

# Transaction, Savings and Investment Accounts

Terms and conditions  
(incorporating fees and charges)



Effective: 18 February 2018

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

- St.George Transaction, Savings and Investment Accounts Banking Services Terms and Conditions and General information; and
- St.George 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. When you open or use an account, you agree to the terms and conditions that apply to your account. 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** [stgeorge.com.au](https://stgeorge.com.au)

 **Call** 13 33 30

 **Visit** any of our branches

 **Write** to us at St.George Bank, Locked Bag 1, Kogarah NSW 1485

### Your Bank.

St.George Bank – 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 of the key points and 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, Investment and Super accounts**

|   | Transaction accounts   |  |  |   | Savings and investment accounts   |   |   | Super accounts  |
|---|--|--|--|---|---|---|---|---|
|   | Complete Freedom   | Complete Freedom Student   | Retirement Access Plus   | Concession  | Incentive Saver   | Maxi Saver  | Investment Cash   | DIY Super Saver   |
| <b>Most suitable if you need</b>  | An account offering unlimited access for a flat monthly account service fee (although the fee is waived for a month if the minimum monthly deposit requirement is met for that month). The account can also be used as an offset facility linked to a St.George Home Loan.   | From 3 March 2018, this account will no longer be available for sale.<br>An account designed for students, offering unlimited access with no monthly account service fee.              | A flexible everyday account designed for eligible pensioners and retirees, which earns split interest on balances.   | A low cost, easy to use account for concession cardholders.   | An account that rewards you with bonus interest for regular saving to help you save faster.         | A savings account that offers a great interest rate with access to funds through a linked account via Internet and Phone Banking.   | An account that offers a competitive interest rate with easy access to your cash. Can be used as a cash hub account for your Self-Managed Super Fund and investments. | A competitive interest online investment account for Self-Managed Super Funds.  |
| <b>Who is eligible to open one?</b><br>Please note: all account holders will need to meet eligibility requirements. | Personal customers only.<br>Some customers are eligible to pay no monthly service fee. See 'Your guide to opening accounts' section for more details.<br>Personal customers who become ineligible to hold a Concession account will 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. | From 3 March 2018, this account will no longer be available for sale.<br>Personal customers who are under the age of 18 or who are full-time tertiary students, including apprentices. | Personal customers who are 55 years of age or over and retired, or a recipient of an Australian Government pension. See the 'Your guide to opening accounts' section for more details. | Personal customers who hold a Commonwealth Government Health Concession Card or Seniors 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.<br>You must hold an eligible St.George transaction account from this table in the same name. Contact us for other eligible accounts. | Personal customers (aged 18 years or over) or Registered Self-Managed Super Fund customers.   | Registered Self-Managed Super Fund customers (aged 18 years and over).<br>You must also hold an eligible account in the same name, such as an Investment Cash account or transaction account from this table. Contact us for other eligible accounts. |
| <b>Is there a limit to the number of accounts I can have?</b>   | You can only hold one Complete Freedom account with a fee waiver for being under 21 and/or a full time tertiary student (including an apprentice).<br>There is otherwise no limit to the number of Complete Freedom accounts.  | No, unless the account holder is under the age of 18, in which case a limit of one account applies.  | No   | No  | No, unless the account holder is under the age of 18, in which case a limit of one account applies. | No, but only the first Maxi Saver account opened with you as an account holder will be eligible for the introductory bonus interest.  | No  | No, but only the first DIY Super Saver account opened with you as an account holder will be eligible for the introductory bonus interest.   |
| <b>How can I open an account?</b>   | Online and mobile (minimum age may apply), in branch and phone.<br>Some customers are eligible to open an account with a monthly service fee waiver. See 'Your guide to opening accounts' section for more details.  | From 3 March 2018, this account will no longer be available for sale.<br>Can be opened until 2 March 2018 online and on mobile (minimum age may apply).                                | 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.   | Online, in branch and phone.  | In branch and phone.  |
| <b>Is there a minimum opening balance?</b>  | No   | No   | No   | No  | No  | No  | No  | No  |
| <b>Are funds at-call?</b>   | Yes  | Yes  | Yes  | Yes   | Yes   | Yes   | Yes   | Yes   |
| <b>Will I get regular statements?</b><br>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.   | 6 monthly, or more frequently on request.   | 6 monthly, or more frequently on request.   |
| <b>Will I earn interest?</b><br>See the 'How we pay interest section' for more details.                             | No   | No   | Yes  | No  | Yes   | Yes   | Yes   | Yes   |

Table 1 - Transaction, Savings, Investment and Super accounts (continued)

|  | Transaction accounts  |   |   |   | Savings and investment accounts  |                |   | Super accounts  |
|--|---|---|---|---|--|----------------|---|-----------------|
|  | Complete Freedom  | Complete Freedom Student  | Retirement Access Plus  | Concession  | Incentive Saver  | Maxi Saver     | Investment Cash   | DIY Super Saver |
| <b>What type of base interest will I earn?</b><br>See the 'How we pay interest section' for more details.  | N/A   | N/A   | Split interest  | N/A   | Tiered interest  | Split interest | Tiered interest   | Split interest  |
| <b>How often is interest paid?</b>   | N/A   | N/A   | Monthly   | N/A   | Monthly  | Monthly        | Monthly   | Monthly         |
| <b>Is there an overdraft facility available?</b>   | 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             | No  | No              |
| <b>Is cheque access available?</b><br>Only for customers 18 years and over.  | Yes   | No  | Yes   | No  | No   | No             | Yes   | No              |
| <b>Can I pay bills using BPAY®?</b>  | Yes   | Yes   | Yes   | Yes   | Yes  | No             | Yes   | No              |
| <b>What debit card access is available?</b><br>See the 'Understanding debit cards section' for more details about when a debit card is compulsory. | Visa Debit card if you're 14 years and over and have an Australian residential address.<br>Freedom Card if you're 12 years and over and have an Australian residential address. | Visa Debit card if you're 14 years and over and have an Australian residential address.<br>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're 14 years and over and 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. | None            |
| <b>Can I use Internet, Mobile and Phone Banking?</b><br>Only for customers 13 years and over.  | Yes   | Yes   | Yes   | Yes   | Yes  | Yes            | Yes   | Yes             |
| <b>Can I make direct debits and periodical payments?</b>   | Yes   | Yes   | Yes   | Yes   | Yes  | No             | Yes   | No              |
| <b>Can I receive Alerts?</b>   | Yes   | Yes   | Yes   | Yes   | Yes  | Yes            | Yes   | Yes             |

**Table 2 - Society Cheque account**

|   | Society Cheque account  |
|---|---|
| <b>Most suitable if you need</b>  | An easy, low-cost bank account for non-profit organisations, schools, charities, community and sporting groups and government agencies.   |
| <b>Who is eligible to open one?</b><br>Please note: all account holders will need to meet eligibility requirements. | Only available to organisations that we are satisfied operate on a not-for-profit basis. We may ask for information about the organisation, such as:<br>(a) a copy of the organisation's constitutional documents to confirm whether there are any prohibitions on the distribution of money, property, etc., to its members;<br>(b) evidence that profits made by the organisation are only used for the proper purposes of the organisation; and<br>(c) evidence that benefits derived from the organisation's operation are for the community at large, not for individual members only. |
| <b>Is there a limit to the number of accounts I can have?</b>   | No  |
| <b>How can I open an account?</b>   | In branch and phone.  |
| <b>Is there a minimum opening balance?</b>  | No  |
| <b>Are funds at-call?</b>   | Yes   |
| <b>Will I get regular statements?</b><br>See the 'Your statements' section for more details.                        | 6 monthly, or more frequently on request.   |
| <b>Will I earn interest?</b><br>See the 'How we pay interest section' for more details.                             | Yes   |
| <b>What type of base interest will I earn?</b><br>See the 'How we pay interest section' for more details.           | Tiered interest   |
| <b>How often is interest paid?</b>  | Monthly   |
| <b>Is there an overdraft facility available?</b>  | No  |
| <b>Is cheque access available?</b><br>Only for customers 18 years and over.   | Yes   |
| <b>Can I pay bills using BPAY®?</b>   | Yes   |
| <b>What debit card access is available?</b>   | No debit card access is available. You may request a deposit only card.   |
| <b>Can I use Internet, Mobile and Phone Banking?</b><br>Only for customers 13 years and over.                       | Yes   |
| <b>Can I make periodical payments?</b>  | Yes   |
| <b>Can I receive Alerts?</b>  | No  |

**Table 3 - Loan accounts** (these accounts are only available to customers who meet our usual lending criteria)

|   | Get Set Loan   | Portfolio Loan              |
|---|--|-----------------------------|
| <b>How do I apply?</b>  | In branch or by phone  | Online, phone and in branch |
| <b>Are funds at-call?</b>   | Yes  | Yes                         |
| <b>Will I get regular statements?</b><br>See the 'Your statements' section for more details.  | Yes. Monthly.  | Yes. Monthly.               |
| <b>Is cheque access available?</b><br>Only for customers 18 years and over.                   | No   | Yes                         |
| <b>Can I pay bills using BPAY?</b>  | Yes  | Yes                         |
| <b>Is debit card access available?</b>  | Yes. Only available to customers with an existing debit card issued before 9 March 2015. | Yes                         |
| <b>Can I use Internet, Mobile and Phone Banking?</b><br>Only for customers 13 years and over. | Yes  | Yes                         |
| <b>Can I make periodical payments and direct debits?</b>                                      | Yes  | Yes                         |
| <b>Can I receive Alerts?</b>  | Yes  | Yes                         |

Note: This document only contains information relating to the transaction functionality of your Get Set Loan or Portfolio Loan accounts. This document does not contain all the terms of your Get Set Loan agreement or Portfolio Loan agreement, or all of the information we are required by law to give you before a loan agreement is made. See your loan offer document and either the Get Set Loan Agreement General Terms and Conditions or the Portfolio Loan Agreement General Terms and Conditions for further terms, conditions and information.

## 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 St.George

We can help you switch your banking to St.George 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 [stgeorge.com.au](http://stgeorge.com.au) and search 'switch to St.George'.



#### 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 of the signatories to an account are not identified in accordance with the Act, the account will be blocked for all withdrawals, until they are identified. 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 will need to provide us with proof of eligibility for any of the following benefits to be applied.

#### Complete Freedom

The account service fee is waived for each month:

- you deposit a minimum total of \$2,000 into the account between close of business on the last business day of the previous month and close of business on the last business day of the current month. If you make a deposit in a month after that time in a month, that deposit will be included in the minimum total monthly deposits calculation for the following month; or
- at least one St.George home loan (other than a Portfolio Loan) repayment is automatically deducted from your Complete Freedom account between close of business on the last business day of the previous month and close of business on the last business day of the current month.

For Complete Freedom, from 18 February 2018 the monthly account service fee is also waived on one account if all account holders are:

- under 21; or
- full-time tertiary students, including apprentices.

If there is more than one holder of an account, all account holders must meet the eligibility criteria above for the fee waiver to apply.

We may require you to prove you are eligible for the above fee waiver, before or after it is applied to your 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 bonus interest on the first Maxi Saver account you open.

### DIY Super Saver

To hold a DIY Super Saver account, you must hold an Investment Cash account or eligible transaction account in the same name to enable access to the funds in the DIY Super 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 to the Investment Cash or other transaction account. You may have multiple DIY Super Saver accounts, however, you are only eligible for the introductory bonus interest on the first DIY Super 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.

### Eligibility for Concession account benefits

In assessing your eligibility for Concession account benefits, we may make enquiries with government agencies as to whether you still satisfy our eligibility requirements for a Concession account, and for the purposes of establishing your eligibility, you consent to any government agency we contact giving us personal information about you.

### 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 St.George 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 or a group of people (Society Cheque accounts can only be opened in the name of the relevant organisation). 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.

The joint account holders must all sign an authority telling us how the account can be operated. The authorised method of operation can be:

- jointly – where two or more signatories must act together; or
- severally – where signatories must 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 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.

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

Joint account holders will receive paper statements of account unless all account holders agree to receive electronic 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).

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 13

- An account can be opened for the child by the child's parent, legal guardian or grandparent who will be the signatory on the account until the child's signature is registered with us (the existing signatory will remain on the account until they have provided permission to be removed as a signatory).

##### Between 13 – 17 years

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

A limit of one Complete Freedom Student account and one Incentive Saver account per child applies.

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.

It is recommended that the child's signature be recorded on the account at some point between the ages of 13 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.

#### 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.







You can also print out or save your statements fee-free. For more information go to [stgeorge.com.au](http://stgeorge.com.au)

### ATM

You will need card access on your account to use all the ATM features. You can also use Cardless Cash to withdraw from an account or deposit cash and cheques into an account, using the BSB and account number or the 16-digit credit card number.

#### What you can do at:

| St.George, BankSA or Bank of Melbourne branded ATMs  | Westpac branded ATMs  | Other ATMs  |
|--|---|---|
| <ul style="list-style-type: none"> <li>• Withdraw cash and pay no ATM operator fee.</li> <li>• Withdraw cash without your card using Cardless Cash.</li> <li>• Deposit notes and cheques with or without your card (at most branch locations).</li> <li>• Deposit coins (at some branch locations).</li> <li>• Get account balances and balance summaries.</li> <li>• Transfer money between linked accounts.</li> <li>• Change your PIN (if you know your existing PIN).</li> <li>• Obtain a mini transaction history.</li> </ul>    | <ul style="list-style-type: none"> <li>• Withdraw cash and pay no ATM operator fee.</li> <li>• Withdraw cash without your card using Cardless Cash.</li> <li>• Get account balances, and pay no ATM operator fee.</li> </ul>  | <p>Access to your accounts is also available through other ATMs (including overseas bank ATMs via the Visa ATM network) which allow you to obtain account balances or withdraw funds. Other restrictions may also apply.</p> <p><b>Fees</b></p> <p>These ATMs may apply an ATM operator fee by the ATM owner – see the 'Understanding fees and charges' section for more information.</p> |



Please note that daily cash withdrawal limits may apply to all ATMs.

### Rules about deposits made through a St.George, BankSA or Bank of Melbourne branded ATMs

If you make a deposit at a St.George, BankSA or Bank of Melbourne branded Smart ATM the amount of your deposit is subject to verification by us. The amount validated by the ATM then agreed by the depositor is the amount that will be credited to your account. When depositing into a St.George, BankSA or Bank of Melbourne branded Smart ATM located at a branch:

- cash deposits are credited to your account on that day; and
- cheque deposits are credited to your account that day but are not available for withdrawal until all funds have been cleared.

If you make a deposit at a St.George, BankSA or Bank of Melbourne branded Envelope Deposit ATM, the amount of your deposit is subject to verification by us. If there is a difference between the amount of the deposit and the amount written on the deposit slip or entered at the ATM, we will notify you as soon as possible of the actual amount that has been credited to the account.

When depositing into a St.George, BankSA or Bank of Melbourne branded Envelope Deposit ATM located at a branch:

- ATM deposits are cleared once each day that branch is open for business;
- Cash deposits are credited to your account on the next business day for the branch;
- Cheque deposits are credited to your account on the next business day for the branch but are not available for withdrawal until all funds have been cleared; and
- A maximum cash deposit amount of \$8,000 applies to each ATM cash deposit.

Please be aware that deposits may take longer to be processed if the St.George, BankSA or Bank of Melbourne branded ATM is not located at a St.George, BankSA or Bank of Melbourne branch. If you make a deposit at a St.George, BankSA or Bank of Melbourne branded Coin Deposit Machine (CDM) the amount of your deposit is subject to verification by us. The amount validated by the CDM then agreed by the depositor is the amount that will be credited to your account. When depositing coins into a St.George, BankSA or Bank of Melbourne branded CDM coin deposits are credited to your account on the day the deposit is made.

### 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
- ATM and Self-Service devices.

Sometimes, a branch may not have enough cash to pay a large cash withdrawal. If you need to make a large cash withdrawal, please check with the branch and give the branch at least 2 business days' notice if you wish to withdraw over \$5,000. In the event of a cash withdrawal exceeding \$100,000, we may choose to pay you by bank notes in large denominations, or by bank cheque instead of cash.

### 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 13 33 30
- 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.

The next time you call Phone Banking, call 13 33 22. You'll need your 8-digit customer access number and your 4-6 digit security number.

For more information, see the Internet and Phone Banking Terms and Conditions by visiting [stgeorge.com.au](http://stgeorge.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.

We may, at any time, 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).
- Have your identity verified (for new St.George customers).
- 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:

- using a St.George, BankSA or Bank of Melbourne branded ATM at some branch locations
- visiting a branch or Bank@Post
- using the Express Deposit facility
- sending the cheque to a branch by mail for processing.

### 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 or ordered via Internet Banking. When in branch, you can pay for the bank cheque and the applicable fee either in cash or by withdrawing funds from your account. Fees for bank cheques purchased via Internet Banking will be debited to your account along with the value of the bank cheque purchased.

## 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 '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.

We may charge you a fee for periodical payments, and also 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.

### 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, refer to the 'Using your accounts' section or contact us using the details on the back 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 [stgeorge.com.au](http://stgeorge.com.au) for more information.

### Overdrawing your accounts

You should not make a withdrawal transaction which:

- takes your account into negative/debit balance (or further into negative/debit balance) when no formal overdraft arrangements exist;
- means you will incur fees which will take your account into negative/debit balance (or fees and/or interest charges which will take your account further into negative/debit balance) when no formal overdraft arrangements exist;
- overdraws (or further overdraws) your account beyond the agreed overdraft limit when formal overdraft arrangements do exist; or
- draws against uncleared funds.

While we are under no obligation to do so on any particular occasion, we may permit you to overdraw your account as described above. This may be, for example, by honouring a cheque or paying transactions made using other channels, such as Visa Debit card, Periodical Payments, direct debit, or by making a withdrawal transaction through an ATM or other electronic transaction channel.

#### 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.

If we do honour a payment, you may be charged a Payment Honour Fee (see the 'Understanding fees and charges' section of this document) and interest will be charged on your debit balance.

If your account becomes overdrawn and there is no overdraft arrangement in place, debit interest 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.

### 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, refer to the 'Using your accounts' section or contact us using the details on the back 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.

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 policy 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 policy from [stgeorge.com.au](http://stgeorge.com.au) or by calling us.



#### 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 without arrangement or beyond the agreed overdraft limit when formal overdraft arrangements do exist, 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).

#### 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. Most accounts can also be closed by calling Phone Banking.
- Another financial institution may close your accounts on your behalf.
- On rare occasions, acting reasonably, we may close accounts or refuse to accept further deposits or allow further withdrawals 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 by Self-Managed Super Funds;
  - we believe your account is being operated in a way that may cause loss to you or us;
  - we reasonably consider you have induced us to issue the account to you by fraud;
  - we cannot locate you after having made reasonable attempts to do so;
  - the account becomes inactive and has a nil balance; 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.

We will notify you (and we may also notify the authorised signatory/signatories) before we close the account. Upon closing the account we will provide you with a Bank cheque for the net credit balance of the account.

#### 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:

$$\begin{array}{r} \text{credit balance} \\ + \\ \text{accrued credit interest that has not yet been} \\ \text{credited to your account (if any)} \\ - \\ \text{accrued fees and government charges applicable} \\ \text{up to the closing date that have not yet been} \\ \text{charged to your account.} \end{array}$$

Monthly fees will 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).

On rare occasions, acting reasonably, we can remove or cancel the Authority to Operate of any person authorised to operate your account due to unsatisfactory conduct by that person (whether the conduct occurred on your account or on another account operated by the authorised person) or for any other reason we deem appropriate, such as if we believe allowing the authorised person to continue to operate your account may cause loss to you or us.

#### 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.

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 years 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.

#### 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, 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 – by pressing the 'cheque/savings/credit' button (if applicable) and entering your PIN.

##### 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 – by pressing the 'cheque/savings' button (if applicable) and entering your PIN

##### In Australia only

- 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.



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 [stgeorge.com.au](http://stgeorge.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 'valid thru' 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 cash withdrawals made using each card linked to an account, including: <ul style="list-style-type: none"> <li>ATM cash withdrawals</li> <li>eftpos cash out transactions</li> </ul>  | <b>\$1,000</b><br>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: <ul style="list-style-type: none"> <li>Transactions made through a POS terminal</li> <li>Contactless transactions</li> <li>Transactions made online or by phone using a Visa Debit card number and the 'valid thru' date on the front of your card</li> </ul> | <b>\$8,000</b><br>You can change your limit temporarily, for example, if you're planning a large purchase, by calling Phone Banking or visiting a branch.                           |

You will be advised of any changes we make to the maximum daily transaction limit.

Please note, these limits may not be applicable to certain transactions, including transactions made at St.George, Bank of Melbourne or BankSA branches, or transactions made at 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 any card at any time, without prior notice if we believe there is a risk of loss to either you or us.

We also reserve the right to cancel any card by providing you with 30 days' notice.

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.

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 reserve the right not to reissue a card.

### 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.

### 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.

Transaction fees apply for the use of ATMs overseas (except for ATMs participating in the Global Alliance). Foreign Currency Conversion Fees apply to all overseas ATM, 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.

### 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 eftpos 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 on your debit card, you should do so in writing as soon as possible and no later than 30 days after the date of the statement on which the transaction is recorded. Please note that this time limitation does not apply to transactions made using a card and PIN. 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 us to do so; and
- you give us the information and material we require to support a chargeback, within 30 days after the date of the statement on which the transaction is recorded.

Otherwise any chargeback right we have may be lost.

The timeframe for disputing a transaction may not apply where the ePayments Code applies. The ability to dispute a transaction may be lost if it is not reported to us within these timeframes.

### 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. When a block or stop is placed on the card, you must continue to meet your obligations under these terms and conditions.

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 Visa Debit card transactions

When you use a Visa Debit card to make a Visa 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.

Visa 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.

## 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.

## 6. How 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.

We do not pay interest on your account while it is linked to a loan account under an interest offset facility. Interest is not earned on a Complete Freedom, Complete Freedom Student or Concession account.

### How credit interest is calculated and paid

#### Definition of business day for credit interest calculation

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

#### Earning base interest for Incentive Saver, Maxi Saver, Investment Cash, DIY Super Saver, Retirement Access Plus and Society Cheque accounts

##### Base interest

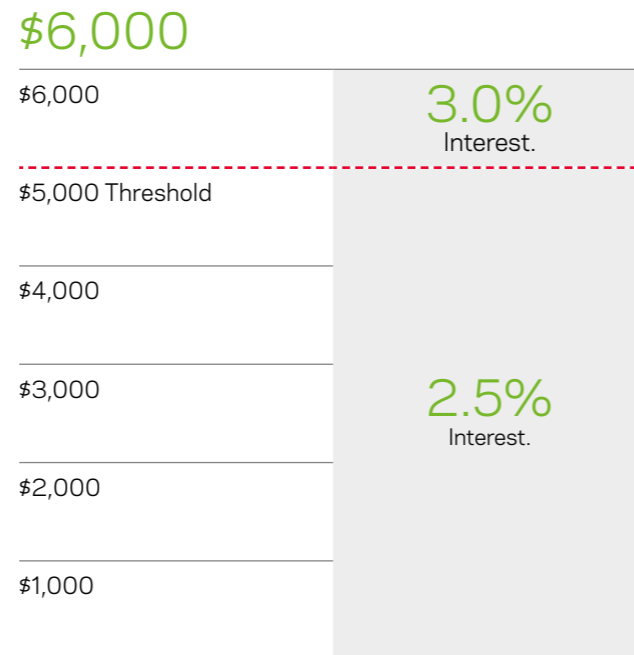
Base interest refers to interest that is earned on your account each day that you have a positive closing balance. Your base interest rate can be either split interest or tiered interest.

#### What is split interest?

If the daily closing balance of your account exceeds a particular threshold determined by us, a higher interest rate will apply to the portion of your account balance above that threshold. 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 the \$5,000 threshold.

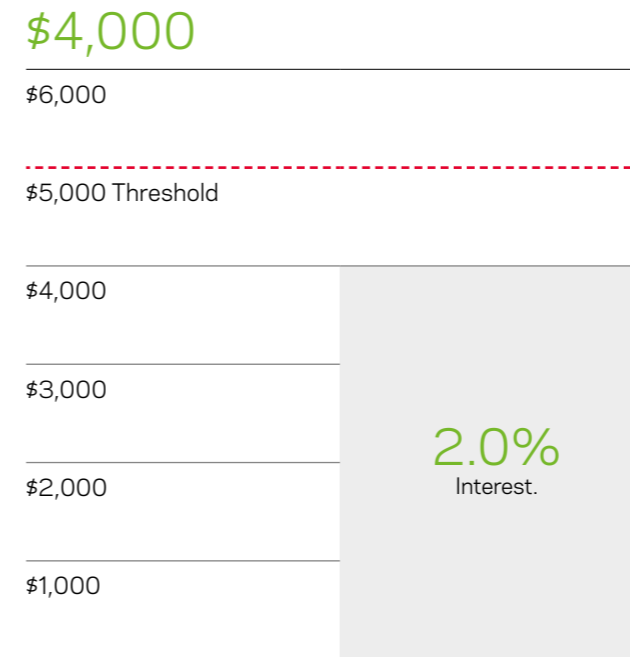
#### Alex's account balance



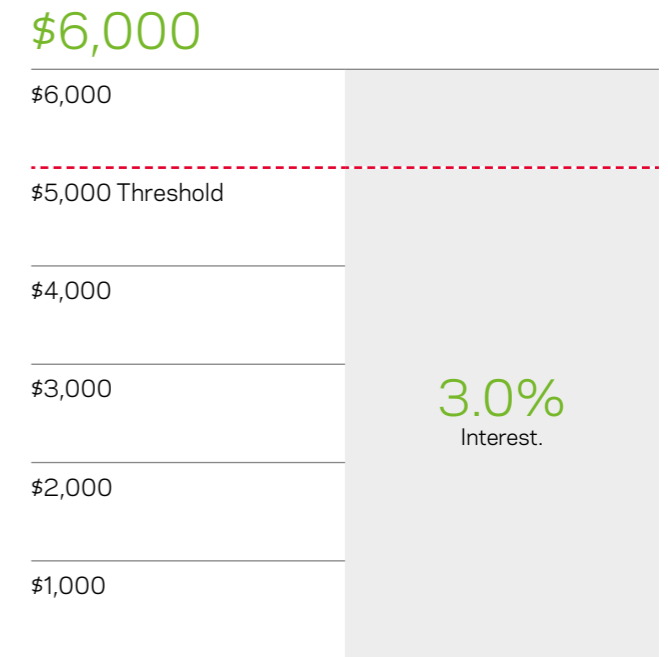
#### What is tiered interest?

If the daily closing balance of your account exceeds a particular threshold determined by us, a higher interest rate will apply to your total account balance on the day the threshold is exceeded. The interest is calculated daily using this higher interest rate until your account balance falls below the threshold.

#### 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 tiers 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.

**How is base interest calculated and when is it credited?****Base interest is calculated on a daily basis as follows:**

Daily closing balance

x

(interest rate ÷ 365)

Base interest for a month will be credited 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 base interest for the month will be credited to your account on that last business day.

**Example of how base interest is paid**

Interest is credited to Jamie's account on the last business day of the month, which is a Saturday, for the full calendar month. This includes interest for the Sunday, which is the last calendar day of the month, but the interest is calculated on the daily closing balance on Saturday, being the last business day of the month. If Jamie makes a deposit into the account on Sunday, that deposit will not be processed until Monday (which is the next business day). Credit interest will start accruing in relation to that deposit from the Monday and will form part of the interest calculation for the following calendar month.

**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 credited to your account in the same manner as base interest, using the applicable rate.

**When will you be eligible for bonus interest?**

Tiered Incentive Saver bonus interest will be payable if, during a month (being the day after the last business day of the previous month to the last business day of the current month):

- your account balance has not fallen below zero; and
- you have made a deposit of any amount; and
- you have made no withdrawals.

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 for your bonus interest qualification in the next calendar month.

The minimum amount required to be deposited for the purposes of tiered Incentive Saver bonus interest may be subject to change. We will notify you if there is a change to the minimum amount.

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

**Example of how Incentive Saver bonus interest is calculated**

For example, for the period from the day after the last business of May to the close of business on the last business day of June, John's Incentive Saver has a positive balance, he makes no withdrawals and he deposits \$15. John will earn bonus interest for June.

**Maxi Saver and DIY Super Saver introductory bonus interest**

In addition to base interest, anyone opening a Maxi Saver or DIY Super Saver account may be offered a promotional bonus interest rate for an introductory period. Additional conditions will be contained in the terms of any promotion. Please consider this information before deciding whether this product is right for you.

**When will introductory bonus interest apply?**

Introductory bonus interest will be earned on an account from the time it is opened until the end of the time period set out in the promotion.

**How is introductory bonus interest calculated?**

Interest is calculated and credited in the same manner as base interest, using the applicable introductory bonus interest rate, except that for any deposits or credits made on a non-business day, the introductory bonus interest will only be calculated on that deposit or credit starting from the next business day. For example, if a deposit is made on a Sunday or national public holiday, introductory bonus interest on that deposit will not accrue until the next business day.

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

**Example of how introductory bonus interest is calculated**

For example, Jill is eligible for introductory bonus interest on her account as she is within the introductory bonus interest period. She transfers \$100 into her account with an existing balance of \$200 on Easter Sunday (which occurs prior to the last business day of that month). Jill will earn:

- base interest on \$300 (her existing balance plus the \$100 transfer) on Easter Sunday and Easter Monday (being non-business days prior to the last business day of the month);
- introductory bonus interest on the \$200 balance on Easter Sunday and Easter Monday (being non-business days), but will not earn introductory bonus interest on the \$100 deposit on Easter Sunday and Easter Monday; and
- from Tuesday (being the next business day), both base interest and introductory bonus interest on the \$300 balance.

**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. Stopping a payment

This section covers how we stop certain types of payments from your account.

| Stopping cheque payments   | Stopping periodical payments or regular transfers  | Stopping a direct debit or a regular payment   |  |
|--|--|--|--|
| <p>If you want to stop a cheque payment, you can do so if you notify us before it has been paid.</p> <p>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. There is a fee for stopping a cheque, but this will not apply if your cheque book has been lost, stolen or destroyed or where the cheque book is no longer required and the cheques are not signed.</p> | <p>If you have authorised us to make regular automatic payments or regular transfers from your account, and you want to stop those payments or transfers you will need to notify us at least one business day before the payment or transfer is scheduled.</p> <p>If you set up a recurring payment in Internet banking, you can stop it online.</p> | <p>You can authorise another party to debit your account for payment of services (for example, life insurance premiums or utility bills). If you want to stop the arrangement, you can do this in two ways:</p>  |  |
|  |  | 1. Contacting us to request a cancellation.  | 2. Contacting the authorised party yourself to request a cancellation.   |
|  |  | <p>Please note this is only available for direct debits. We can then contact the authorised party on your behalf to request a cancellation.</p> <p>We will promptly process any:</p> <ul style="list-style-type: none"> <li>instruction by you to cancel a direct debit request relevant to a banking service we provide to you; or</li> <li>complaint by you that a direct debit was unauthorised or otherwise irregular.</li> </ul>  | <p>If you have provided your card number and expiry date to a merchant, you'll need to contact them to request a cancellation.</p> <p>Please note, unlike direct debits, we're unable to cancel a regular payment (also known as a card recurring payment) on your behalf. Until you cancel your authority, the merchant is entitled to request us to debit the account and we are obliged to process this request.</p> <p>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 St.George to dispute the relevant transaction(s) on your behalf.</p> |
| <b>What details we will need to stop the payment:</b>  |  |  |  |
| <p>the following cheque details:</p> <ul style="list-style-type: none"> <li>account details;</li> <li>cheque number;</li> <li>amount of the cheque;</li> <li>name of the payee (the person you've written the cheque out to);</li> <li>date of the cheque; and</li> <li>if the cheque was crossed or open.</li> </ul>  | <p>the following details:</p> <ul style="list-style-type: none"> <li>the payment amount;</li> <li>when it's due;</li> <li>the payee; and</li> <li>the account it normally comes from.</li> </ul>   | <p>When you contact us to request the cancellation, we can complete the request on your behalf and forward it to the authorised party. We will then put a 'stop' on your account which will prevent all withdrawals by the previously authorised party for a period of three years. You can request this 'stop' to be cancelled at any time.</p> <p>We are unable to accept a request to stop a payment made under a direct debit arrangement after we have debited the payment from your account.</p> |  |



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.

## 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.

### How to get access to cheque funds early

A valid cheque can sometimes be cleared on the day it is presented, which is called 'Special Answer' or 'Special Clearance'. There are fees for this service (depending upon the option you select). The cheque will be cleared for you to withdraw the funds once it is paid by the other bank.

### 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

|                                   |  |
|-----------------------------------|--|
| <b>Personal cheques</b>           | <ul style="list-style-type: none"> <li>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.</li> <li>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.</li> </ul>   |
| <b>Open or uncrossed cheque</b>   | <ul style="list-style-type: none"> <li>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.</li> <li>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.</li> </ul> |
| <b>Account payee only cheques</b> | <ul style="list-style-type: none"> <li>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.</li> </ul>   |
| <b>'Not negotiable' cheques</b>   | <ul style="list-style-type: none"> <li>A cheque is a negotiable instrument, that is, it can be passed from one person to another.</li> <li>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.</li> <li>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.</li> </ul>                           |
| <b>'Or bearer' cheques</b>        | <ul style="list-style-type: none"> <li>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.</li> <li>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.</li> </ul>   |

## 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 '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.

You are charged a fee for every cheque you issue that is dishonoured (known as an 'outward dishonour'). On a personal account if you deposit a cheque from someone else and it is dishonoured (known as an 'inward dishonour'), you will not be charged a fee. If a cheque has not been cleared, we will notify you as soon as possible.

## 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 or via Internet Banking. You can pay for the bank cheque and the fee either in cash or by withdrawing funds from your account. Fees for bank cheques purchased via Internet Banking will be charged to your account along with the value of the bank cheque purchased. 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. 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. There is a fee for refunding a bank cheque.



- 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**

| Transaction Fee  | Complete Freedom  | Complete Freedom Student    | Concession                  | Retirement Access Plus      |
|--|---|-----------------------------|-----------------------------|-----------------------------|
| <b>Monthly Account Service Fee</b>   | <p>\$5.00</p> <p>The Account Service Fee is waived for each month if:</p> <ul style="list-style-type: none"> <li>• you deposit a minimum total of \$2,000 into the account between close of business on the last business day of the previous month and close of business on the last business day of the current month. If you make a deposit in a month after the last business day of that month, that deposit will be included in the minimum total monthly deposits calculation for the following month; or</li> <li>• at least one St.George home loan (excluding Portfolio Loan) repayment is automatically deducted from your Complete Freedom account between close of business on the last business day of the previous month and close of business on the last business day of the current month.</li> </ul> <p>This fee is also waived if you (and any other account holder for a joint account) are:</p> <ul style="list-style-type: none"> <li>• under 21; or</li> <li>• a full time tertiary student or apprentice.</li> </ul> | Nil                         | Nil                         | Nil                         |
| <b>Free monthly domestic transaction allowances for Complete Freedom, Complete Freedom Student, Concession and Retirement Access Plus accounts</b> (excludes international payments and transactions)  |   |                             |                             |                             |
| <b>Visa Debit transactions</b>   | Unlimited free transactions   | Unlimited free transactions | Unlimited free transactions | Unlimited free transactions |
| <b>eftpos</b>  |   |                             |                             |                             |
| <b>Internet Banking</b><br>A transfer between your St.George accounts, a transfer from your account to another account held within Australia and BPAY payments.  |   |                             |                             |                             |
| <b>Phone Banking</b><br>A transfer between your St.George accounts, a transfer from your account to another account held within Australia and BPAY payments. Excludes staff assisted transactions.   |   |                             |                             |                             |
| <b>Direct Debit</b><br>A transfer of funds from your St.George account drawn under a direct debit request you gave another person.   |   |                             |                             |                             |
| <b>St.George/BankSA/Bank of Melbourne/Westpac branded ATM (in Australia) withdrawal and balance enquiry</b> <ul style="list-style-type: none"> <li>• a withdrawal or balance enquiry using a St.George, BankSA, Bank of Melbourne or Westpac branded ATM in Australia; or</li> <li>• a transfer using a St.George, BankSA or Bank of Melbourne branded ATM.</li> </ul> |   |                             |                             |                             |
| <b>Staff assisted (branch and phone)</b> <ul style="list-style-type: none"> <li>• a withdrawal or transfer conducted through St.George, BankSA or Bank of Melbourne staff; or</li> <li>• cashing a personal cheque at a St.George, BankSA or Bank of Melbourne branch.</li> </ul>  |   |                             |                             |                             |
| <b>Cheque withdrawal (where available)</b><br>Each withdrawal relating to a cheque drawn on your account.  |   |                             |                             |                             |
| <b>Bank@Post</b><br>A withdrawal conducted via Bank@Post.  |   |                             |                             |                             |
| <b>Electronic Agency</b><br>A withdrawal or transfer using an EFT Terminal at an Electronic Agency.  |   |                             |                             |                             |

**Table 1 - Transaction accounts (continued)**

| Transaction Fee   | Complete Freedom  | Complete Freedom Student  | Concession  | Retirement Access Plus  |
|---|---|---|---|---|
| <b>Transaction fees for Complete Freedom, Complete Freedom Student, Concession and Retirement Access Plus accounts that are not included in any free monthly allowance</b> (these fees are charged per transaction - see 'Explaining Fees and Charges' section for details regarding fee processing times)  |   |   |   |   |
| <b>Periodical Payment</b><br>This fee is charged for an automated transfer of funds that we make on a regular basis at your request from your account to another specific account. The fee is charged at the time the transaction occurs.   | Free to another St.George/BankSA/Bank of Melbourne account.<br>\$4.00 for all other accounts in this table. | Free to another St.George/BankSA/Bank of Melbourne account.<br>\$4.00 for all other accounts in this table. | Free to another St.George/BankSA/Bank of Melbourne account.<br>\$4.00 for all other accounts in this table. | Free to another St.George/BankSA/Bank of Melbourne account.<br>\$4.00 for all other accounts in this table. |
| <b>Overseas Cash Withdrawal (including overseas ATM withdrawal)</b><br>This fee is charged for a successful cash withdrawal made outside Australia. Some overseas banks may also apply a surcharge to cash withdrawals from their ATMs. This may be drawn to your attention before you proceed with your transaction. The fee is charged on the last Business day of the month in which the transaction occurred and is in addition to any Foreign Currency Conversion Fee (see below). | \$5.00  | \$5.00  | \$5.00  | \$5.00  |
| <b>Foreign Currency Conversion</b><br>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.   | 30%   | 30%   | 30%   | 30%   |
| <b>St.George, BankSA or Bank of Melbourne branded ATM mini transaction history request</b><br>This fee is charged for obtaining a list of recent transactions using a St.George, BankSA or Bank of Melbourne branded ATM or Electronic Agency. The fee is charged at the time the transaction occurs.   | Free for Retirement Access Plus<br>\$0.20 for all other accounts in this table.                             | Free for Retirement Access Plus<br>\$0.20 for all other accounts in this table.                             | Free for Retirement Access Plus<br>\$0.20 for all other accounts in this table.                             | Free for Retirement Access Plus<br>\$0.20 for all other accounts in this table.                             |
| <b>Frequent Statement</b><br>This fee is charged for each additional statement provided to you. The fee is charged on the last business day of the month in which the additional statement is provided.   | \$2.00  | \$2.00  | \$2.00  | \$2.00  |



**Table 2 - Savings, Investment and Super accounts**

| Transaction Fee   | Incentive Saver | Maxi Saver                                     | Investment Cash   | DIY Super Saver                                |
|---|-----------------|--|---|--|
| <b>Monthly Account Service Fee</b>  | Nil             | Nil  | Nil   | Nil  |
| <b>Free monthly withdrawal allowance</b><br>Please note: any withdrawals made in a month after the last business day of the month will be included in the total number of withdrawals for the next month.   | 1               | Unlimited<br>(Internet and Phone Banking only) | 5<br>(a maximum of 2 may be staff assisted or Bank@Post transactions) | Unlimited<br>(Internet and Phone Banking only) |
| <b>Free collection items</b><br>A collection item is a cheque or merchant envelope deposit.   | Unlimited       | Unlimited                                      | 10  | Unlimited                                      |
| <b>Once your free monthly withdrawal allowance is exceeded, the following transaction fees are payable per transaction</b><br>(these are charged on the last business day of the month in which the transaction is processed – see 'Explaining Fees and Charges' section for details regarding fee processing times)<br>For accounts where a transaction type is fee-free, transactions of that type will still count towards your free monthly transaction allowances. |                 |  |   |  |
| <b>Internet Banking</b><br>A transfer between your St.George accounts, a transfer from your account to another account held within Australia and BPAY payments.   | Free            | Free   | Free  | Free   |
| <b>Phone Banking</b><br>This fee is charged for a transfer between your St.George accounts, a transfer from your account to another account held within Australia and BPAY payments. Excludes staff assisted transactions.  | Free            | Free   | Free  | Free   |
| <b>Visa Debit Transactions</b><br>Visa Debit transactions are free, but count towards your Free monthly withdrawal allowance. 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 St.George fees.   | Free            | N/A  | N/A   | N/A  |
| <b>St.George, BankSA, Bank of Melbourne or Westpac branded ATM in Australia</b><br>This fee is charged for:<br><ul style="list-style-type: none"> <li>a withdrawal or balance enquiry using a St.George, BankSA, Bank of Melbourne or Westpac branded ATM in Australia; or</li> <li>a transfer using a St.George, BankSA or Bank of Melbourne branded ATM.</li> </ul>   | Free            | N/A  | Free  | N/A  |
| <b>eftpos</b><br>This fee is charged for an eftpos transaction other than transactions undertaken on an EFT Terminal at an Electronic Agency.   | \$0.60          | N/A  | \$0.60  | N/A  |
| <b>Electronic Agency</b><br>This fee is charged for a withdrawal or transfer using an EFT Terminal at an Electronic Agency.   | \$0.60          | N/A  | \$0.60  | N/A  |
| <b>Cheque</b><br>This fee is charged for each withdrawal relating to a cheque drawn on your account and charged on the last business day of the month in which the cheque withdrawal is processed to your account.  | N/A             | N/A  | \$1.00  | N/A  |
| <b>Staff assisted</b><br>This fee is charged:<br><ul style="list-style-type: none"> <li>for a withdrawal or transfer conducted through St.George, BankSA or Bank of Melbourne staff; or</li> <li>for cashing a personal cheque at a St.George, BankSA or Bank of Melbourne branch.</li> </ul>   | \$2.50          | \$2.50   | \$2.50  | \$2.50   |
| <b>Bank@Post</b><br>This fee is charged for a withdrawal conducted via Bank@Post.   | \$2.50          | N/A  | \$2.50  | N/A  |

Table 2 – Savings, Investment and Super accounts (continued)

| Transaction Fee   | Incentive Saver   | Maxi Saver | Investment Cash   | DIY Super Saver |
|---|---|------------|---|-----------------|
| <b>Transaction fees that are not included in any free monthly allowance and charged per transaction</b>   |   |            |   |                 |
| <b>Direct Debit</b><br>A transfer of funds from your St.George account drawn under a direct debit request you gave another person. The fee is charged on the last business day of the month in which the transaction is processed.  | \$0.20  | N/A        | \$0.20  | N/A             |
| <b>Periodical Payment</b><br>This fee is charged for a transfer of funds that we make on a regular basis at your request from your account to another specific account. The fee is charged at the time the transaction is processed.  | Free to another St.George, BankSA or Bank of Melbourne account.<br>All other accounts \$4.00. | N/A        | Free to another St.George, BankSA or Bank of Melbourne account.<br>All other accounts \$4.00. | N/A             |
| <b>Overseas Cash Withdrawal (including overseas ATM withdrawal)</b><br>This fee is charged for a successful cash withdrawal made outside Australia. Some overseas banks may also apply a surcharge to cash withdrawals from their ATMs. This may be drawn to your attention before you proceed with your transaction. The fee is charged on the last business day of the month in which the transaction is processed and is in addition to any Foreign Currency Conversion Fee (see below). | \$5.00  | N/A        | \$5.00  | N/A             |
| <b>Foreign Currency Conversion</b><br>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%  | N/A             |
| <b>St.George, BankSA or Bank of Melbourne ATM mini transaction history request</b><br>This fee is charged for obtaining a list of recent transactions using a St.George, BankSA, or Bank of Melbourne branded ATM or Electronic Agency. The fee is charged at the time the transaction is processed.  | \$0.20  | N/A        | \$0.20  | N/A             |
| <b>Frequent Statement</b><br>This fee is charged for each additional statement provided to you. The fee is charged on the last business day of the month in which the additional statement is provided.   | \$2.00  | \$2.00     | \$2.00  | \$2.00          |
| <b>Collection Item</b><br>This fee is charged for a cheque or merchant envelope deposit. The fee is charged on the last business day of the month in which the transaction is processed. 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       | \$0.60  | Free            |



A Collection Item fee is charged in addition to a fee for the deposit. For example, if you deposit five cheques at a branch at the one time, you may incur a Collection Item fee for each cheque as well as a fee for a staff assisted transaction.

**Table 3 - Loan accounts**

| Account Fees   | Portfolio   | Get Set   |
|--|---|---|
| <b>Monthly Administration fee</b>  | A monthly sub-account administration fee may be payable – see your loan offer document for details. | A monthly administration fee may be payable – see your loan offer document for details. |
| <b>Free monthly transaction allowance for eligible transaction fees</b><br>(eligible transaction types include: Internet Banking, Phone Banking, Visa Debit Transactions, St.George/BankSA/Bank of Melbourne branded ATM in Australia, eftpos, Electronic Agency, Cheque, staff assisted, Bank@Post)   | 10 (a maximum of 2 may be staff assisted or Bank@Post transactions)                                 | 8 (a maximum of 2 may be staff assisted or Bank@Post transactions)                      |
| <b>Free Collection Items</b><br>This fee is charged for a cheque or merchant envelope deposit. The fee is charged on the last business day of the month in which the transaction is processed. 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.<br>A Collection Item fee is charged in addition to a fee for the deposit. For example, if you deposit five cheques at a branch at the one time, you may incur a Collection Item fee for each cheque as well as a fee for a staff assisted transaction. | Unlimited   | Unlimited   |
| <b>Once your free monthly withdrawal allowance is exceeded, the following transaction fees are payable per transaction and charged on the last business day of the month in which the transaction is processed to your account.</b> Please note, even if a transaction is fee-free it may still count towards your free monthly withdrawal allowance.  |   |   |
| <b>Internet Banking</b><br>This fee is charged for a transfer between your St.George accounts, a transfer from your account to another account held within Australia and BPAY payments. The fee is charged on the last business day of the month in which the transaction is processed. For accounts where Internet Banking transactions are fee-free, they will count towards your Free 11 monthly withdrawal allowances. If the Free monthly withdrawal allowance is exceeded, a fee will be charged for each Internet Banking transaction in excess of the allowance.   | Free  | \$0.20  |

**Table 3 - Loan accounts (continued)**

| Account Fees   | Portfolio | Get Set  |
|--|-----------|--|
| <b>Phone Banking</b><br>This fee is charged for a transfer between your St.George accounts, a transfer from your account to another account held within Australia and BPAY payments. Excludes staff assisted transactions. The fee is charged on the last business day of the month in which the transaction is processed. For accounts where Phone Banking transactions are fee-free, they will count towards your Free monthly withdrawal allowances. If the Free monthly withdrawal allowance is exceeded, a fee will be charged for each Phone Banking transaction in excess of the allowance. | Free      | \$0.20   |
| <b>Visa Debit Transactions</b><br>Visa Debit transactions are free, but count towards your Free monthly withdrawal allowance. 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 St.George fees.  | Free      | Free<br>(only available to customers with an existing debit card issued before 9 March 2015)   |
| <b>St.George/BankSA/Bank of Melbourne branded ATM in Australia</b><br>This fee is charged for a withdrawal, balance enquiry or transfer using a St.George/BankSA/Bank of Melbourne branded ATM in Australia.   | Free      | Free<br>(only available to customers with an existing debit card issued before 9 March 2015)   |
| <b>eftpos</b><br>This fee is charged for an eftpos transaction other than transactions undertaken on an EFT Terminal at an Electronic Agency.  | \$0.60    | \$0.60<br>(only available to customers with an existing debit card issued before 9 March 2015) |
| <b>Electronic Agency</b><br>This fee is charged for a withdrawal or transfer using an EFT Terminal at an Electronic Agency.  | \$0.60    | \$0.60<br>(only available to customers with an existing debit card issued before 9 March 2015) |
| <b>Cheque</b><br>This fee is charged for each withdrawal relating to a cheque drawn on your account and charged on the last business day of the month in which the cheque withdrawal is processed to your account.   | \$0.60    | \$0.60   |

Table 3 - Loan accounts (continued)

| Account Fees   | Portfolio   | Get Set  |
|--|---|--|
| <b>Staff assisted</b><br>This fee is charged: <ul style="list-style-type: none"> <li>for a withdrawal or transfer conducted through a St.George/BankSA/Bank of Melbourne staff, or staff of a branch agency; or</li> <li>for cashing a personal cheque at a St.George/BankSA/Bank of Melbourne branch or branch agency.</li> </ul>   | \$2.50  | \$2.50   |
| <b>Bank@Post</b><br>This fee is charged for a withdrawal conducted via Bank@Post.  | \$2.50  | \$2.50<br>(only available to customers with an existing debit card issued before 9 March 2015) |
| <b>Transaction fees that are not included in any Free monthly allowance and charged per transaction</b>  |   |  |
| <b>Direct Debit</b><br>This fee is charged for a transfer of funds from your St.George account drawn under a direct debit request you gave another person. The fee is charged on the last business day of the month in which the transaction is processed.   | \$0.20  | \$0.20   |
| <b>Periodical Payment</b><br>This fee is charged for a transfer of funds that we make on a regular basis at your request from your account to another specific account. The fee is charged at the time the transaction is processed.   | Free to another St.George/BankSA/Bank of Melbourne account.<br>All other accounts \$4.00. | Free to another St.George/BankSA/Bank of Melbourne account.<br>All other accounts \$4.00.      |
| <b>Overseas Cash Withdrawal</b><br>(including overseas ATM withdrawal)<br>This fee is charged for a successful cash withdrawal made outside Australia. The fee is charged on the last business day of the month in which the transaction is processed and is in addition to any Foreign Currency Conversion Fee (see below). Some overseas banks may also apply a surcharge to cash withdrawals from their ATMs. This may be drawn to your attention before you proceed with your transaction. | \$5.00  | \$5.00   |

Table 3 - Loan accounts (continued)

| Account Fees  | Portfolio | Get Set  |
|---|-----------|--|
| <b>Foreign Currency Conversion</b><br>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%<br>(only available to customers with an existing debit card issued before 9 March 2015) |
| <b>St.George/BankSA/Bank of Melbourne branded ATM mini transaction history request</b><br>This fee is charged for obtaining a list of recent transactions using a St.George/ BankSA/ Bank of Melbourne branded ATM or Electronic Agency. The fee is charged at the time the transaction is processed.   | \$0.20    | 3.0%<br>(only available to customers with an existing debit card issued before 9 March 2015) |
| <b>Frequent Statement</b><br>This fee is charged for each additional statement provided to you. The fee is charged on the last business day of the month in which the additional statement is provided.   | \$10.00   | \$2.00   |
| <b>Collection Item</b><br>This fee is charged for a cheque or merchant envelope deposit. The fee is charged on the last business day of the month in which the transaction is processed. 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. A Collection Item fee is charged in addition to a fee for the deposit. For example, if you deposit five cheques at a branch at the one time, you may incur a Collection Item fee for each cheque as well as a fee for a staff-assisted transaction. | Free      | Free   |

Note: This document only contains information relating to the transaction functionality of your Get Set Loan or Portfolio Loan accounts. This document does not contain all the terms of your Get Set Loan agreement or Portfolio Loan agreement, or all of the information we are required by law to give you before a loan agreement is made. See your loan offer document and either the Get Set Loan Agreement General Terms and Conditions or the Portfolio Loan Agreement General Terms and Conditions for further terms, conditions and information.

**Table 4 – Society Cheque account**

| Account Fees   | Society Cheque account |
|--|------------------------|
| <b>Account Service fee</b>   | Nil                    |
| <b>Monthly transaction allowance</b><br>Number of free monthly transaction allowance for eligible transaction fees and collection items.   | Unlimited              |
| <b>Once your free monthly transaction allowance is exceeded, the following transaction fees are payable per transaction and charged on the last business day of the month in which the transaction occurred</b>  |                        |
| <b>Internet Banking</b><br>This fee is charged for a transfer between your St.George accounts, a transfer from your account to another account held within Australia and BPAY payments.  | Free                   |
| <b>Phone Banking</b><br>This fee is charged for a transfer between your St.George accounts, a transfer from your account to another account held within Australia and BPAY payments.   | Free                   |
| <b>St.George, BankSA and Bank of Melbourne branded ATMs</b><br>This fee is charged for a deposit made using a St.George, BankSA and Bank of Melbourne branded ATM.   | Free                   |
| <b>Electronic Agency</b><br>This fee is charged for a deposit made using a deposit only card at an Electronic Agency.  | Free                   |
| <b>Express Deposit</b><br>This fee is payable for cash and non-cash deposits made to your account by use of: <ul style="list-style-type: none"> <li>• A tamper evident bag St.George, BankSA or Bank of Melbourne provides and which is deposited in an express deposit box located in selected St.George, BankSA and Bank of Melbourne branches; or</li> <li>• An express deposit envelope which is deposited in an express deposit box located in selected St.George, BankSA and Bank of Melbourne branches.</li> </ul>  | Free                   |
| <b>Direct Debit/Credit</b> <ul style="list-style-type: none"> <li>• The direct debit fee is charged for a transfer of funds from your account drawn under a direct debit request you gave another person.</li> <li>• The direct credit fee is payable for a deposit to your account by direct credit.</li> </ul>   | Free                   |
| <b>Cheque</b><br>This fee is charged for each withdrawal relating to a cheque drawn on your account.   | Free                   |
| <b>Staff assisted</b><br>This fee is charged for a deposit conducted through St.George, Bank SA or Bank of Melbourne staff.  | Free                   |
| <b>Collection Item</b><br>This fee is charged for a cheque or merchant envelope deposit. The fee is charged on the last business day of the month in which the transaction is processed. 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.<br>A Collection Item fee is charged in addition to a fee for the deposit. For example, if you deposit five cheques at a branch at the one time, you may incur a Collection Item fee for each cheque as well as a fee for a staff assisted transaction. | Free                   |
| <b>Bank@Post</b><br>This fee is charged for a deposit conducted via Bank@Post.<br>Please note: withdrawals are not available via Bank@Post on this account.  | Free                   |

**Table 4 – Society Cheque account (continued)**

| Account Fees   | Society Cheque account  |
|--|---|
| <b>Transaction fees that are not included in any Free monthly allowance and charged per transaction</b>  |   |
| <b>Periodical Payment</b><br>This fee is charged for a transfer of funds that we make on a regular basis at your request from your account to another specific account. The fee is charged at the time the transaction occurs. | Free to another account held with St.George, BankSA or Bank of Melbourne.<br>All other accounts \$4.00. |
| <b>Frequent Statement</b><br>This fee is charged for each additional statement provided to you. The fee is charged on the last business day of the month in which the additional statement is provided.                        | \$2.00  |

**Table 5 – Other bank charges**

| Payment Honour Fee – payable for each transaction that:   | Fee        |
|---|------------|
| <ul style="list-style-type: none"> <li>• Overdraws your account or increases the amount already overdrawn</li> <li>• Is a withdrawal against uncleared funds; or</li> <li>• Exceeds the available funds in the account at the time of the transaction.</li> </ul> |            |
| <b>Concession account</b>   | Free       |
| <b>Get Set Loan and Portfolio Loan</b>  | \$9.00     |
| <b>Other accounts</b>   | \$15.00    |
| <b>Periodical payment, direct debit or outward cheque dishonour fee:</b>  | <b>Fee</b> |
| A fee for each transaction that is dishonoured due to insufficient available funds in the account.  |            |
| <b>Concession account</b>   | Free       |
| <b>Get Set Loan and Portfolio Loan</b>  | \$9.00     |
| <b>Other accounts</b>   | \$5.00     |

**Table 6 – 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                                     |
|---|---|
| Bank Cheque   | \$6.00                                  |
| Overseas telegraphic transfer   | \$20.00<br>(plus overseas bank charges) |
| Cancellation and return of funds  | \$25.00<br>(plus overseas bank charges) |
| Trace on telegraphic transfer   | \$25.00<br>(plus overseas bank charges) |
| <b>Alerts services requested by the customer</b> (e.g account balances, withdrawals, deposits)  |   |
| SMS alert fee (usage fee applying per SMS to all SMS alert services)  | Free                                    |
| Email alert fee   | Free                                    |
| Other account services  | Fee                                     |
| <b>Stopping payment on a cheque at your request</b><br>Single cheques, or multiple cheques in sequential order within a cheque book.  |   |
| Staff assisted  | \$15.00                                 |
| Requested using Internet or Phone Banking   | \$8.00                                  |
| Trace and recall fee payable per trace or recall<br>When you request a trace or recall on an electronic third party transfer or BPAY transaction.                                   | \$16.00                                 |
| <b>Inward telegraphic transfer</b>  |   |
| When a pension is paid into your Retirement Access Plus account   | \$0<br>(plus overseas bank charges)     |
| All other amounts credited to an account with us  | \$15.00<br>(plus overseas bank charges) |
| Inward telegraphic transfers not credited to an account with us   | \$38.00<br>(plus overseas bank charges) |
| <b>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:</b> |   |
| Cheque drawn on St. George 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 7 – 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          |
|---|--------------|
| <b>Bank cheque</b> (staff assisted)<br>Issue (other than a bank cheque requested using Internet Banking, see 'Account services' fee table above).         | \$10.00      |
| <b>Bank cheque repurchase</b>   | \$15.00      |
| <b>Bank cheque replacement</b>  | \$25.00      |
| <b>St. George cheque encashment fee</b> (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  | \$5.40       |
| Non-customer  | \$10.50      |
| <b>Real Time Gross Settlement (RTGS) fee</b><br>per successful transfer to another financial institution.   | \$35.00      |
| <b>Trace on Real Time Gross Settlements</b>   | \$27.00      |
| <b>Bill payment/transfer to other account when request made by phone or fax</b>   | \$5.40       |
| Coin handling   | Fee          |
| <b>Customers</b>  |              |
| Sorted and bagged   | Nil          |
| Unsorted and unbagged   | Not accepted |
| <b>Non customers</b>  |              |
| Sorted and bagged   | 6% of amount |
| Unsorted and unbagged   | Not accepted |
| <b>Change supplied (per bag/roll) - minimum \$2.00</b>  | \$0.50       |
| Cheque services   | Fee          |
| <b>Special clearance on a deposited cheque</b>  | \$16.00      |
| Card services   | Fee          |
| <b>Card replacement</b> (and replacement card sent to an address <b>within</b> Australia)   | Nil          |
| <b>Card replacement</b> (and replacement card sent to an address <b>outside</b> Australia)<br>All replacements include courier cost.                      | \$52.50      |



**Table 7 – Charges for special services (continued)**

| Document requests (charged per voucher request)  | Fee  |
|--|--|
| <b>Search Fee</b><br>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  | \$15.00  |
| <b>Duplicate account statement (charge per statement cycle period)</b>   |  |
| Staff assisted   | \$7.50   |
| Requested using Internet and Phone Banking   | \$4.00   |
| <b>Other services</b>  | <b>Fee</b>   |
| Request to issue certificate of account balances (per certificate)   | \$16.00  |
| Audit certificate  | Refer to Miscellaneous service fee                 |
| Bank Guarantee maintenance fee<br>Charged half-yearly in advance - minimum \$60.00   | 0.75% of guaranteed amount                         |
| Personalised deposit book  | \$3.25/50 per book                                 |
| Miscellaneous service fee  | \$65.00/hr (min \$32.50)                           |
| <b>Other than:</b>   |  |
| Trace of personal or bank cheque after it has been presented<br>(cheque copy must be obtained first)   | \$35.00  |
| Over the counter statement   | \$7.00   |
| <b>Bank draft services</b>   | <b>Fee</b>   |
| Issue of bank draft<br>(regardless of currency or amount)  | \$25.00  |
| Repurchase<br>(when draft is presented over the counter)   | \$20.00  |
| Replacement/stop payment/amendment/refund of bank draft  | \$38.00<br>(plus overseas bank charges)            |
| Advise fate/trace on a bank draft  | \$27.00<br>(plus overseas bank charges)            |
| <b>Overseas services</b>   | <b>Fee</b>   |
| Overseas telegraphic transfer<br>• Staff assisted  | \$32.00<br>(plus overseas bank charges)            |
| Amendment to payment details<br>• Staff assisted<br>• Call centre staff assisted   | \$21.00<br>\$15.00<br>(plus overseas bank charges) |
| Cancellation and return of funds<br>• Staff assisted   | \$32.00<br>(plus overseas bank charges)            |
| Trace on telegraphic transfer<br>• Staff assisted  | \$27.00<br>(plus overseas bank charges)            |

**Table 7 – Charges for special services (continued)**

| Foreign Currency Services   | Fee                                     |
|---|---|
| <b>Foreign currency cheque negotiated</b> (funds held on a 20 business day hold)  |   |
| • Single lodgement  | \$10.50                                 |
| • Multiple lodgements (per item)  | \$5.40                                  |
| <b>Pension cheques negotiated</b> (funds held on a 20 business day hold)  | Free                                    |
| <b>Foreign item dishonour fee</b>   | \$32.50<br>(plus overseas bank charges) |
| <b>Foreign item for collection</b>  | \$40.00<br>(plus overseas bank charges) |
| <b>Inward items for collection</b> (items received from overseas bank for collection)   | \$40.00                                 |
| <b>Travellers cheques encashments</b>   |   |
| • AUD   | \$10.00                                 |
| • Foreign currency (per currency)<br>(fee does not apply when funds are deposited directly into customer's account)                 | \$10.00                                 |
| <b>Encashment of foreign currency notes</b> (per currency)  | \$8.00                                  |
| <b>Advantage Package Annual Fee</b>   | <b>Fee</b>                              |
| • A fee payable if you are eligible for a St.George Advantage Package and are receiving the package benefits                        | \$395.00                                |
| • 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. |   |

**Table 8 – Fees applicable to giving access as a result of Privacy Access requests**

| Privacy Access request                 | Application Fee  |
|--|--|
| <b>Name/address personal details</b>   | Free   |
| <b>Card personal details</b>           | Free   |
| <b>Account information</b>             | • Any 1 category = \$15.00   |
| <b>Loan credit information</b>         | • Any 2 categories = \$30.00   |
| <b>Personal correspondence details</b> | • Combination of three or more categories \$45.00<br>(the maximum fee for an access request) |
| <b>Other</b>                           |  |



## 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.
- The Account Service Fee is charged once in each month and is debited to your account on the last business day of each month. Where a requirement for minimum total monthly deposits applies to your account to avoid the Account Service Fee, the Account Service Fee will not be charged for each month in which the minimum total of customer initiated deposits for that month are made between close of business on the last business day of the previous month and close of business on the last business day of the current month. Any deposits made in a month after the close of business on the last business day of the month will be included in the minimum total monthly deposits calculation for the next month.
- If your account is a Get Set Loan, Portfolio Loan, or if there is an overdraft facility on your account, additional account administration or service fees may be payable under your credit contract in respect of those products and will be charged to your account. Please refer to your applicable loan offer document or credit contract for further information about these other fees.

### 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.
- Ensure you deposit the required monthly amount.
- 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

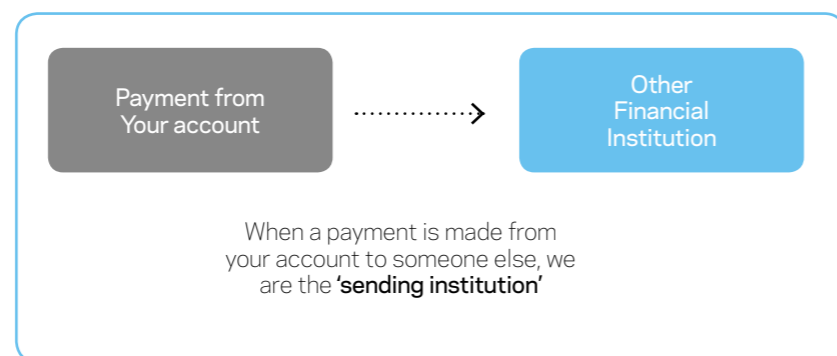
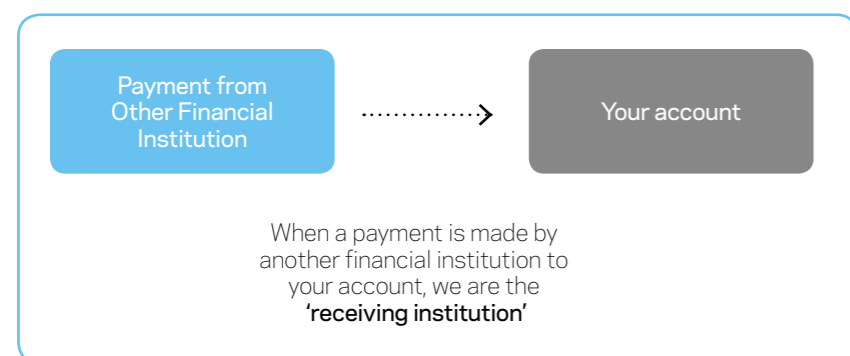
If the ePayments Code applies to a particular payment, we will act in accordance with that code when dealing with mistaken internet payments. This section sets out a summary of some of the processes in the code but it does not apply to BPAY payments.

## 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.

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

Where the sending institution is satisfied that the mistaken internet payment occurred and there are sufficient credit funds available in the account of the unintended recipient to the value of the mistaken internet payment, the process that applies depends upon when the report of the mistaken internet transaction is made.

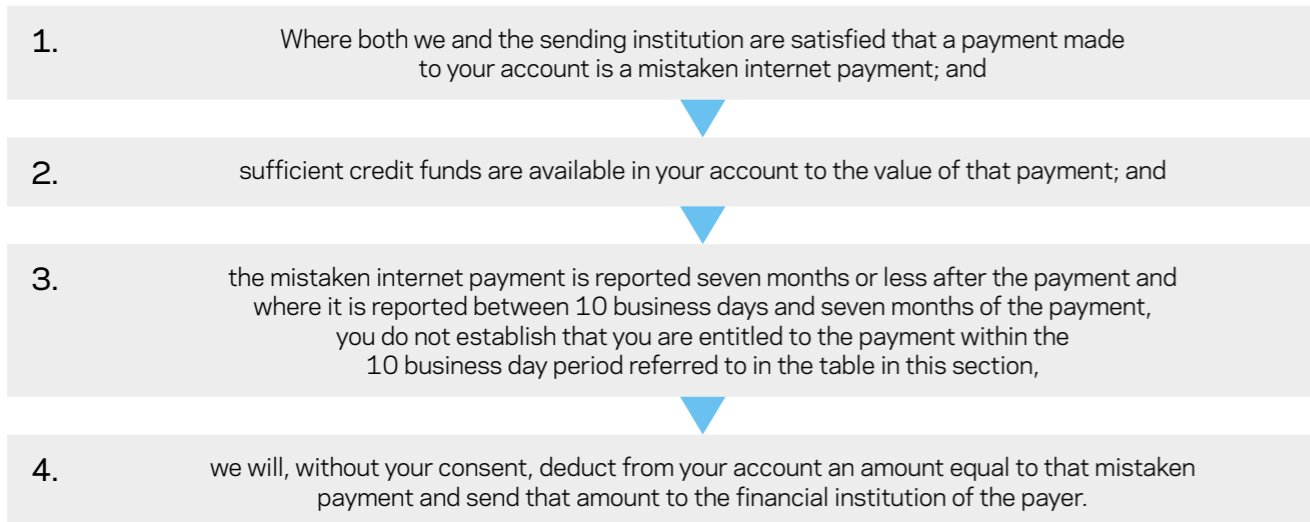
| If the report is made:  |  |  |
|---|--|--|
| <10 business days of payment  | 10 business days to 7 months of payment  | > 7 months of payment  |
| <p>If the receiving institution is satisfied that a mistaken internet payment has occurred, it will return the funds to the sending institution within five business days of the request if practicable, or any reasonably longer period up to a maximum of 10 business days.</p> | <p>The receiving institution will investigate the payment and complete the investigation within 10 business days of receiving a request. If the receiving institution is satisfied that a mistaken internet payment has occurred, it will:</p> <ul style="list-style-type: none"> <li>prevent the unintended recipient from withdrawing the funds for a further 10 business days; and</li> <li>notify the unintended recipient that they will withdraw the funds if that recipient does not establish they are entitled to the funds within that 10 day period.</li> </ul> <p>If the unintended recipient does not establish they are entitled to the funds within that time, the receiving institution will return the funds to the sending institution within two business days of the end of that period.</p> | <p>If the receiving institution is satisfied a mistaken internet payment occurred, it must seek the consent of the unintended recipient to return the funds.</p> |

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 both the sending and receiving institution are satisfied that a mistaken internet payment has occurred but there are not sufficient credit funds available in the account of the unintended recipient, the receiving institution will use reasonable endeavours to recover the funds from the unintended recipient.

**Where you receive a mistaken internet payment**



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

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

**Liability for losses arising from internet payments**

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 Centrelink, the receiving institution will need to recover the funds from that recipient in accordance with the Code of Operation for Centrelink Direct Credit 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. 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                                    |
|---|--|---|
| Introducing a new fee   | 30 days in advance   | In writing or electronically                              |
| Increasing an existing fee  | 30 days in advance   | In writing, electronically or through media advertisement |
| Change in the way interest is calculated, charged or paid to the account  | 30 days in advance   | In writing or electronically                              |
| Increasing your liability for losses relating to electronic transactions or varying the daily or periodic limits applying to electronic transactions or access methods (where the ePayments Code applies to the transaction or access method) | 20 days in advance   | In writing or electronically                              |
| Changes to or conversion of the account type  | 30 days in advance   | In writing or electronically                              |
| Government charges payable directly or indirectly to you  | In advance of the change, or as soon as practicable afterwards, unless the changes has been publicised by the government, a government agency, or representative body. | In writing, electronically or through media advertisement |
| Change to how and when deposits may be made   | On or in advance of the date of the change   | In writing, electronically or through media advertisement |
| 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 to the how and when withdrawals may be made from the account   | On or in advance of the change   | In writing, electronically or through media advertisement |
| Any other change to a term or condition   | On or in advance of the date of the change   | In writing, electronically or through media advertisement |





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.

### Notices and communications

Communications relating to your account, including statements of account and notice of any changes to the terms and conditions will be given in writing, or in any other way set out in these terms and conditions or agreed with us.

We may use electronic means to communicate with you. This may include emailing you written notices or other communications about changes to our products and services, or sending you notification that the changes are available for viewing within Internet Banking or on a website.

If we post you a written communication directly, we will send it to the most recent address you have given us. Where we send written notice by ordinary mail, that notice will be taken to have been received 6 business days after we post it, or 10 days after posting if sent from one country to another.

## 16. General Matters

### The Code of Banking Practice

This is a self-regulatory Code adopted by us and other banks. Its purpose is to set standards of good banking practice for banks to follow when dealing with persons who are, or who may become, their individual and small business customers and their guarantors. We actively comply with this Code.

Each relevant provision of the Code applies to the banking products and services described in this document, if you are an individual or a small business customer. Information is set out in this document about:

- account opening procedures;
- our obligations regarding the confidentiality of your information;
- complaint handling procedures;
- bank cheques;
- the advisability of you informing us promptly when you are in financial difficulty; and
- the advisability of you reading the terms and conditions applying to the relevant banking service.

### 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 ВРАХ. We will comply with this Code where it applies.

### Foreign Tax Residents

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

Unless you tell us otherwise, by completing any application, you certify that 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 (for example, 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 and make a distribution 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 and confidentiality

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

- calling Phone Banking on 13 33 30;
- asking at any of our branches; or
- visiting our website at stgeorge.com.au.

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. This can be done easily using Internet Banking, Phone Banking, or at any branch. If the account signatories change, please notify us as soon as possible by visiting any of our branches. Please note that unless you have given us adequate prior notification of account changes, we cannot be held 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.

### Communication with you

From time to time, members of the Westpac Group may contact you with or send you information about our other products and services that we feel might be of relevance or benefit. Although we encourage you to receive this information, it is not compulsory. If you do not wish to receive it, please contact us (see contact us details at the end of this document).

### Requests from you

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

### Anti-Money Laundering and Counter-Terrorism Financing Obligations

Please be advised that in order for us to meet our regulatory and compliance obligations we will be increasing the levels of control and monitoring we perform.

You should be aware that:

- transactions may be delayed, blocked, frozen or refused where we have reasonable grounds to believe that they breach Australian law or sanctions (or the law or sanctions of any other country). Where transactions are delayed, blocked, frozen or refused, St.George and its correspondents are not liable for any loss you suffer (including consequential loss) howsoever caused in connection with any deposit product;
  - we may from time to time require additional information from you to assist us in the above compliance process; and
  - where legally obliged to do so, we will 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.
- You provide us with the following undertakings and indemnify us against any potential losses arising from any breach by you of such undertakings:
- you will not initiate, engage in or effect a transaction that may be in breach of Australian law or sanctions (or the law or sanctions of any other country); and
  - the underlying activity for which any deposit product is being provided does not breach any Australian law or sanctions (or the law or sanctions of any other country).

### Australian Government Financial Claims Scheme

You may be entitled to payment under the Australian Government's Financial Claims Scheme. Payments under the Financial Claims Scheme are subject to a limit for each depositor. Information about the Financial Claims Scheme can be obtained from the APRA website at [apra.gov.au](http://apra.gov.au) or by calling the APRA hotline on 1300 55 88 49.

### 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 our Customer Service Centre if you require further details.

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

### What to do if you have a problem or dispute

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

Where possible, we will attempt to resolve your complaint on the spot. And if we need to take some additional time to get back to you, we will let you know. In the event we can't resolve your concern at your first point of contact, we will refer the complaint to our dedicated Customer Experience team.

Our Customer Experience Manager's aim is to respond to your complaint as quickly as possible, however some complaints may take longer to resolve than others. We will keep you informed as to the progress of your complaint. You can contact us by:

**Telephone:** 13 33 30

**E-mail:** Go to our website, [stgeorge.com.au](http://stgeorge.com.au), scroll down to 'Contact Us' at the bottom of the page, then click 'Feedback and Complaints'

**Mail:** Customer Experience, Reply Paid 5265, Sydney NSW 2001

### If you are still unhappy

If you are unhappy with the outcome of your complaint, then please feel free to contact our Westpac Group Customer Advocate.

The role of the Customer Advocate is to provide an objective and independent review of the outcome.

The Westpac Group Customer Advocate can be contacted by email: [customeradvocate@westpac.com.au](mailto:customeradvocate@westpac.com.au)

Information to include in your correspondence:

- Your customer number and complaint reference number
- Your preferred contact details
- A brief description of your complaint

If, despite our best efforts, you remain dissatisfied there are a number of other bodies you can go to. One of these is the Financial Ombudsman Service (FOS) Australia. The Financial Ombudsman Service Australia helps individuals and small business customers resolve problems and disputes with their bank. Their contact details are:

### Financial Ombudsman Service Australia

**Telephone:** 1800 367 287

**Mail:** GPO Box 3, Melbourne VIC 3001

**Email:** [info@fos.org.au](mailto:info@fos.org.au)

**Fax:** (03) 9613 6399

**Online:** [fos.org.au](http://fos.org.au)

If you have a credit contract relating to your account, you may also have additional rights regarding disputes under the National Credit Code which are not referred to above. Further information about these rights may be obtained by calling us on 13 33 30 24 hours a day 7 days a week, or by contacting ASIC, the regulator, for information on 1300 300 630 or through ASIC's website at [asic.gov.au](http://asic.gov.au)



## 17. Meaning of words

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| <b>'account'</b>                        | means a transaction, savings, investment, loan or super account listed in these terms and conditions.   |
| <b>'account holder' and 'you'</b>       | means the person(s) in whose name an account is conducted and who is responsible for all transactions on the account.   |
| <b>'alert service'</b>                  | 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.   |
| <b>'ATM' and 'Self Service devices'</b> | means an Automated Teller Machine or Coin Deposit or Cash Exchange Machine owned by us or someone else.   |
| <b>'authorised person'</b>              | means a person who you have authorised in writing to act on your behalf.  |
| <b>'authorised signatory'</b>           | means any third party who is authorised to operate on the account.  |
| <b>'available balance'</b>              | 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.   |
| <b>'balance'</b>                        | 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.   |
| <b>'banking service'</b>                | means any account or payment service to which these terms and conditions relate.  |
| <b>'Bank@Post'</b>                      | means an arrangement between St.George and Australia Post to enable St.George customers to access banking services at participating post offices in Australia.  |
| <b>'BSB'</b>                            | 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.  |
| <b>'business day'</b>                   | 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.<br>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. |
| <b>'card'</b>                           | 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, St.George credit card or a Maestro/Cirrus ATM card.   |
| <b>'Cardless Cash'</b>                  | means a feature of St.George Mobile Banking that allows you to withdraw cash from St.George, BankSA, Bank of Melbourne or Westpac branded ATMs (each a 'Westpac Group ATM') without a card or get cash to others by sending them a cash code to use.  |
| <b>'code'</b>                           | 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.  |

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| <b>'contactless terminal'</b>                              | means an EFT terminal which can be used to make a contactless transaction.  |
| <b>'contactless transaction'</b>                           | 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.   |
| <b>'Direct debit'</b>                                      | means a debit to a specified account, as requested and authorised by you, to and in favour of the debit user (or to a third party in its capacity as agent for the debit user) which is processed through the Bulk Electronic Clearing System. The debit user is a person who, in agreement with the customer, issues debit payment instructions through their financial institution for distribution to the relevant customer's financial institution. |
| <b>'eftpos'</b>  | means Electronic Funds Transfer Point Of Sale/Service facility available at retail or wholesale outlets.  |
| <b>'Electronic Agency'</b>                                 | means a third-party business linked to our banking network, and equipped to provide selected bank services over the counter.  |
| <b>'electronic equipment' or 'EFT terminal'</b>            | means electronic terminals (e.g ATMs, point of sale terminals and terminals located at the counter in a branch), computers, televisions and phones.   |
| <b>'electronic transaction'</b>                            | 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.  |
| <b>'identifier'</b>  | means information that a user knows and must provide to perform an electronic transaction but is not required to keep secret.   |
| <b>'Internet Banking'</b>                                  | 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.  |
| <b>'Internet and Phone Banking'</b>                        | means St.George 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.   |
| <b>'Internet and Phone Banking Customer Access Number'</b> | means the number used in conjunction with the Internet and Phone Banking Security Number and Internet Banking Password to access Internet and Phone Banking.  |
| <b>'Internet and Phone Banking Security Number'</b>        | 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.  |
| <b>'Internet Banking password'</b>                         | 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.  |
| <b>'merchant'</b>  | means a provider of goods or services who accepts payment by card.  |

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| 'mistaken internet payment'       | means a payment, other than one made using BPAY, by an individual through a 'Pay Anyone' internet banking facility and processed through direct entry where the funds are paid into the account of an unintended recipient because the user enters or selects a BSB number and/or identifier that does not belong to the intended recipient as a result of the individual's error or the individual being advised of the wrong BSB number and/or identifier. |
| 'other ATM'                       | means any ATM which is not branded St.George, BankSA, Bank of Melbourne or Westpac.  |
| '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.   |
| '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'                  | means a business employing: (a) less than 100 full-time (or equivalent) people, if the business is or includes the manufacture of goods; or (b) in any other case, less than 20 full-time (or equivalent) people, but does not include a business that obtains a Banking Service in connection with another business that does not meet the elements in (a) or (b) above   |
| 'staff assisted transaction'      | means transactions conducted through St.George/BankSA/Bank of Melbourne staff, or staff of a branch agency, including over-the-counter and Phone Banking transactions.   |
| 'St.George', 'we', 'us' and 'our' | means St.George Bank - a Division of Westpac Banking Corporation.  |
| 'Transfer Funds'                  | means by using the Transfer Funds options in Internet Banking or Phone Banking you may Transfer Funds between the St.George 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 stgeorge.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. St.George Bank, BankSA and Bank of Melbourne are all divisions of Westpac Banking Corporation.   |

# Here when you need us.

 [stgeorge.com.au](https://stgeorge.com.au)

 13 33 30 or +61 2 9155 7800 if you're overseas.

 Visit any of our branches.

 If you are deaf, or have a hearing impairment or speech impairment, you can contact us through the National Relay Service:

- TTY users phone **133 677** then ask for **13 33 30**

- Speak and listen users phone **1300 555 727** then ask for **13 33 30**

- Internet relay users connect to the NRS then ask for **13 33 30**