account.

Bank Cheques.

Bank cheques, drawn by a bank on itself, are a widely accepted means of safe payment, and a safe alternative to carrying large amounts of cash.

Getting a bank cheque.

Bank cheques can be purchased on the spot at any branch. You can pay for the bank cheque and the fee either in cash or by withdrawing funds from your account. Please note, bank cheques are not available on all accounts. Contact us to confirm if a bank cheque can be drawn from your account.

Things to remember with bank cheques.

A bank cheque has to be cleared like any other cheque and may be dishonoured for the same reasons as a personal cheque.

If a bank cheque you have purchased is lost, stolen, or destroyed, please contact any branch immediately with your original bank cheque purchase receipt. There is a fee for replacing a bank cheque when the amount of the cheque is changed. See the 'Understanding fees and charges' section for more details on bank cheque fees.

If a bank cheque is no longer required, the purchaser may cancel it and request a refund at any branch. The original bank cheque and purchase receipt should be provided when requesting a refund.

- Always be careful when writing a cheque or accepting one. To minimise the risk of forgery or fraud, take time to make sure that it is accurate, properly crossed (when required) and signed. Always write the amount of the cheque in words as well as figures, because words are harder to alter without your authority. Don't leave gaps between words and figures – use all the space and add 'only' to the amount to be paid where it does not include any cents (e.g. fifty dollars only).
- Fill up any empty spaces with a horizontal line.
- Never use a pencil, non-permanent ink pen or a correctable typewriter to write a cheque as it can be easily erased and altered.
- Never sign a cheque before you use it (and never sign a blank cheque).
- When you alter a cheque you have written, you must sign your name or initials next to where you made the alteration.
- Tell us immediately if a cheque, your cheque book or some forms from your cheque book have been lost or stolen. This will enable us to stop unauthorised cheque payments and prevent or minimise resulting losses.
- Never leave your cheque book where it can be found by someone else.

9. Fees and Charges tables.

Table 1 – Transaction accounts.

This section summarises fees and charges that may apply to your account. Up to date information on current standard fees, charges and any interest rates applicable to your account is available on request. See the 'Using your accounts' section for information on fees that may apply for transactions carried out at ATMs.

Transaction Fee	Complete Freedom	Concession	Retirement Access Plus
Account-Keeping Fee	Nil	Nil	Nil
Free monthly domestic transaction allowances for Complete Freedom, Concession and Retirement Access Plus accounts (excludes international payments and transactions)			
Visa Debit transactions The merchant may charge a fee for Visa Debit transactions as a surcharge for accepting payment by card. Such fees are merchants' fees. They are not Bank of Melbourne fees.	Unlimited free transactions	Unlimited free transactions	Unlimited free transactions
eftpos			
Internet Banking A transfer between your Bank of Melbourne accounts, a transfer from your account to another account held within Australia, BPAY and PayTo payments.			
Phone Banking A transfer between your Bank of Melbourne accounts, a transfer from your account to another account held within Australia and BPAY payments.			
Direct Debit A transfer of funds from your Bank of Melbourne account drawn under a direct debit request you gave another person.			
Staff assisted (branch and phone) • a withdrawal or transfer conducted through Bank of Melbourne, St.George or BankSA staff; or • cashing a personal cheque at a Bank of Melbourne, St.George or BankSA branch.			
Cheque withdrawal (where available) Each withdrawal relating to a cheque drawn on your account.			
Bank@Post A withdrawal conducted via Bank@Post.			

Table 1 – Transaction accounts (continued).

Transaction Fee	Complete Freedom	Concession	Retirement Access Plus
Transaction fees for Complete Freedom, Concession and Retirement Access Plus accounts that are not included in any free monthly allowance (these fees are charged per transaction – see 'Explaining Fees and Charges' section for details regarding fee processing times).			
Periodical Payment A transfer of funds that we make on a regular basis at your request from your account to another specific account.	Free	Free	Free
Foreign Currency Conversion This fee is charged for any transaction that involves the conversion of an amount of foreign currency into Australian Dollars. The fee is charged at the time the transaction is processed to your account. The fee will be shown on your account statement separately to the transaction amount.	3.0%	3.0%	3.0%
Frequent Statement An additional statement provided to you.	Free	Free	Free

Table 2 – Savings and Investment accounts.

Transaction Fee	Incentive Saver	Maxi Saver	Investment Cash
Account-Keeping Fee	Nil	Nil	Nil
Free collection items A collection item is a cheque or merchant envelope deposit.	Unlimited	Unlimited	Unlimited
Internet Banking A transfer between your Bank of Melbourne accounts, a transfer from your account to another account held within Australia, BPAY and PayTo payments.	Free	Free	Free
Phone Banking A transfer between your Bank of Melbourne accounts, a transfer from your account to another account held within Australia and BPAY payments.	Free	Free	Free
Visa Debit Transactions Visa Debit transactions are free. The merchant may charge a fee for Visa Debit transactions as a surcharge for accepting payment by card. Such fees are merchants' fees. They are not Bank of Melbourne fees.	Free	N/A	N/A
eftpos An eftpos transaction other than transactions undertaken on an EFT Terminal.	Free	N/A	Free
Cheque A withdrawal relating to a cheque drawn on your account.	N/A	N/A	Free
Staff assisted • A withdrawal or transfer conducted through Bank of Melbourne, St.George or BankSA staff; or • Cashing a personal cheque at a Bank of Melbourne, St.George or BankSA branch.	Free	Free	Free
Bank@Post A withdrawal conducted via Bank@Post.	Free	N/A	Free

Table 2 – Savings and Investment accounts (continued).

Transaction Fee	Incentive Saver	Maxi Saver	Investment Cash
Transaction fees that are not included in any free monthly allowance and charged per transaction			
Direct Debit A transfer of funds from your Bank of Melbourne account drawn under a direct debit request you gave another person.	Free	N/A	Free
Periodical Payment A transfer of funds that we make on a regular basis at your request from your account to another specific account.	Free	N/A	Free
Foreign Currency Conversion This fee is charged for any transaction that involves the conversion of an amount of foreign currency into Australian Dollars. The fee is charged at the time the transaction is processed to your account. The fee will be shown on your account statement separately to the transaction amount.	3.0%	N/A	3.0%
Frequent Statement An additional statement provided to you. The fee is charged on the last business day of the month in which the additional statement is provided.	Free	Free	Free
Collection Item A cheque or merchant envelope deposit. Each cheque and merchant envelope deposit made at the one time is counted as a separate collection item. For example, five cheques deposited at the one time are counted as five collection items.	Free	Free	Free

Table 3 – Other bank charges.

Overdrawn Fee	Fee
Payable for each day a transaction overdraws your account or increases the amount already overdrawn, is a withdrawal against uncleared funds, or exceeds the available funds in the account at the time of the transaction.	
Concession account	Free
Other accounts	$15.00
Dishonour Fee (Periodical payments, direct debits, and outward cheques)	**Fee**
A fee for each transaction that is dishonoured due to insufficient available funds in the account.	
Concession account	Free
Other accounts	Free

Table 4 – Account services

Unless otherwise noted, all fees and charges for the following account services are debited from your account at the time the transaction is processed.

Account services requested using Internet Banking	Fee
Overseas telegraphic transfer	$0.00 per transfer in foreign currency $20.00 per transfer in Australian Dollars (plus overseas bank charges)
Cancellation and return of funds	$25.00 (plus overseas bank charges)
Trace on telegraphic transfer	$25.00 (plus overseas bank charges)
Alerts services requested by the customer (e.g account balances, withdrawals, deposits)	
SMS alert fee (usage fee applying per SMS to all SMS alert services)	Free
Email alert fee	Free

Table 4 – Account services (continued).

Other account services	Fee
Stopping payment on a cheque at your request Single cheques, or multiple cheques in sequential order within a cheque book.	
Staff assisted	Free
Requested using Internet or Phone Banking	Free
Trace and recall fee payable per trace or recall When you request a trace or recall on an electronic third party transfer or BPAY transaction.	$16.00
Inward telegraphic transfer	
When a pension is paid into your Retirement Access Plus account	$0 (plus overseas bank charges)
All other amounts credited to an account with us	$12.00 (plus overseas bank charges)
Inward telegraphic transfers not credited to an account with us	$38.00 (plus overseas bank charges)
Multiple credits (includes payroll credits). This fee is charged when a customer wishes to deposit the balance of a cheque across more than one account. Payable per credit:	
Cheque drawn on Bank of Melbourne account	$1.50
Cheque drawn on other institution per credit	$5.00

Where Alerts Services are available for your account, you can set up an Alerts Service for that account using Internet Banking (including mobile banking). Once you are set up, we will provide you with information about your account by SMS or email or any other method of transmission as agreed between you and us to your electronic equipment.
The provisions relating to Alerts Services is set out in the Internet and Phone Banking terms and conditions

Table 5 – Charges for special services.

The following fees and charges are payable for banking services that are not related to your account. Fees in this section do not form part of your terms and conditions for your account or any payment service. Unless noted otherwise, all fees and charges for the fees below are debited to your account at the time the transaction or event occurs.

Payment services	**Fee**
Bank cheque (staff assisted) Payable for the issuance of a bank cheque, or a bank cheque replacement if the amount of the cheque is changed.	$10.00
Bank of Melbourne cheque encashment fee (non-customer)	$6.00
Deposit/transfer to another financial institution other than a direct debit (you must provide a deposit slip provided by the other financial institution)	**Fee**
Customer	Nil
Non-customer	Nil
Real Time Gross Settlement (RTGS) fee per successful transfer to another financial institution.	$35.00
Trace on Real Time Gross Settlements	$27.00
Bill payment/transfer to other account when request made by phone or fax	$5.40
Coin handling	**Fee**
Customers	
Sorted and bagged	Nil
Unsorted and unbagged	Not accepted
Non customers	
Sorted and bagged	6% of amount
Unsorted and unbagged	Not accepted
Change supplied (per bag/roll) – minimum $2.00	$0.50
Card services	**Fee**
Card replacement (where replacement card is sent to an address within or outside Australia)	Nil (Courier costs may apply)

Table 5 – Charges for special services (continued).

Document requests (charged per voucher request)	**Fee**
Search Fee A search fee applies to all businesses, trading names or companies opening an account, or to confirm any changes in name, directorship or structure. Where multiple searches are required, then this fee is charged per search.	$50.00
Duplicate Visa voucher	$10.50
Copy of withdrawal slip	$15.00
Copy of personal or bank cheque after it has been presented	Nil
Duplicate account statement	Nil
Other services	**Fee**
Request to issue certificate of account balances (per certificate)	Nil
Audit certificate	Refer to Miscellaneous service fee
Bank Guarantee maintenance fee **Charged half-yearly in advance – minimum $60.00**	0.75% of guaranteed amount
Personalised deposit book	Nil
Miscellaneous service fee	$65.00/hr (min $32.50)
Other than: **Trace of personal or bank cheque after it has been presented** (cheque copy must be obtained first) **Over the counter statement**	 $35.00 Nil
Bank draft services	**Fee**
Issue of bank draft (regardless of currency or amount)	$25.00
Repurchase (when draft is presented over the counter)	$20.00
Replacement/stop payment/amendment/refund of bank draft	$38.00 (plus overseas bank charges)
Advise fate/trace on a bank draft	$27.00 (plus overseas bank charges)
Overseas services	**Fee**
Overseas telegraphic transfer • Staff assisted	$32.00 (plus overseas bank charges)
Amendment to payment details • Staff assisted • Call centre staff assisted	 $21.00 $15.00 (plus overseas bank charges)

Table 5 – Charges for special services (continued).

Overseas services (continued)	Fee
Cancellation and return of funds • Staff assisted	$32.00 (plus overseas bank charges)
Trace on telegraphic transfer • Staff assisted	$27.00 (plus overseas bank charges)

Foreign Currency Services	Fee
Encashment of foreign currency notes (per currency)	$8.00
Important Information regarding Foreign Currency Services	
Please note: From 30 April 2021, Bank of Melbourne will no longer process foreign cheques and items for collection.	
Annual Package Fee	**Fee**
• A fee payable if you are eligible for a Bank of Melbourne Advantage Package and are receiving the package benefits • The fee is electronically transferred from your Package Fee paying account (e.g. the linked deposit account) on an annual basis • The first payment occurs on the day after settlement of your Advantage Package Home Loan and thereafter on each anniversary date.	$395.00

Table 6 – Fees applicable to giving access as a result of Privacy Access requests

Privacy Access request	Application Fee
Name/address personal details	Free
Card personal details	Free
Account information **Loan credit information** **Personal correspondence details** **Other**	Free

10. Explaining fees and charges.

Unless stated otherwise, the fees and charges set out above become payable at the time the transaction they relate to is carried out, and are debited on the last business day of the month in which the fee or charge becomes payable.

For the purposes of fee calculation, a business day is Monday to Saturday inclusive, excluding national public holidays, subject to daily transaction processing times.

Transactions made on a day in a month that is after the last business day of that month will not be processed until the first business day of the following month. For fees which are stated to be payable on the last business day of the month, where those fees are incurred for transactions which occur after the last business day of the month those fees will be charged to your account on the last business day of the following month.

Information about Fees.

- We may elect not to charge a fee, which we are otherwise entitled to charge, under these terms and conditions. Any failure by us to charge a fee shall not constitute a waiver of that fee or the right to charge that fee.
- If there is an overdraft facility on your account, additional fees may be payable by you under your product terms and conditions (this may include a credit contract) which will be charged to your account. Please refer to your applicable product terms and conditions for further information about any other fees.
- If you would like interest, fees and charges to be applied (e.g. redirected) to another eligible Bank of Melbourne deposit account or make any changes to how interest, fees and charges are applied, please visit one of our branches or call us on 13 22 66.

Transaction Fees.

For accounts that have a limited number of free monthly transactions, please be advised:

- The free monthly transaction allowance on your account applies per calendar month and to transactions which are processed in that month.
- The transactions which count towards your free monthly withdrawal or transaction allowance will be determined by us, based on the day on which your transactions are processed.
- Once you have used your monthly free transaction allowance, you will be charged for each transaction you make. Different fees apply to different transaction types.
- To avoid paying excess transaction fees, stay within your monthly allowance.
- Any unused free transactions do not roll over to the following month.

11. How to save on fees.

The amount of fees you incur depends largely on the way you bank. We would like to help you keep fees to a minimum – or avoid them altogether. It's all in the way you choose to manage your banking.

- Plan your banking – if fees for withdrawals apply to your account, try to limit the number of withdrawals.
- Use Internet Banking or self-service Phone Banking.
- Take advantage of any transaction allowances or fee exemptions that apply to your account.
- Simplify your banking – avoid maintaining multiple accounts you don't need.
- Make sure you're familiar with the fees that may apply to your account.
- Consider whether you have the most suitable account for your needs.

If you would like further information on fees and charges, it is available on request by contacting us using the details on the back of this document.

12. Security and liability for card, Phone Banking and Internet Banking usage.

Protecting your card.

To protect your card, you will need to:

- Sign it as soon as you receive it;
- Carry it with you or keep it somewhere safe;
- Regularly check that you still have your card; and
- Not give your card to anyone else, including a family member or friend.

Recording your PIN.

If you make a record of your PIN you will need to keep it separate and well away from your card unless the PIN is reasonably disguised. However, to minimise the risk of unauthorised transactions occurring on your account, it is best to keep your PIN record, even if disguised, separate and well apart from your card.

Protecting your codes including your PIN.

What you have to do

- Try to memorise them.
- Destroy our letter telling you your PIN (if applicable) and any documentation we issue to you containing a code.
- Prevent unauthorised access to any electronic stored record of your PIN, such as on your mobile device.
- Make sure nobody watches or hears you when you are entering or using your codes at electronic equipment (e.g ATMs and POS terminals).
- Be ready to make a transaction when you approach an ATM or POS terminal.
- Make sure you do not leave anything behind when you complete a transaction including leaving your card unattended in or at an ATM.
- Notify us immediately if your PIN mailer has not been received intact or if a PIN change request has taken place without being requested.

What you can't do

- Write your PIN on your card even if it is disguised.
- Keep a record of your PIN with or near your card.
- Tell anyone your codes, even your family members and friends.
- If you select your own code, don't pick a number or word that can be easily guessed (e.g. part of the number printed on your card, date of birth, drivers licence number).
- Enter your PIN in an electronic banking terminal that does not look genuine, has been modified, has a suspicious device attached to it or is operating in a suspicious manner.

Reasonable attempts to disguise

If you make a record of your PIN or any other codes you will need to take reasonable steps to prevent unauthorised access to the record or ensure the record is reasonably disguised.

We do not consider that you have made a reasonable attempt to disguise a code if you only:

- record it in reverse order;
- record it as a series of numbers with any of them marked to indicate the code;
- record the code as a telephone number with the code in its correct sequence anywhere within the telephone number;
- record the code as a telephone number where no other telephone numbers are recorded; or
- disguise the code as a date or as an amount.

There may be other forms of disguise which may be similarly unsuitable because of the ease of another person working out your code.

If you have selected your own codes, you should try to change it at regular intervals (say, every two years).

Loss, theft, or misuse of a card, PIN or other code.

You must notify us as soon as possible if:

- your card is lost, stolen or misused,
- you suspect that your PIN or other Code is known to someone else, or
- you suspect that unauthorised transactions have been made on any account.

This will enable us to put a stop on your card and/or account straight away preventing or minimising losses resulting from unauthorised transactions and your potential liability for such losses. If you've misplaced your card, you can put a temporary lock on it by using Internet Banking.

If your card has been lost or stolen, you'll need to contact us to permanently cancel your card. You can notify us using Internet Banking or by using the contact details at the back of this document.

Lost or stolen card, PIN or other code when overseas.

If you are calling about a lost or stolen card, PIN or other code from overseas, please use our reverse charge international phone number (see the contact details on the back of this document). Please note that calls made from mobile phones or hotel rooms may attract additional charges, not covered by the reverse charge service.

When you contact us, 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 may require you to also confirm your report at one of our branches and/or complete certain documentation.

If the lost card is also a Visa Debit Card.

If you are overseas, you may also report the loss to Visa Global Customer Assistance Services by calling +1 303 967 1090.

What happens if you can't call us?

If you can't contact us by phone because our phone numbers on the back of this document are unavailable, you will not be responsible for unauthorised use of your card, PIN or other code which could have been prevented if you were able to contact us by phone. However, you will still need to tell us of the loss, theft or misuse of your card, PIN or other code within a reasonable time after our facilities become available again.

13. Liability for unauthorised transactions.

Liability for losses resulting from unauthorised transactions is determined under the relevant provisions of the ePayments Code where that code applies (notwithstanding the obligations in the 'Security and liability for card, Phone Banking and Internet Banking' section). In this section, we outline when you will and when you will not be liable for unauthorised transactions.

When you are not liable

You will not be liable for losses resulting from unauthorised transactions where it is clear that the user has not contributed to the loss.

You will not be liable for losses resulting from unauthorised transactions that:

- are caused by the fraudulent or negligent conduct of our staff or agents or of companies involved in networking arrangements or providers of goods or services who are linked to the Electronic Funds Transfer system or of their agents or employees; or
- require the use of a card or other device and/or a code and happen before the user receives their card or other device, or receives or selects their code(s) (as the case may be), including a replacement or reissued card, other device or code; or
- require the use of a card or other device and/or a code and happen after we have been notified that the card, or other device has been misused, lost or stolen or that the security of the code has been breached; or
- require the use of a card and happen after you have requested us to cancel the card and have either returned the card to us, or taken all reasonable steps to have the card returned to us; or
- are made with a card, code or with any other device or identifier that is forged, faulty, expired or cancelled; or
- are the result of the same transaction being incorrectly debited more than once to the same account; or
- are electronic transactions able to be made using an identifier without a code or device; or
- are electronic transactions able to be made using a device and not a code, provided you did not unreasonably delay in reporting the loss or theft of the device.

When you are liable

You will be liable for losses resulting from transactions which are carried out by the user, or by another person with the user's knowledge and consent.

You will be liable for actual losses resulting from unauthorised transactions caused by the user:

- engaging in fraud; or
- voluntarily disclosing any of their codes to anyone, including a family member or friend; or
- keeping a record of a PIN or other code:
  - without making a reasonable attempt to disguise it or to prevent unauthorised access to it; and
  - in a way that it could be lost or stolen with their card (in the case of a PIN) or any device to which the code relates; or
- keeping a record of a code:
  - without making a reasonable attempt to disguise it or to prevent unauthorised access to it; and
  - where more than one code is used, recording both/all codes in a way that they could be lost or stolen together; or
- writing their PIN on their card; or
- writing their code on the device to be used with that code; or
- selecting a code which represents their birth date, or being an alphabetical code which is a recognisable part of their name, after we have asked them not to select such a code and told them of the consequences of doing so (see the 'Reasonable attempts to disguise' section for more information; or
- leaving a card in an ATM (provided the ATM incorporates reasonable safety standards that mitigate the risk of a card being left in the ATM); or
- acting with extreme carelessness in failing to protect their codes.

You will also be liable for actual losses resulting from unauthorised transactions caused by the user unreasonably delaying notifying us of the misuse, loss or theft of their card or other device, or of their code(s) becoming known to someone else. Your liability will only extend to losses which occur between the time when the user became aware (or should reasonably have become aware) of such misuse, loss or theft and when we were actually notified.

However, you will not be liable to pay for:

- that portion of the losses incurred on any one day which exceed the daily transaction limit applicable to the card, your account(s) or the relevant device;
- that portion of the losses incurred which exceed the balance of your account(s), including any prearranged credit;
- losses incurred on any accounts which we and you have not agreed could be accessed using the relevant device; or
- losses occurring after we have been notified that the card or other device has been misused, lost or stolen or that the security of the code has been breached.

Your liability is subject to us proving on the balance of probability that the user contributed to the losses in one or more of the ways listed above.

If more than one code is required to perform a transaction and we prove that a user 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 probabilities, that the breach of the security requirements was more than 50% responsible for the losses when assessed together with all the contributing causes.

When limited liability applies.

You will only be liable for losses resulting from unauthorised transactions to a limited extent, in circumstances where a code was required to perform the transaction and it is unclear whether the user contributed to the loss. Your liability in such cases will be the least of:

- $150; or
- the balance of the account(s), including any pre-arranged credit; or
- the actual loss at the time we are notified of the misuse, loss or theft of the card or of the code(s) becoming known to someone else (excluding that portion of the loss incurred on any one day which exceeds the applicable daily transaction limit).

You will not be liable for losses resulting from an unauthorised electronic transaction made using your Visa Debit Card to the extent they exceed what your liability would have been had we exercised any rights we had under the rules of the card schemes at the time you reported the unauthorised transaction to us against other parties to the Scheme.

Consequential damages.

Notwithstanding anything else in these terms and conditions, for transactions governed by the ePayments Code, we do not deny a user's 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 a user should reasonably have been aware that the system or equipment was unavailable or malfunctioning, in which case our liability for any loss arising from the equipment or system unavailability or malfunction is limited to:

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

14. Mistaken internet payments.

If the ePayments Code applies to a particular payment, we will act in accordance with that code when dealing with mistaken internet payments. This section sets out a summary of some of the processes in the code but it does not apply to BPAY payments.

Reporting mistaken internet payments.

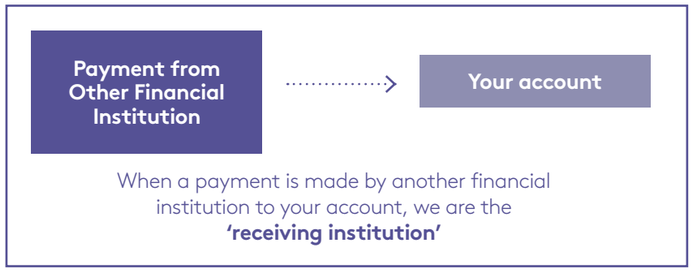
You should report mistaken internet payments to us as soon as possible after you become aware of them. You can report mistaken internet payments to us by visiting a branch or by contacting us using the contact details at the end of this document.

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 "Feedback and Complaints" section of this document.

Dealing with mistaken internet payments.

When dealing with mistaken internet payments, there are two scenarios:





If another financial institution is the sending or receiving institution, we cannot guarantee they will act in accordance with 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.

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 will need to 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.

Where you receive a mistaken internet payment.

We can prevent you from withdrawing funds the subject of a mistaken internet payment where we are required to do so under the processes set out in the Code.

The process that applies generally depends upon when the report of the mistaken internet payment is made by the payer to their financial institution.

Where we are satisfied that a mistaken internet payment has been made, and there are sufficient funds in your account to meet the payment, we will do the following:

If the report is made within 10 business days of payment	If the report is made between 10 business days and 7 months of payment	If the report is made after 7 months of payment
We will, without your consent, deduct from your account an amount equal to that mistaken payment and return the funds to the financial institution of the payer.	We will: • notify you that we will withdraw the funds if you do not establish that you are entitled to the payment within 10 business days after that notification; and • prevent you from withdrawing the funds for that 10 business day period. If you do not establish you are entitled to the payment within that time, we will, without your consent, deduct from your account an amount equal to the mistaken payment and return the funds to the financial institution of the payer within 2 business days of the expiry of the 10 business day period referred to above. You will not be entitled to withdraw those funds from your account.	We will seek your consent 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 the 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 upon receipt.

Where sufficient funds are not available.

Where you do not have sufficient funds available, we may, without your consent, deduct any amount up to your available balance and send that amount to the sending institution. We will follow the processes described above depending on when the report was made by the payer to the sending institution.

In addition, we will use reasonable endeavours to recover the remaining funds from you. You agree to co-operate with us to facilitate payment by you of the 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 under the processes set out in the ePayments Code.

Where you make a mistaken internet payment.

If you make a mistaken internet payment, please report it to us as soon as possible.

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'.

Liability for losses arising from internet payments.

You will need to 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 we 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.

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 will need to 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.

15. Changes to terms and conditions.

At various times, we may make changes without your consent to these terms and conditions relating to:

- fees and charges (including their amount, frequency,and times for payment and to introduce new fees and charges);
- interest rates;
- how interest is calculated, charged or paid to your account or to the balance tiers which determine the interest rate or rates;
- transaction limits;
- the types of transactions performed or ways you can access or transact on your account;
- eligibility requirements in relation to your account; or
- the features of your account or of a product or service.

We'll always let you know if, for any reason, the terms and conditions of your account change. However, advance notice may not be given where a change has to be made to immediately restore or maintain the security of our systems or of individual accounts or facilities. We may give you a shorter notice period, or no notice, of an unfavourable change if it is reasonable for us to manage a material and immediate risk. Unless otherwise specified in this document, we may notify you of changes as set out in the following table:

Type of change	Time frame	Method of notification
New fee or increase in fee for performing electronic transactions, or issuing or replacing a device used to conduct electronic transactions (such as a card, token or code)	30 days in advance	In writing or electronically (or through media advertisement when the ePayments Code doesn't apply to the fee)
Other new fee or increase to a fee	30 days in advance	In writing or electronically (or through media advertisement when the ePayments Code doesn't apply to the fee)
Interest rate changes	No later than the date of the change, except where the rate is linked to money market rates or other rates – changes to which we cannot notify you of in advance	In writing, electronically or through media advertisement
Change in the way interest is calculated, charged or paid to your account – or to the balance tiers which determine the interest rate or rates	30 days in advance	In writing, electronically or through media advertisement
Changes increasing your liability for electronic transactions (where the ePayments Code applies to the transaction or access method)	30 days in advance	In writing or electronically
Transaction limits on electronic transactions, a facility or electronic equipment, including Visa Debit card transactions (where the ePayments Code applies to the transaction or access method)	30 days in advance.	In writing or electronically
Government charges	In advance of the change, or reasonably promptly after the government, a government agency or representative body notifies us, unless the change has been publicised by the government, a government agency, or representative body	In writing, electronically or through media advertisement
Any other change to a term or condition.	As soon as reasonably possible (which may be before or after the change is made) or, if the change is unfavourable, at least 30 days before the change takes effect.	In writing, electronically or through media advertisement.

By 'electronically', we mean:

- electronic communication to your nominated electronic address (i.e. email address); or
- making particulars of changes available at our website and sending to your nominated electronic address a notification that the changes can be retrieved from bankofmelbourne.com.au

We may also make any other changes to the terms and conditions without your consent at any time:

- as a result of any change or anticipated change in:
  - circumstances relating to the account or product or service such as, for example, changes in technology or our systems or procedures or product mix or changes to the risks of, or the features or benefits of, the account or product or service; or
  - our structure or financial position, including our cost of funds and liquidity; or
  - industry, market or best practice; or
- for prudential reasons; or
- if we reasonably think the change should be made:
  - to meet our legal obligations or as a result of any change or anticipated change to a relevant law, code of guidance; or
  - to reflect judgments of any court or tribunal or guidance or views of any regulator or external dispute resolution service of which we are a member; or
  - to correct errors, inaccuracies or ambiguities; or
  - to streamline the administration of the account or product or service; or
  - on the basis that it is impractical for us to continue without the change; or
  - for reasons of security; or
- to make them clearer or simpler.

16. General matters.

The Banking Code of Practice.

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.

The ePayments Code.

The ePayments Code governs certain electronic payments to or from your account where you are an individual. For example, using your credit card or debit card at ATMs, on-line payments, Phone banking payments and BPAY. We will comply with this Code where it applies.

Tax Reporting Obligations.

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, including information about the foreign tax identification number for all countries you or any shareholder, beneficiary, settlor or controlling person are a foreign tax resident of, we may be required to limit the services we provide to you. This could include not opening your Product, or limiting functions or services of your Product, or closing it.

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.

The amounts we pay our staff.

Staff are paid a combination of salary and superannuation but may also become entitled to other benefits as a result of customers acquiring products through them. These other benefits may include cash incentive programs where staff may be eligible for a cash bonus based on the performance of their team and their own performance for achieving or exceeding a sales target.

The performance requirements include a variety of key behaviours and objectives, such as the quality of their customer service and may include the level of product sales made by them and by other areas of the business as a result of their referrals.

The amount of the bonus will be based on the extent to which they have exceeded their objectives, their general behaviour, the performance of their business unit and their job classification.

Staff may also be entitled to receive other benefits from incentive and promotional programs. These vary from small non-monetary rewards such as movie tickets, hampers and dinners, to more valuable benefits such as flight and accommodation packages.

Privacy.

Our privacy statement explains our commitment to the protection of your personal information. You may obtain a copy of our privacy statement by:

- calling Phone Banking on 13 22 66;
- asking at any of our branches; or
- visiting bankofmelbourne.com.au/privacy/privacy-statement.

Duty of Confidentiality.

In addition to our duties under legislation, we have a general duty of confidentiality towards you, except in the following circumstances:

- where disclosure is compelled by law;
- where there is a duty to the public to disclose;
- where our interests require disclosure; or
- where disclosure is made with your express or implied consent.

What happens if your details change?

If your address or other relevant details change, please notify us as soon as possible. Please also notify us of any change to your legal status or structure (including any change of name, change of trustee, partnership or office holders changes, bankruptcy or, if applicable, deregistration, winding up, dissolution or any analogous event). In each case this can be done easily using Internet Banking, Phone Banking, or at any branch. Depending on the nature of the change, we may ask that you provide us with further information (such as evidence of your change of name).

If the account signatories change, please notify us as soon as possible by visiting any of our branches.

Please note that unless you give us adequate prior notification of changes to your relevant details, unfortunately we will not be responsible for any resulting errors or losses. If we cannot locate you after having made reasonable efforts to do so, we may stop operations on your account until you give us your current contact details.

Marketing communications.

We will use your personal information to send you offers for products and services we believe may be of interest and value to you (including by email, SMS or other means) unless you have previously told us that you do not want to receive marketing offers from us. The products and services offered may be provided by us or one of our third-party partners. If you do not want to receive direct marketing offers from us, you can manage your marketing preferences in your online banking profile, let us know using the contact details in our Privacy Statement or follow the opt-out instructions in the message.

Requests from you.

We may require any request from you to be in writing, and in a form acceptable to us.

When we may delay or refuse transactions.

In some circumstances, including where we consider it reasonably necessary to meet our regulatory and compliance obligations (including those relating to anti-money laundering and counter-terrorism financing) or to manage associated risk, we may, without giving you notice:

- block or place a stop on your card; and/or
- delay, block, freeze or refuse a transaction.

Examples of when we may take these measures include where we have reasonable grounds to believe that:

- a transaction may breach Australian law or sanctions (or the law or sanctions of any other country); or
- a transaction involves a payment to, from or through a Sanctioned Jurisdiction; or
- your account, Internet Banking and/or card is being used in a manner we reasonably consider is unsatisfactory, fraudulently or in a way that might cause you or us to lose money; or
- you do not provide us with any document or information we reasonably request from you.

We may take these measures for as long as we reasonably need. Bank of Melbourne and its correspondents are not liable for any loss you suffer (including consequential loss) in connection with the relevant product(s).

You provide us with the following undertakings and indemnify us against any potential losses arising from any breach by you of such undertakings:

- you must not initiate, engage in or effect a transaction that may be in breach of Australian law or sanctions (or the law or sanctions of any other country) or that involves a payment to, from or through a Sanctioned Jurisdiction;
- the underlying activity for which any product is being provided does not breach any Australian law or sanctions (or the law or sanctions of any other country); and
- you will not access or use your Internet Banking in a Sanctioned Jurisdiction.

You should also be aware that:

- we may from time to time require additional information from you to assist us to comply with our regulatory and compliance obligations or to manage associated risk; and
- where legally permitted to do so, we may disclose the information gathered to regulatory and/or law enforcement agencies, other banks, other members of the Westpac Group, service providers or to other third parties.

Payments made in error.

Where we reasonably believe that a payment made to your account may be a payment made in error, we may, without your consent, deduct from your account an amount no greater than the payment amount made in error and return it to the understood source of origin or as required by law, code or regulation. A payment made in error includes a fraudulent payment, a payment as a result of a scam affecting you or another person, an over payment, a duplicate payment or a payment error made by us. We will take steps, acting reasonably, to contact you in relation to a payment made in error where we consider it relates to a scam or fraud, unless we are unable. See the 'Mistaken internet payments' section for more information.

Australian Government Financial Claims Scheme.

If you have a deposit account with us, you may be entitled to a payment under the Financial Claims Scheme (FCS) in certain circumstances. The FCS is run by the Australian Government to protect customer bank account deposits held in Australian Authorised Deposit-Taking Institutions. Payments under the FCS are limited for each customer. You can find out more information about how the FCS limit is applied by visiting bankofmelbourne.com.au and searching 'Financial Claims Scheme'. You can also obtain more information about the FCS at www.fcs.gov.au.

Agencies.

We may offer a range of banking services through agents appointed by us to provide such services. The full range of banking services provided by us may not be available through any such agent. Please contact us if you require further details.

We may pay commissions and make other payments to agents in relation to the banking services the agents perform.

Deregistration.

If we become aware that all account holders are companies that are deregistered, we'll freeze the account, which means:

- We'll notify the former directors that the account has been frozen.
- No activity on the account will be permitted, including withdrawals, payments, periodical payments and scheduled payments.
- We may apply funds in the account to clear debts in accordance with the 'When we can combine your accounts' section in clause 3.
- We will close the account and send any credit balance that belonged to the deregistered company to the government and pay any remaining balances to their rightful owner/s.
- We may take action to recover outstanding debit balances on the account.

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 efficiently 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 business days, and where possible we will resolve your complaint on the spot. If we need 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 dedicated Customer Managers in our Customer Solutions team.

Our Customer Solutions 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 13 22 66.
If you are overseas, please call +61 3 8536 7870.

By post
You can write to us at:
Bank of Melbourne Customer Solutions
Level 5, 150 Collins Street
Melbourne VIC 3000

In Branch
If you prefer to tell us in person, go to our website to locate your nearest branch.

Online
Using the secure feedback form at
eforms.bankofmelbourne.com.au/olfmu/eforms/ConsumerFeedback/#/welcome

For further information go to our website and search 'Feedback and Complaints'

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 (e.g. 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: www.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

17. Meaning of words.

'account'	means a transaction, savings or investment account listed in these terms and conditions.
'account holder' and 'you'	means the person(s) in whose name an account is conducted and who is responsible for all transactions on the account.
'alert service'	means the provision of information regarding your accounts by SMS (SMS Alert) or email (email alert) or any other method of transmission as agreed between you and us to your electronic equipment.
'ATM'	means an Automated Teller Machine operated by us or someone else.
'authorised person'	means a person who you have authorised in writing to act on your behalf.
'authorised signatory'	means any third party who is authorised to operate on the account.
'available balance'	means the total balance in your account less any unsettled transactions (e.g cheques deposited that have not yet been cleared or Visa Debit Card transactions pending authorisation) plus any credit limit you may have on your account for accounts with overdraft arrangements.
'balance'	means the balance in your account, based on the deposits, withdrawals, fees, charges and interest we've recorded on your account at a particular point in time, which may include unsettled transactions.
'banking service'	means any account or payment service to which these terms and conditions relate.
'Bank@Post™'	includes selected Australia Post Offices where you can deposit or withdraw cash and check your account balance.
'Bank of Melbourne', 'we', 'us' and 'our'	means Bank of Melbourne – a Division of Westpac Banking Corporation.
'Basic Single Credit Transfer', 'Single Credit Transfer', 'SCT' and 'Osko®'	means domestic payments sent or received via the New Payments Platform (NPP).
'BSB'	means Bank State Branch (often referred to as 'BSB') is the name used in Australia for a bank code, which is a branch identifier. The BSB is normally used in association with the account number system used by each financial institution.
'business day'	means a day we are open for business, but does not include Saturday (unless otherwise specified in these terms and conditions), Sunday or any national public holiday. In reference to interest and fees, business day means a day we are open for business, including Saturday, but does not include Sunday or any national public holiday.

'card'	means any authorised card issued by us for your account or for which we allow you to link to your account and includes a Visa Debit Card, Freedom Card, Bank of Melbourne credit card or a Maestro/Cirrus ATM Card.
'CDM'	means any authorised Coin Deposit Machine where you can deposit coins.
'code'	means a PIN, Phone customer access number, Internet and Phone Banking Security Number, Internet Banking password, or any similar information which may be required in order to make electronic funds transfer transactions to or from accounts, and which the user is required to keep secret.
'Concession or Health Care card'	includes Pensioner Concession Card, Commonwealth Seniors Health Care Card or Health Care Card.
'contactless terminal'	means an eft terminal which can be used to make a contactless transaction.
'contactless transaction'	means a 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 the card.
'digital token' or 'tokenised credentials'	means the unique number created by the card scheme which represents your card number and may be used to process payments.
'Direct debit'	means a payment you have authorised a third party (this includes a person, company, or merchant) to debit from your account at set times, by using your BSB and account number.
'eftpos'	means debit card payment system owned and administered by eftpos Payments Australia Ltd ABN 37 136 180 366
'electronic equipment' or 'EFT terminal'	means electronic terminals (e.g. ATMs, POS terminals and terminals located at the counter in a branch), computers, televisions and phones.
'electronic transaction'	means payment, Transfer Funds and cash withdrawal transactions that are initiated on your account using electronic equipment and not intended to be authenticated by comparing a manual signature with a specimen signature.
'Elevated Risk Transactions'	means transactions that identify with specific merchant category codes relating but not limited to things such as alcohol, tobacco, and adult entertainment.
'Eligible payment for Concession'	means you receive an Australian Government benefit payment that makes you eligible to hold a Concession or Health Care card. Some examples of an eligible payment: • Age Pension or ABSTUDY paid by Services Australia; or • Service Pension paid by the Department of Veterans' Affairs.
'identifier'	means information that a user knows and must provide to perform an electronic transaction but is not required to keep secret.

'Internet Banking'	means any service we offer from time to time through a communication network (including telephone and the internet) to enable you to receive information from us and to transmit instructions to us electronically, in relation to an account or other matters we specify.
'Internet and Phone Banking'	means Bank of Melbourne Internet and Phone Banking. Internet Banking also refers to Mobile Banking and Tablet Banking in this document. Refer to the terms and conditions for Internet Banking and Phone Banking for full details of the available features and services.
'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.
'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.
'merchant'	means a provider of goods or services who accepts payment by card.
'mistaken internet payment'	means a 'Pay Anyone' payment (other than one made using BPAY®) made by you to an account of an unintended recipient, because you entered an identifier, BSB, and/or account number that doesn't belong to the intended recipient, as a result of: (a) your error; or (b) you being advised of the wrong identifier, BSB, and/or account number. This excludes payments made as a result of a scam.
'NPP'	means the New Payments Platform operated by NPP Australia Limited.
'Payment'	includes, where relevant, any payment in connection with section 5 of the Internet and Phone Banking terms and conditions (which includes any NPP payments) and subject to those terms.
'Payment Agreement'	means an agreement established by you and an approved merchant or Payment Initiator, by which you authorise us to make payments from your account via NPP.
'Payment Initiator'	means an approved payment service provider who, whether acting on behalf of you or a merchant, is authorised by you to initiate payments from your account via NPP.
'PayTo'	means the service which enables us to process NPP payments from your account in accordance with, and on the terms set out in, a Payment Agreement you have established with a merchant or Payment Initiator that subscribes to the service.

'Phone Banking'	means any service we offer from time to time through a telecommunications network to enable you to receive information from us and to transmit instructions to us electronically, or other matters we specify, using an interactive voice response system. Phone Banking does not include communicating with a member of our staff directly by telephone.
'PIN'	means the Personal Identification Number used in conjunction with your card.
'POS'	means point of sale.
'recurring payment'	means a payment you have authorised a third party (including a person, company or merchant) to charge your Visa Debit Card or Freedom Card number at set times.
'Sanctioned Jurisdiction'	means a jurisdiction listed at bankofmelbourne.com.au/osaccess
'scheduled payment'	means a BPAY Payment, a third party payment or a funds transfer you request us to make at a later date, including payments made under a periodical payment authority.
'small business'	has the same meaning given to it by the Banking Code of Practice.
'staff assisted transaction'	means transactions conducted through Bank of Melbourne/St.George/ BankSA staff, or staff of a branch agency, including over-the-counter and Phone Banking transactions.
'Transfer Funds'	means by using the Transfer Funds options in Internet Banking or Phone Banking you may Transfer Funds between the Bank of Melbourne accounts that are accessible through the Internet Banking or Phone Banking service.
'Unarranged Lending Rate'	means the rate at which you are charged interest if your account becomes overdrawn without arrangement. The current unarranged lending rate is available by visiting a branch, contacting Phone Banking or at bankofmelbourne.com.au
'user'	means the person(s) authorised by you to perform the type of transactions permitted by you.
'Visa Debit Card transaction'	means using your Visa Debit Card to make purchases by selecting the 'credit' or 'Visa Debit' option, making a contactless transaction or using your 16-digit card number to purchase goods or services (for example, an online purchase).
'Westpac Group'	means Westpac Banking Corporation and its related bodies corporate. Bank of Melbourne, St.George 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 bankofmelbourne.com.au/locator or via the Bank of Melbourne Mobile Banking App.

Unless otherwise specified, a reference in this booklet to a time is a reference to that time in Sydney.

Bank of Melbourne

Bank of Melbourne acknowledges the Traditional Owners as the custodians of this land, recognising their connection to land, waters and community. We pay our respects to Australia's First Peoples, and to their Elders, past and present.

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