



## Contents

<b>SECTION 1 – About these Terms and Conditions</b> .....	<b>3</b>
1.1. Contact Us .....	3
<b>SECTION 2 – Deposit Product General Terms and Conditions</b> .....	<b>3</b>
2.1. Definitions.....	3
2.2. Membership of Hunter United .....	5
2.3. Accounts for Minors .....	5
2.4. Acceptance .....	6
2.5. ePayments Code .....	6
2.6. Deposits .....	6
2.7. Withdrawals and Account Access Facilities.....	6
2.8. Fees and Charges .....	7
2.9. Interest .....	7
2.10. Statements .....	7
2.11. Changes to Terms and Conditions .....	7
2.12. Complaints and Dispute Resolution.....	8
2.13. Tax Implications .....	8
2.14. Information Collection and Privacy .....	9
2.15. Anti-Money Laundering and Counter-Terrorism Financing ('AML').....	9
2.16. Authorised Users .....	9
2.17. Inconsistency .....	9
<b>SECTION 3 – Transaction and Savings Accounts</b> .....	<b>9</b>
3.1. Transaction and Savings Account General Terms and Conditions.....	9
3.2. Premium Access Account Terms and Conditions .....	10
3.3. On Call Account Terms and Conditions.....	10
3.4. XLR8 Terms and Conditions .....	11
3.5. e-ZYNET DIRECT Terms and Conditions .....	11
3.6. V.I.P. Pension Account Terms and Conditions.....	12
3.7. Cash Management Account Terms and Conditions.....	12
<b>SECTION 4 – Premium Online Investor Account</b> .....	<b>12</b>
4.1. Premium Online Investor Account General Terms.....	12
4.2. Deposits .....	14
4.3. Withdrawals and Account Access Facilities.....	14
4.4. Interest Calculations .....	14
4.5. Closing Your Account.....	14
<b>SECTION 5 – Retiree Online Investor Account</b> .....	<b>15</b>
5.1. Retiree Online Investor Account General Terms.....	15
5.2. Deposits .....	16
5.3. Withdrawals and Account Access Facilities.....	16
5.4. Interest Calculations .....	16
5.5. Closing Your Account.....	17
<b>SECTION 6 – Fixed Term Deposit Account</b> .....	<b>17</b>
6.1. Fixed Term Deposit Account General Terms.....	17
6.2. Deposits and Account Access Facilities.....	17
6.3. Interest Calculations .....	17
6.4. Renewals.....	17





matter we specify.

**“Linked Account”** in relation to a Visa Debit Card means an account (or accounts) you have with Hunter United to which you may obtain access by use of a Visa Debit Card.

**“Linked Account”** in relation to a Premium Online Investor Account or Retiree Online Investor Account means an account held in Australia by you with any financial institution (including us) in exactly the same name(s) as, and linked to, your Premium Online Investor Account or Retiree Online Investor Account to make deposits or withdrawals.

**“Member”, “customer”, “you”, “your”** means the holder of the account and each of you if there is more than one account holder. It also includes: any other person authorised by you to use the Internet Banking Facility; the person that has a Linked Account with Hunter United and has been issued with a Visa Debit Card; and the account holder instructing us to make BPAY payments from time to time. Any other grammatical form of the word “you” has a corresponding meaning.

**“Mobile Phone Banking”** means internet banking browsed from your Smartphone/mobile phone.

**“NPP”** means the New Payments Platform operated by NPP Australia Limited.

**“NPP Payment”** means a payment cleared and settled via the NPP and includes Osko Payments.

**“Osko”** means the Osko payment service provided by BPAY.

**“Osko Facility”** means the service we offer that allows you to transfer funds using Osko.

**“Osko Payment”** means a payment made by or on behalf of a Payer to a Payee using Osko.

**“PayID”** means any of the following, which can be linked to a financial account for the purpose of directing NPP Payments or instructions to that account:

- (a) telephone number (including mobile or landline) or email address;
- (b) for business customers, their ABN, ACN, ARBN or ARSN or an Organisation ID; or
- (c) any other type of identifier as permitted by NPP and supported by us.

**“PayID Facility”** means the service we offer that allows you to use the PayID Service.

**“PayID Service”** means the payment addressing service for sending and receiving NPP Payments.

**“SMS Alert Facility”** means the service we offer that allows you to receive SMS alerts to advise you of activity on your account with Hunter United.

**“Strata Interest”** means different interest rates apply to different portions of your account balance.

**“Tiered Interest”** means a single interest rate applies to the entire balance of your account. When your balance reaches a higher tier, you will receive the highest interest rate for that tier on the entire balance of your account

**“TouchScreen Teller”** means the device provided by Hunter United in branch to allow customers to access Internet Banking.

**“Visa”** means Visa Worldwide PTE. Limited.

**“Visa Debit Card”** means a plastic debit card issued by Hunter United to enable electronic access to your Linked Account and includes all additional Visa Debit Cards issued to any Additional Cardholder.

**“we”, “us”, “our”, “Hunter United”** means Hunter United as a division of IMB Ltd ABN 92 087 651 974 and its successors and assigns.

2.1.2. And a reference to:

- (a) one gender includes the other gender; and
- (b) the singular includes the plural and the plural includes the singular.

## **2.2. Membership of Hunter United**

2.2.1. Information on membership of Hunter United is included in IMB Ltd's Constitution published on our website.

## **2.3. Accounts for Minors**

2.3.1. Any person over the age of 12 may apply for membership, however if you are under the age of 16 we may require a parent or guardian to consent to the issue of a Deposit Product Account or Account Access Facility.





- (b) notices on Electronic Banking Terminals, in branches, in press advertisements and/ or on our website.
- 2.11.6. You will be deemed to have received a written notice on the second day after the mailing of the letter or account statement.
- 2.11.7. For joint accounts we will provide one copy of the written notice addressed to the membership name and membership mailing address.

## 2.12. Complaints and Dispute Resolution

### If you have a complaint:

#### Talk to us first.

If you have a complaint, please talk to someone at an Hunter United Branch or to the department concerned. If you let a staff member know what the problem is, they may be able to resolve the issue. If not, they will be able to refer you to an appropriate manager. In this way your complaint will reach the right person. Alternatively, you may wish to put your complaint in writing. A Hunter United staff member will call you to discuss your concerns.

#### What happens then?

If we are able to resolve the issue for you we will do so immediately. If, however, you are not satisfied with our response to your complaint, then you can lodge a dispute with Member Relations.

You should put your complaint in writing and send it to:

**Member Relations  
Hunter United  
PO Box 851  
NEWCASTLE NSW 2300**

Member Relations is responsible for resolving your complaint. If we need further information we will write to you requesting it.

Once all required information is received we will investigate your complaint and advise you of the outcome, or that we need more time to complete our investigation.

In the case of transactions involving a PIN or Access Code, we will do this within 21 days. In all but exceptional cases we will take less than 45 days to complete our investigation. If it takes longer, we will advise you in writing.

In all cases we will advise you in writing of our decision and the reasons for our decision. If you are still not satisfied with our decision, you can seek an external review of our decision by the Australian Financial Complaints Authority (AFCA).

#### Australian Financial Complaints Authority (AFCA)

Hunter United is a member of the Australian Financial Complaints Authority (AFCA). This is a self-regulatory service providing an external and impartial dispute resolution process for retail members and customers of participating building societies, credit unions, banks and other financial service providers.

AFCA's determinations are binding upon Hunter United if you accept the decision. You can contact AFCA:

Telephone: 1800 931 678  
Facsimile: (03) 9613 6399  
Mail: GPO Box 3  
MELBOURNE VIC 3001  
Email: [info@afca.org.au](mailto:info@afca.org.au)  
Website: [www.afca.com.au](http://www.afca.com.au)

This service is provided free of charge.

## 2.13. Tax Implications

- 2.13.1. Hunter United will ask for your tax file number when you open an account. You are not required to give your tax file number however, under the law, if you choose not to provide your tax file number, we may be required to deduct the withholding tax from any interest you earn on the account. You should obtain your own legal advice, accounting and taxation advice if you have any doubts or queries about your taxation position.
- 2.13.2. The government sets the withholding tax rate and may vary it at any time.
- 2.13.3. Hunter United is required to report details of income earned, withholding tax deducted and tax





- 3.1.2. We may, at our discretion, combine your accounts by charging -
  - (a) your shares in Hunter United; and
  - (b) the credit balance of any deposit account you have with us; and
  - (c) any dividend, interest, bonus or rebate payable to you; for any debt owed by you to us.
- 3.1.3. Hunter United will inform you after exercising its right to combine accounts held in the name (or names) of the member. In exercising its right to combine accounts, Hunter United will comply with any requirements of the Centrelink Code of Operations.
- 3.1.4. We may close any of your Transaction Accounts or Savings Accounts even though the account may have a credit balance. We will give you 14 days' notice before doing so and will repay any credit balance.
- 3.1.5. You agree not to overdraw your account unless you have been approved for an overdraft.
- 3.1.6. We may, at our discretion, honour a cheque, periodical payment, fee owed to us, debit card transaction or direct debit and overdraw your account. If your account becomes overdrawn for any reason, immediate repayment is required, and we may charge you a fee and interest at our overdraft rate on the overdrawn amount as well as any reasonable legal fees we incur in obtaining the amount from you.
- 3.1.7. A joint account is an account in the name of more than one person. If you open a joint account with another person, you will be jointly liable for any money that you or the other person owes on the account. You will be required to give us written instructions about how you wish to be able to withdraw funds from the joint account. If you have a joint account from which any account holder can make withdrawals (in your personal capacity, not as a signatory to an entity account) you can ask to change the authority so that all account holders must approve future withdrawals. You should ask us how to vary the instructions. All funds will be held in joint tenancy and if one of the parties should die, any balance in these accounts shall accrue in accordance with the law on survivorship for the time being in New South Wales.

**3.2. Premium Access Account Terms and Conditions**

- 3.2.1. You must complete an application form to establish a Premium Access Account.
- 3.2.2. The interest rate is variable and calculated on the Daily Balance.
- 3.2.3. Interest is paid twice yearly, May and November.
- 3.2.4. The Premium Access Account allows deposits via internal transfer or Direct Credit only.
- 3.2.5. You can attach a PayID to your Premium Access Account to receive NPP Payments.
- 3.2.6. The Premium Access Account allows withdrawals via cash in branch, Corporate Cheque, Direct Debit and permits the attachment of the following Account Access Facilities:
  - Visa Debit Cards (including ATM's and eftpos)
  - Internet Banking (including Mobile Phone Banking and Touchscreen Teller)
  - BPAY and BPAY View
  - SMS Alerts
  - HU EzyPay
  - Cheque Book
  - Osko

**3.3. On-Call Account Terms and Conditions**

- 3.3.1. You must complete an application form to establish an On-Call Account.
- 3.3.2. The interest rate is variable and calculated on the Daily Balance.
- 3.3.3. Interest is paid twice yearly, May and November.
- 3.3.4. The On-Call Account allows deposits via cash in branch, cheque, internal transfer or Direct Credit.
- 3.3.5. You can attach a PayID to your On-Call Account to receive NPP Payments.
- 3.3.6. The On-Call Account allows withdrawals via cash in branch, Corporate Cheque, Direct Debit and

permits the attachment of the following Account Access Facilities:

- (a) Visa Debit Cards (including ATM's and eftpos)
- (b) Internet Banking (including Mobile Phone Banking and Touchscreen Teller)
- (c) BPAY and BPAY View
- (d) SMS Alerts
- (e) HU EzyPay
- (f) Cheque Book (new Cheque Facilities are not available)
- (g) Osko

### **3.4. XLR8 Terms and Conditions**

- 3.4.1. You must complete an application form to establish an XLR8 Savings Account.
- 3.4.2. Instructions for a recurring deposit of at least \$50 per month must accompany the application. The recurring deposit must be in the form of an Ezy Debit Request, payroll deduction or HU EzyPay.
- 3.4.3. A minimum of \$50 must be deposited into the account and no withdrawals or transfers made from the account during each month or interest is forfeited for that month.
- 3.4.4. The interest rate is variable and calculated on the Daily Balance.
- 3.4.5. Interest is paid monthly on the last working day of each month to the XLR8 Savings Account.
- 3.4.6. Interest credited to the XLR8 Savings Account is not considered to be part of the minimum deposit requirement.
- 3.4.7. Maximum investment is \$250,000.
- 3.4.8. If a withdrawal or transfer is made from this account after 8.00pm on the last day of the month then the forfeited interest will apply to the following month.
- 3.4.9. The XLR8 Account allows deposits via cash in branch, cheque, internal transfer or Direct Credit.
- 3.4.10. You can attach a PayID to your XLR8 Account to receive NPP Payments.
- 3.4.11. The XLR8 Account allows withdrawals via cash in branch, Corporate Cheque, Direct Debit and permits the attachment of the following Account Access Facilities:
  - (a) Internet Banking (including Mobile Phone Banking and Touchscreen Teller) to enable you to transfer funds to a Hunter United Transaction account only.

### **3.5. e-ZYNET DIRECT Terms and Conditions**

- 3.5.1. You must complete an application form to establish an e-ZYNET DIRECT Account.
- 3.5.2. You must hold a transaction account under the same membership.
- 3.5.3. The interest rate is variable and calculated on the Daily Balance.
- 3.5.4. Interest is paid monthly on the last working day of each month to the account
- 3.5.5. Your e-ZYNET DIRECT account cannot be used as a fall back facility for other accounts or Account Access Facilities that have insufficient funds.
- 3.5.6. Maximum investment is \$500,000.
- 3.5.7. A withdrawal from your account may only be made electronically to your Hunter United transaction account by Internet Banking.
- 3.5.8. The e-ZYNET DIRECT Account allows deposits via cash in branch, cheque, internal transfer or Direct Credit.
- 3.5.9. You can attach a PayID to your e-ZYNET DIRECT Account to receive NPP Payments.
- 3.5.10. The e-ZYNET DIRECT Account allows withdrawals via and permits the attachment of the following Account Access Facilities:
  - (a) Internet Banking (including Mobile Phone Banking and Touchscreen Teller) to enable you to transfer funds to your Hunter United Transaction account only.

### **3.6. V.I.P. Pension Account Terms and Conditions**

- 3.6.1. You must complete an application form to establish a V.I.P. Pension Account.
- 3.6.2. You must provide proof of entitlement for a V.I.P. Pension Account to be opened. Conditions of entitlement are included in the V.I.P. Pension Account Product Key Fact Sheet.
- 3.6.3. Interest is calculated on the Daily Balance.
- 3.6.4. Interest is paid monthly on the last day of each month to your account.
- 3.6.5. Where no government or superannuation pension payments have been received for 12 months, you will no longer be eligible to hold the V.I.P. Pension Account.
- 3.6.6. The V.I.P. Pension Account allows deposits via cash in branch, cheque, internal transfer or Direct Credit.
- 3.6.7. You can attach a PayID to your V.I.P. Pension Account to receive NPP Payments.
- 3.6.8. The V.I.P. Pension Account allows withdrawals via cash in branch, Corporate Cheque, Direct Debit and permits the attachment of the following Account Access Facilities:
  - (a) Visa Debit Cards (including ATM's and eftpos)
  - (b) Internet Banking (including Mobile Phone Banking and Touchscreen Teller)
  - (c) BPAY and BPAY View
  - (d) SMS Alerts
  - (e) HU EzyPay
  - (f) Cheque Book (new Cheque Facilities are not available)
  - (g) Osko

### **3.7. Cash Management Account Terms and Conditions**

- 3.7.1. You must complete an application form to establish a Cash Management Account.
- 3.7.2. Minimum opening balance is \$5,000.
- 3.7.3. Interest rate is variable and calculated on the Daily Balance.
- 3.7.4. The Cash Management Account has Tiered Interest with interest calculated on the whole balance using the applicable higher tiered rate.
- 3.7.5. Interest is paid quarterly on the last day of each financial quarter.
- 3.7.6. The Cash Management Account allows deposits via cash in branch, cheque, internal transfer or Direct Credit.
- 3.7.7. You can attach a PayID to your Cash Management Account to receive NPP Payments.
- 3.7.8. The Cash Management Account allows withdrawals via cash in branch, Corporate Cheque, Direct Debit and permits the attachment of the following Account Access Facilities:
  - (a) Visa Debit Cards (including ATM's and eftpos)
  - (b) Internet Banking (including Mobile Phone Banking and Touchscreen Teller)
  - (c) BPAY and BPAY View
  - (d) SMS Alerts
  - (e) HU EzyPay
  - (f) Cheque Book (new Cheque Book Facilities are not available)
  - (g) Osko.

## **SECTION 4 – Premium Online Investor Account**

This section applies only to Premium Online Investor Accounts and should be read in addition to Section 2 – General Terms.

### **4.1. Premium Online Investor Account General Terms**

- 4.1.1. You must be an Australian citizen aged 18 or older.
- 4.1.2. For personal accounts only, if the account is opened by a Trustee for the purpose of a trust or self-managed super fund, additional documentation such as a certified trust deed must be provided to Hunter United.

- 4.1.3. The maximum permitted account balance is \$500,000
- 4.1.4. Not available to business or company accounts.
- 4.1.5. You must provide a Linked Account with your application to open and operate your Premium Online Investor Account. Your Linked Account must be held in Australia by you with any financial institution (including us) in exactly the same name(s) as your Premium Online Investor Account.
- 4.1.6. You may change your Linked Account at any time.
- 4.1.7. If you close your Linked Account, you won't be able to make a new Linked Account transfer until you provide a new Linked Account.
- 4.1.8. We have the right at any time and for any reason to refuse any transaction to and from your account. We may also have the right to freeze your account for any reason and at any time. The refusing or freezing of an account may cause delays.
- 4.1.9. Any profanity which appears on a transaction narrative may be removed by us at our sole discretion.
- 4.1.10. You must supply the documents, information and authorisations we require (including, without limitation, an application form) for the purposes of opening and maintaining the account.
- 4.1.11. You must supply a valid personal email address and Australian mobile number. If you change your email address or mobile number, you must inform us immediately of the change.
- 4.1.12. We reserve the right to block access to and/or restrict the operation of your account for any reason. We will notify you if we do so. We may be precluded by law from giving you a reason as to why we have taken this action.
- 4.1.13. Where we deem necessary we may reject an application for an account.
- 4.1.14. Where requested you must supply Hunter United with any additional information we require to open your account. If you do not provide us with the additional information we reserve the right to not open and or close any account.
- 4.1.15. Only one account per person will be permitted.
- 4.1.16. We may, at any time and without notice to you:
  - (a) Combine or consolidate any or all of your accounts with us (including the Account); and/ Or
  - (b) Apply any credit balances in any accounts with us (including the Account) against or in satisfaction of all or any of your liabilities to us or any other member of the Group.If we do, the amount in any account you have with us may reduce.
- 4.1.17. Our rights with respect to any account shall not be affected by your death or legal incapacity.
- 4.1.18. You must at all times maintain a positive balance in your account. We will not pay any transactions which would overdraw your account.
- 4.1.19. If an account is in more than one person's name, each of you agrees that each person may use the account and have access to account information without any other account holders consent.
- 4.1.20. Where an account is in the name of more than one person, the following applies:
  - (a) There is a maximum 2 persons per joint account;
  - (b) The credit balance in the account will be held jointly by all of you - this means that each of you separately, and all of you together, have the right to all of the available funds in the account;
  - (c) if the account at any time has a debit balance, then all of you together and each of you individually, will be liable to repay the whole of the debit balance, and any other amounts payable under the terms and conditions applying to the account;
  - (d) as the account can be accessed only through Internet Banking, you each agree that you are each authorised to operate the account alone;
  - (e) each of you must comply with the terms and conditions as if the account were in one name alone;
  - (f) if one of you dies, we may treat the account as owned by the surviving account holder;
  - (g) we can send notices, statements, and other documents (including any notifying changes to the terms and conditions) by mailing them to any of you and they will be taken to have been given to all of you; and

(h) if we become aware of a dispute between you, we may decide not to operate the account until all of you have signed an authority for us to act.

4.1.21. You must tell us either in writing or by coming into a branch if you change your residential, postal or email address.

#### **4.2. Deposits**

4.2.1. The minimum opening deposit is \$5,000

4.2.2. You cannot deposit cash directly into your account.

4.2.3. The Premium Online Investor Account allows deposits via cheque, internal transfer, Ezy Debit Request or Direct Credit.

4.2.4. You can attach a PayID to your Premium Online Investor Account to receive NPP Payments from your Linked Account only.

#### **4.3. Withdrawals and Account Access Facilities**

4.3.1. A withdrawal from your account may only be made electronically to your Linked Account by Internet Banking.

4.3.2. There is no minimum amount of withdrawal.

4.3.3. The daily default limit is \$5,000. The daily limit applies on a membership basis and as such all accounts under that membership are subject to an aggregated limit of \$5,000. Requests to increase the daily limit will be processed by close of business the next Business Day.

4.3.4. If, during any month you close your account or make a withdrawal from your account, no interest will be payable for that month.

4.3.5. The Premium Online Investor Account allows withdrawals via and permits the attachment of the following Account Access Facilities:

- (a) Internet Banking (including Mobile Phone Banking and Touchscreen Teller)
- (b) SMS Alerts
- (c) HU EzyPay
- (d) Osko

For the purposes of making transfers to your Linked Account only.

#### **4.4. Interest Calculations**

4.4.1. If during any month you close your account, or you make any withdrawals from your account, no interest will be payable for that month.

4.4.2. The current interest rates applicable to Premium Online Investor Account is published in in our *Savings and Transaction Accounts Interest Rates* brochure.

4.4.3. The interest rate is a variable rate which is set by us and may change at any time.

4.4.4. Interest is calculated on the Daily Balance in your account.

4.4.5. Interest is payable monthly in arrears by crediting your account.

4.4.6. If we incur any government tax, duty or other charge imposed by law in respect of the account or its operation, you must pay us an amount equal to the charge calculated in accordance with the methods prescribed from time to time by the relevant legislation. You authorise us to debit any such amount to the account.

#### **4.5. Closing Your Account**

4.5.1. We reserve the right to close your account for any reason. We will notify you in writing if we do so.

4.5.2. You may close your account at any time, however, we reserve the right not to close your account if there are any liabilities owing to us.

4.5.3. No interest is paid for the month in which you close your account.

4.5.4. Any part of an account balance that is not available funds at the time of a request to close your account will not be available until the funds are cleared.

- 4.5.5. Upon the closure of your account by us, all liabilities owing to us in relation to the account shall become immediately due and payable. All applicable terms and conditions shall continue in full force and effect until all those liabilities have been fully discharged.

## **SECTION 5 – Retiree Online Investor Account**

This section applies only to Retiree Online Investor Accounts and should be read in addition to Section 2 – General Terms.

### **5.1. Retiree Online Investor Account General Terms**

- 5.1.1. You must at least 55 years of age.
- 5.1.2. For personal accounts only, if the account is opened by a Trustee for the purpose of a trust or self-managed super fund, additional documentation such as a certified trust deed must be provided to Hunter United.
- 5.1.3. The maximum permitted account balance is \$500,000
- 5.1.4. Not available to business or company accounts.
- 5.1.5. You must provide a Linked Account with your application to open and operate your Retiree Online Investor Account. Your Linked Account must be held in Australia by you with any financial institution (including us) in exactly the same name(s) as your Retiree Online Investor Account.
- 5.1.6. You may change your Linked Account at any time.
- 5.1.7. If you close your Linked Account, you won't be able to make a new Linked Account transfer until you provide a new Linked Account.
- 5.1.8. We have the right at any time and for any reason to refuse any transaction to and from your account. We may also have the right to freeze your account for any reason and at any time. The refusing or freezing of an account may cause delays.
- 5.1.9. Any profanity which appears on a transaction narrative may be removed by us at our sole discretion.
- 5.1.10. You must supply the documents, information and authorisations we require (including, without limitation, an application form) for the purposes of opening and maintaining the account.
- 5.1.11. You must supply a valid personal email address and Australian mobile number. If you change your email address or mobile number, you must inform us immediately of the change.
- 5.1.12. We reserve the right to block access to and/or restrict the operation of your account for any reason. We will notify you if we do so. We may be precluded by law from giving you a reason as to why we have taken this action.
- 5.1.13. Where we deem necessary we may reject an application for an account.
- 5.1.14. Where requested you must supply Hunter United with any additional information we require to open your account. If you do not provide us with the additional information we reserve the right to not open and or close any account.
- 5.1.15. Only one account per person will be permitted.
- 5.1.16. We may, at any time and without notice to you:  
(a) Combine or consolidate any or all of your accounts with us (including the Account); and/ Or  
(b) Apply any credit balances in any accounts with us (including the Account) against or in satisfaction of all or any of your liabilities to us or any other member of the Group.  
If we do, the amount in any account you have with us may reduce.
- 5.1.17. Our rights with respect to any account shall not be affected by your death or legal incapacity.
- 5.1.18. You must at all times maintain a positive balance in your account. We will not pay any transactions which would overdraw your account.
- 5.1.19. If an account is in more than one person's name, each of you agrees that each person may use the account and have access to account information without any other account holders consent.
- 5.1.20. Where an account is in the name of more than one person, the following applies:  
(a) There is a maximum 2 persons per joint account;  
(b) The credit balance in the account will be held jointly by all of you - this means that each of

you separately, and all of you together, have the right to all of the available funds in the account;

- (c) if the account at any time has a debit balance, then all of you together and each of you individually, will be liable to repay the whole of the debit balance, and any other amounts payable under the terms and conditions applying to the account;
- (d) as the account can be accessed only through Internet Banking, you each agree that you are each authorised to operate the account alone;
- (e) each of you must comply with the terms and conditions as if the account were in one name alone;
- (f) if one of you dies, we may treat the account as owned by the surviving accountholder;
- (g) we can send notices, statements, and other documents (including any notifying changes to the terms and conditions) by mailing them to any of you and they will be taken to have been given to all of you; and
- (h) if we become aware of a dispute between you, we may decide not to operate the account until all of you have signed an authority for us to act.

5.1.21. You must tell us either in writing or by coming into a branch if you change your residential, postal or email address.

## **5.2. Deposits**

- 5.2.1. The minimum opening deposit is \$5,000
- 5.2.2. You cannot deposit cash directly into your account.
- 5.2.3. The Retiree Online Investor Account allows deposits via cheque, internal transfer, Ezy Debit Request or Direct Credit.
- 5.2.4. You can attach a PayID to your Premium Online Investor Account to receive NPP Payments from your Linked Account only.

## **5.3. Withdrawals and Account Access Facilities**

- 5.3.1. If, during any month you close your account or make two (2) or more withdrawals from your account, no interest will be payable for that month.
- 5.3.2. A withdrawal from your account may only be made electronically to your Linked Account by Internet Banking.
- 5.3.3. There is no minimum amount of withdrawal.
- 5.3.4. The daily default limit is \$5,000. The daily limit applies on a membership basis and as such all accounts under that membership are subject to an aggregated limit of \$5,000. Requests to increase the daily limit will be processed by close of business the next Business Day.
- 5.3.5. The Retiree Online Investor Account allows withdrawals via and permits the attachment of the following Account Access Facilities:
  - (a) Internet Banking (including Mobile Phone Banking and Touchscreen Teller)
  - (b) SMS Alerts
  - (c) HU EzyPay
  - (d) OskoFor the purposes of making transfers to your Linked Account only.

## **5.4. Interest Calculations**

- 5.4.1. If, during any month you close your account or make two (2) or more withdrawals from your account, no interest will be payable for that month.
- 5.4.2. The current interest rates applicable to Retiree Online Investor Account is published in in our *Savings and Transaction Accounts Interest Rates* brochure.
- 5.4.3. The interest rate is a variable rate which is set by us and may change at any time.
- 5.4.4. Interest is calculated on the Daily Balance in your account.
- 5.4.5. Interest is payable monthly in arrears by crediting your account.
- 5.4.6. If we incur any government tax, duty or other charge imposed by law in respect of the account or its operation, you must pay us an amount equal to the charge calculated in accordance with the methods prescribed from time to time by the relevant legislation. You authorise us to debit any such amount to the account.



## **5.5. Closing Your Account**

- 5.5.1. We reserve the right to close your account for any reason and will notify you in writing if we do.
- 5.5.2. You may close your account at any time, however, we reserve the right not to close your account if there are any liabilities owing to us.
- 5.5.3. No interest is paid for the month in which you close your account.
- 5.5.4. Any part of an account balance that is not available funds at the time of a request to close your account will not be available until the funds are cleared.
- 5.5.5. Upon the closure of your account by us, all liabilities owing to us in relation to the account shall become immediately due and payable. All applicable terms and conditions shall continue in full force and effect until all those liabilities have been fully discharged.

## **SECTION 6 – Fixed Term Deposit Account**

This section applies only to Fixed Term Deposit Accounts and should be read in addition to Section 2 – General Terms.

### **6.1. Fixed Term Deposit Account General Terms**

- 6.1.1. For minimum balance requirements, terms and interest rates please refer to our *Fixed Term Deposit Interest Rate* brochure available from our website or in branch.
- 6.1.2. We will confirm the opening and closing of your Fixed Term Deposit Account.
- 6.1.3. There are no account keeping fees on Fixed Term Deposit Accounts.
- 6.1.4. Funds being redeemed will be available on the date of maturity.
- 6.1.5. Although you may withdraw your funds at any time by written request, you acknowledge that funds are deposited on the understanding that they are not withdrawn before the maturity date. If you do withdraw before the maturity date, a reduced interest rate will apply (the On-Call Account rate current at time of withdrawal).
- 6.1.6. We may appropriate the credit balance of any of your accounts towards repayment of a debt that you may owe us. We will notify you promptly after doing so.

### **6.2. Deposits and Account Access Facilities**

- 6.2.1. The Fixed Term Deposit Account allows initial deposits via cash in branch, cheque, internal transfer or Ezy Debit.
- 6.2.2. The amount of deposit can only be increased on maturity.
- 6.2.3. No transactions (deposits or withdrawals) are allowed on Fixed Term Deposit Accounts during their term.
- 6.2.4. The Fixed Term Deposit Account permits the attachment of the following Account Access Facilities:
  - (a) Internet Banking (including Mobile Phone Banking and Touchscreen Teller)  
For the purposes of viewing your Account only.

### **6.3. Interest Calculations**

- 6.3.1. Interest will be paid in accordance with the signed application agreement.
- 6.3.2. The interest rate will not vary during the term of the deposit.
- 6.3.3. Interest will be calculated from the date of lodgement of the Fixed Term Deposit Account.
- 6.3.4. We will calculate interest by multiplying the Daily Balance of your account by the annual interest rate, divided by 365.
- 6.3.5. If you withdraw your funds before the maturity date, a reduced interest rate will apply (the On-Call Account rate current at time of withdrawal).

### **6.4. Renewals**

- 6.4.1. We will send you a renewal reminder 14 days prior to the maturity date of your Fixed Term Deposit

Account.

- 6.4.2. All Fixed Term Deposit Accounts will be renewed unless instructions to the contrary are received prior to the maturity date.
- 6.4.3. Fixed Term Deposits Accounts will be renewed under the same or comparable terms and conditions as those applying to the previous investment and with the current interest rate that is applicable to those terms and conditions.
- 6.4.4. Market interest rates may rise or fall over the term of the investment. This can affect the rate you receive if you roll over your investment.
- 6.4.5. For renewals, you are entitled to a Grace Period of seven calendar days commencing on the maturity date of your Fixed Term Deposit Account. During the Grace Period, you can withdraw your funds or provide alternative reinvestment instructions that will take effect as if from the most recent maturity date.