

Offset Account

Terms and Conditions

16 October 2025

Including Schedule of Offset Account Fees, Charges and Interest Rates

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Offset Account Terms and Conditions

Some words in this document have a specific meaning – see 'Understanding these Terms and Conditions' at the end of this document.

1. These terms and conditions

These Terms and Conditions apply to each Offset Account you have with us.

You accept these Terms and Conditions and agree to be bound by them when you open an Offset Account. If we agree to provide you with a Payment Facility to access your Offset Account our Payment Facilities Terms and Conditions also apply in addition to these Terms and Conditions in relation to your use of the Payment Facility.

We are committed to improved support for financially vulnerable customers, staff, suppliers, and our wider community. We recognise financial abuse can happen to anyone and may also include forms of family and domestic violence or elder abuse.

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

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

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

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

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

Copies of each of the terms and conditions documents described above are available on request by contacting us or in the Support Centre.

Important!

We may make changes to these Terms and Conditions from time to time without your consent. See 'Changes we may make without your consent' below for more information.

If you need to contact us, please see the 'How you can contact us' section in these Terms and Conditions.

2. Banking Code of Practice

The relevant provisions of the Banking Code of Practice apply to your Offset Account. The Banking Code of Practice is available by contacting us, through the Support Centre or can be accessed on the Bendigo and Adelaide Bank website at www.bendigoadelaide.com.au.

3. Payment Facilities

The following Payment Facilities are available for use with an Offset Account:

- Debit Card (including through Digital Wallets);
- e-banking;
- Internal Transfers;
- Pay Anyone (including Osko and Fast Payments);
- Telegraphic Transfers;

- PayID;
- BPAY®; and
- Automatic Payments (including Periodical Payments, Sweep Facilities and Direct Debits).

We may issue a Payment Facility for your Offset Account to you or a third party who is authorised to access your Offset Account (see 'Third party access to your Offset Account and operating instructions' section) for the purpose of accessing and making payments in relation to your Offset Account.

You must ensure that you and any third party who we issue a Payment Facility to in relation to your Offset Account complies with our Payment Facilities Terms and Conditions in relation to the Payment Facilities we make available for your Offset Account.

You authorise us to credit or debit (as the case may be) your Offset Account with all transactions performed using a Payment Facility that we make available for use with your Offset Account and agree that you will be responsible and liable for these transactions in accordance with our Payment Facilities Terms and Conditions and, where it applies, the ePayments Code published and maintained by the Australian Securities and Investments Commission (as amended from time to time).

We may change the Payment Facilities that are available for your Offset Account from time to time. See 'Notice of changes' clause for information about notice we will give you of changes.

4. Financial Claims Scheme

The Financial Claims Scheme guarantees deposits deposited with authorised deposit-taking institutions (ADIs) in Australia and allows quick access to deposits if the ADI becomes insolvent.

You may be entitled to a payment under the Financial Claims Scheme in the event we become insolvent. Payments under the Financial Claims Scheme are subject to a limit for each depositor and eligibility criteria. Information about the Financial Claims Scheme can be obtained from www.fcs.gov.au.

5. Key Features Table

The following table sets out the main features that apply to your Offset Account.

Key Features	
Account Type	Transaction Account
Minimum balance to open	\$0
Minimum balance to maintain	\$0
Interest earning	No
Interest calculated	No applicable
Interest credited	No applicable
Deposits permitted	At any time
Withdrawals permitted	At any time
Offset facility	Yes
Statement options	eStatements
Eligibility criteria	Must hold an Eligible Home Loan

6. Opening an Offset Account

6.1 How to open an Offset Account

You can request that we open an Offset Account for you in connection with an Eligible Home Loan by asking us to do so and completing and providing any application form or providing us with any information that we request you provide us. If you have an existing Eligible Home Loan that allows for an Offset Account to be linked to it, you can also request that we open a new Offset Account and link it to the Eligible Home Loan.

Subject to the requirements of any law, acting reasonably, we may refuse to open or provide you with an Offset Account in our discretion.

6.2 Eligibility

You may only use your Offset Account for personal, household or domestic purposes. You may not use your Offset Account for business purposes.

Any further eligibility criteria to open and hold an Offset Account is set out in the Key Features Table.

If you use your Offset Account for a purpose that is not permitted or you cease to satisfy any ongoing eligibility criteria for your Offset Account (such as by not continuing to have an Eligible Home Loan account linked to the Offset Account), you agree that we may exercise our right to close your Offset Account (see 'Closing your Offset Account' below).

6.3 Identity verification

We are required by law to verify your identity before opening an Offset Account for you.

So that we can verify your identity we may ask you to provide us with information or documents such as your name, residential address, date of birth and identification documentation that is acceptable to us.

If you don't provide us with the correct and complete identification information or documents that we request, we will not be able to provide you with an Offset Account.

We may require that original identification documents be provided to us or we may choose to accept copies that have been certified by a solicitor, Justice of the Peace or other certifier acceptable to us.

Special processes may apply to help verify the identity of persons with Aboriginal or Torres Strait Islander heritage. Please tell us if this applies to you.

You agree that as part of our verification of your identity we may seek and collect information about you from independent sources and third-party service providers.

6.4 Tax File Number

You are not required to provide your Tax File Number (TFN) or TFN exemption details to us in relation to your Offset Account. However, if you do not provide your TFN or TFN exemption details to us (or if you do not have a TFN and do not qualify for any TFN exemption) we may be required by law to deduct withholding tax from any interest payable by us in relation to your Offset Account.

If your Offset Account is a Joint Offset Account we may be required to deduct withholding tax from any interest payable by us in relation to your Offset Account if any account holder has not provided their TFN or applicable TFN exemption details.

You agree that we may deduct withholding tax from any interest payable by us in relation to your Offset Account as required by law and remit it to the Australian Taxation Office.

We will keep your TFN confidential in accordance with applicable privacy laws.

6.5 Offset Accounts for Trusts

If you open an Offset Account in your capacity as trustee of a trust, we may at any time request that you provide us with information or documents about the trust, the purpose of the trust, the beneficiaries of the trust, the reason for opening the Offset Account or the purposes for which the Offset Account will be or is being used.

If we request such information or documents, you must promptly provide them to us and we may decide not to open the Offset Account (if it has not yet been opened) or to suspend or restrict the Offset Account (if the Offset Account is already open) until we are provided with the requested information or documents.

If you open an Offset Account in your capacity as trustee of a trust:

- we are not taken to be aware of the terms of the trust, including the validity of the trust;
- we are not required to verify that any transactions you carry out on the Offset Account are authorised by the trust or for the benefit of the beneficiaries of the trust; and
- you indemnify us against any claim made against us in relation to, or arising out of, the trust, both personally and in your capacity as trustee.

7. Accessing and using your Offset Account

7.1 Deposits

You can make a deposit into your Offset Account in any way that we accept deposits, including:

- by electronic funds transfer to your Offset Account (including by telegraphic transfer to your Offset Account); and
- by using a Payment Facility we have made available to use in relation to your Offset Account that facilitates deposits being made to your Offset Account (see our Payment Facilities Terms and Conditions for details about which Payment Facilities allow you to make deposits).

Some deposit methods may not be accessible outside of Australia.

Funds deposited into your Offset Account may not be immediately available for withdrawal:

- The proceeds of a domestic cheque deposited into your Offset Account may take up to 5 business days after the deposit is made for funds to clear;
- The proceeds of an international or foreign currency cheque deposited into your Offset Account may take up to 60 days after the deposit is made for funds to clear;
- The proceeds on an electronic funds transfer to your Offset Account may not be available until the end of the business day on which we actually receive and process the amount transferred; and
- Funds deposited using some types of Payment Facilities may not be available until the End of Day on any business day after the deposit is made (see our Payment Facilities Terms and Conditions for more information).

We may refuse to accept a cheque for deposit into your Offset Account if it is not made payable to you, even if the cheque has been indorsed in your favour.

If for any reason we allow you to withdraw an amount deposited into your Offset Account and we subsequently do not receive value for the deposit or it is reversed (for example, if a cheque is subsequently dishonoured or a funds transfer to your account is reversed), we may reverse the credit to your Offset Account and you will be liable to us for the amount withdrawn (see 'Overdrawing your Offset Account' below if your Offset Account becomes overdrawn as a result of these circumstances).

7.2 Withdrawals

Subject to these Terms and Conditions, you can make a withdrawal from your Offset Account at any time in any way that we facilitate withdrawals, including by:

- using a Payment Facility we make available for use with your Offset Account to make a payment or transfer or withdraw funds; or
- in any other way we permit you to make a withdrawal.

Before we accept a withdrawal request, we may require that you provide us with satisfactory evidence of your identity and we may delay processing the withdrawal until you do.

We may also place other reasonable restrictions or conditions on certain types of withdrawals from time to time, including:

- limits on the amount of cash withdrawals;
- limits on the amounts that may be withdrawn using particular Payment Facilities; and
- limits on the amounts that may be withdrawn outside of Australia.

Our obligation to facilitate a withdrawal from your Offset Account is subject to the other Terms and Conditions in this document (for example, see 'Transaction processing, confirmations, adjustments, reversals, rejections and delays' below for circumstances in which we may refuse to allow or delay a withdrawal).

7.3 Bank Cheques

A bank cheque is a cheque we draw on us.

If you make a withdrawal by requesting a bank cheque you will need to provide us with the details of the payee to

whom you want the cheque made payable and the amount you want to withdraw. You are responsible for ensuring the details you give us are correct.

If a bank cheque we give you is lost, destroyed or stolen you should notify us immediately. If the bank cheque has not been presented, we may be able to cancel it and provide a replacement bank cheque.

See our Schedule of Offset Account Fees and Charges for fees that apply for issuing bank cheques and replacement bank cheques.

7.4 Foreign currency deposits and withdrawals

All transactions that occur on your Offset Account will be debited or credited in Australian dollars.

If a transaction for your Offset Account is not in Australian dollars we will convert the amount of the transaction to Australian dollars at our published foreign exchange rate at the time we process the transaction (unless otherwise provided in our Payment Facilities Terms and Conditions).

Funds we are to credit to your Offset Account as a result of a deposit in a foreign currency (including as a result of a foreign currency cheque or a telegraphic transfer) will be converted at our published foreign exchange rate that applies at the time we receive value for the transaction and process it.

Our foreign exchange rates change from time to time and are available through the Support Centre.

We may accept or decline a cash deposit in a foreign currency in our discretion or impose reasonable conditions such as setting a limit on the amount that may be deposited. If we accept your foreign currency deposit it will be credited to your Offset Account in Australian dollars as set out above.

See our Schedule of Offset Account Fees, Charges and Interest Rates for fees that apply to foreign currency cash deposits.

7.5 Third party access to your Offset Account and operating instructions

At your request, we may allow you to authorise one or more additional people to access and operate your Offset Account as an Authorised Signatory, Authorised User or Additional Cardholder where available as stated in the table below.

Third party role	They will be able to...	Available
Authorised Signatory	Access and update information, perform transactions (including withdrawals), give us instructions and request that we issue Payment Facilities (including to themselves) in relation to your Offset Account in the same way you can, except that: <ul style="list-style-type: none">e-banking is not available for Authorised Signatories; andan Authorised Signatory cannot appoint or remove other people as Authorised Signatories, Authorised Users and Additional Cardholders in relation to your Offset Account.	Yes
Authorised User	View certain information through e-banking (you can choose to give the person access to one or both). However, an Authorised User cannot perform transactions in e-banking.	No
Additional Cardholder	Access information about your Offset Account and perform transactions on your Offset Account using a debit card we issue to the Additional Cardholder (on the terms and conditions set out in our Payment Facilities Terms and Conditions).	Yes

We may agree to or decline your request at our discretion. If we agree to your request, we may impose conditions or restrictions on what the Authorised Signatory, Authorised User or Additional Cardholder can do.

If we accept your request, unless we notify you otherwise, the person will be able to access and operate your Offset Account as set out in the table above.

If you authorise more than one Authorised Signatory in relation to your Offset Account you must specify how

many Authorised Signatories will need to authorise a transaction on, or provide instructions to us for, your Offset Account. These instructions are called the operating instructions for your Offset Account.

If you have authorised a person as an Authorised Signatory, Authorised User or Additional Cardholder on your Offset Account:

- these Terms and Conditions apply to the person in the same way that they apply to you and you must ensure that the person complies with your obligations under these Terms and Conditions; and
- you consent to us giving the person information about you and your Offset Account.

You agree that we are entitled to act on any instructions given by an Authorised Signatory, in accordance with your operating instructions, or an Additional Cardholder in the same way as if the instructions had been given by you.

You can remove an Authorised Signatory or Additional Cardholder from your Offset Account, change the operating instructions for Authorised Signatories on your Offset Account or instruct us to cancel any Payment Facility we have made available for an Authorised Signatory, Authorised User or Additional Cardholder to use in relation to your Offset Account at any time by contacting us.

We may choose to reject an instruction given to us by an Authorised Signatory or Additional Cardholder (including a transaction conducted by them) or remove a person as an Authorised Signatory, Authorised User or Additional Cardholder from your Offset Account at any time including if:

- we reasonably suspect the authorisation given by you to appoint the person was not valid;
- the person has breached any of these Terms and Conditions;
- the person does not provide us with information that we reasonably ask the person to provide to us;
- we receive notice of the person's mental incapacity, bankruptcy, or death;
- we become aware of a dispute which in our opinion has a bearing on the Offset Account;
- we reasonably believe doing so is necessary to prevent you or us suffering loss;
- we reasonably believe doing so is necessary to prevent financial or physical abuse; or
- we become aware of domestic or family violence or abuse which in our opinion has a bearing on the Offset Account.

When you or we remove a person as an Authorised Signatory, Authorised User or Additional Cardholder from your Offset Account, we will cancel all Payment Facilities issued to the person to access or operate on your Offset Account. However, you will remain liable for all transactions, including all fees and charges incurred, by the person and the person's use of any Payment Facility up to the time the cancellation becomes effective and the Payment Facility can no longer be used unless we knew, or should have reasonably known, the authorisation given by you to appoint the person was not valid.

7.6 Overdrawing your Offset Account

You must ensure that your Offset Account does not become overdrawn.

Your Offset Account will be considered overdrawn while the balance of your Offset Account is less than nil (\$0.00) and the overdrawn amount is the debit balance of your Offset Account.

If your Offset Account is overdrawn (including as a result of us debiting a fee or charge or other amount we are permitted to debit to your Offset Account):

- you will be in breach of these Terms and Conditions;
- the overdrawn amount is a debt due and payable by you to us;
- you must immediately pay us the overdrawn amount;
- we may suspend or restrict your Offset Account and any Payment Facility we have provided in relation to your Offset Account until the overdrawn amount is paid;
- we may charge you an overdrawn account fee as set out in our Schedule of Offset Account Fees, Charges and Interest Rates; and
- interest may accrue on the overdrawn amount.

Interest will accrue on the overdrawn amount at the Overlimit Rate as set out in our Schedule of Offset Account Fees, Charges and Interest Rates.

Interest on overdrawn amounts is calculated daily on the overdrawn balance at the end of each day and may be debited to your Offset Account monthly or quarterly in our discretion.

If your Offset Account is overdrawn and you fail to pay the overdrawn amount to us within 31 days of us requesting in writing that you do so, we may sue you for the amount owing and, if we do so, you must pay us the enforcement expenses we reasonably incur in doing so (including our reasonably incurred legal costs).

If your Offset Account is overdrawn and remains overdrawn for more than 60 days after the end of any period we allow for you to repay the overdrawn amount, we may report your default to a credit reporting agency.

If you are receiving Centrelink income support payments or Veterans' Affairs payments we will act in accordance with our obligations under the Code of Operation: Recovery of Debts from Department of Human Services Income Support Payments or Department of Veterans' Affairs Payments when exercising our rights in relation to an overdrawn account.

7.7 Linking your Offset Account to an Eligible Home Loan

Your Offset Account must be linked to an Eligible Home Loan account. Not all home loans are Eligible Home Loans and some Eligible Home Loans have a limit on the number of Offset Accounts that can be linked at the same time (see your Eligible Home Loan contract or contact us to find out which Eligible Home Loans you may link your Offset Account to and any limits that apply).

Your Offset Account may only be linked to an Eligible Home Loan if:

- it is not linked to any other Eligible Home Loan (your Offset Account can only be linked to one Eligible Home Loan at a time); and
- all account holders for your Offset Account are borrowers in respect of the relevant Eligible Home Loan and we have allocated the same customer number to both the Offset Account and Eligible Home Loan account.

If you have more than one Eligible Home Loan you may change the Eligible Home Loan that your Offset Account is linked to by contacting us.

Acting reasonably and subject to the Banking Code of Practice, we may combine the balance of your Offset Account and your linked Eligible Home Loan at any time. We do not need to notify you before we do so but we will notify you promptly after we do so if we don't tell you in advance.

8. Confirmation of Payee service

8.1 Sharing your account details through the Confirmation of Payee service

We'll ensure your account details, including your name, are accurately recorded by us (based on the information you have provided to us and any verification we have undertaken) for the use of the Confirmation of Payee service.

You must promptly notify us of any changes to your name and provide us with any evidence of your name change that we reasonably request.

You authorise and consent to:

- us using and disclosing your account details (including your name) with the Confirmation of Payee service;
- us and other financial institutions who process payments to or from your account using the related transaction details (including any name included with a payment instruction) with the Confirmation of Payee service;
- payers' financial institutions using and disclosing your account details (including your name) for the purposes of the Confirmation of Payee service and prior to making payments to you; and
- your account details (including your name) and transaction details being disclosed, stored and used in connection with the Confirmation of Payee service in accordance with the industry rules, regulations and procedures that apply to the Confirmation of Payee service.

8.2 Opt-out requests

You may request that we withhold from sharing your account details with the Confirmation of Payee service for an account if there are special circumstances and it is reasonably necessary to withhold your account details to protect your safety or security (an opt-out request). We will only agree to an opt-out request if we agree that special circumstances exist and it is reasonably necessary to protect your safety or security.

If we agree to an opt-out request:

- payers may not be able to confirm your account details through the Confirmation of Payee service when making payments to your account;
- we may still disclose your account details (including your name) to other financial institutions through the Confirmation of Payee service to facilitate their fraud checking processes (but they will not share your details with payers);
- we may still disclose your account details (including your name) through the Confirmation of Payee service for them to be shared with some government agencies to confirm your identity in relation to payments they are making to you;
- financial institutions who process payments to or from your account may still use the related transaction details (including any name included with a payment instruction) with the Confirmation of Payee service; and
- you can request to opt your account back in to sharing your account details with the Confirmation of Payee service at any time.

9. Fees and charges

9.1 Our fees and charges

You must pay us the fees and charges set out in our Schedule of Offset Account Fees, Charges and Interest Rates.

We may debit the applicable fees and charges to your Offset Account whenever they become payable.

9.2 Government charges and duties

You must also pay us any government charges or duties payable on receipts or withdrawals in connection with your Offset Account.

We may debit applicable government charges and duties to your Offset Account whenever they become payable.

10. Specific types of accounts and features

10.1 Joint Offset Accounts

This clause applies if your Offset Account is a Joint Offset Account.

Your liability under these Terms and Conditions in relation to the Joint Offset Account is both joint and several. This means that each of you is liable both on your own and together with the other account holders for the whole of any debit balance on the Joint Offset Account, any amounts payable to us in respect of the Joint Offset Account, and performance of all obligations under these Terms and Conditions in relation to the Joint Offset Account. You should carefully consider who you open a Joint Offset Account with.

The account holders of a Joint Offset Account must agree that the Joint Offset Account is to be operated on an 'Any to sign' basis which means that any of you (and any person you appoint as an Authorised Signatory) will be able to authorise a payment independently of the rest of you.

At any time, any account holder of a Joint Offset Account may request, by contacting us, that we remove the operating instructions on the Joint Offset Account so that Payment Facilities are restricted on the Joint Offset Account. If we receive such a request in relation to a Joint Offset Account, we will action it as soon as reasonably practicable.

We may also remove the operating instructions that apply to a Joint Offset Account so that Payment Facilities are restricted on the Offset Account if:

- we are notified of or otherwise become aware of any dispute between the joint account holders affecting the Offset Account;
- we are notified or otherwise become aware of the bankruptcy of a joint account holder; or
- we consider it to be necessary to prevent financial harm or abuse.

You agree that each joint account holder acts as agent for the other(s) in relation to a Joint Offset Account and any notice or statement we give any joint account holder is taken to be a notice or statement given to all joint account holders, except where we are legally obliged to do otherwise.

You also agree that each joint account holder may have access to information about the Joint Offset Account without the consent of any other joint account holder(s).

Each Joint Offset Account is held jointly by the joint account holders. In the event of the death of a joint account holder, the Joint Offset Account will be treated as the Offset Account of the surviving account holder(s) only.

11. Transaction processing, confirmations, adjustments, reversals, rejections and delays

We may assign any date we reasonably consider appropriate to a debit or credit to your Offset Account. However, in the case of a debit, we will not assign a date before the date on which the transaction actually occurred.

You agree that where we are required to provide you with a confirmation of a transaction relating to your Offset Account it may be provided to you in e-banking.

We may adjust a debit or credit to your Offset Account to accurately reflect your and our legal obligations. This includes where an amount is debited or credited by error or where a payment you make is subsequently reversed or dishonoured.

We may also reverse a credit to your Offset Account that is related to an electronic funds transfer if we do not actually receive the funds from the sender or we are required to return the funds to the sender under any applicable law, industry code of conduct, voluntary code of conduct we subscribe to, or under the rules, regulations or procedures that apply to the payment system the electronic funds transfer was received through. Unless we are required to do so under an applicable law, industry code of conduct, voluntary code of conduct we subscribe to, or the rules, regulations or procedures that apply to the relevant payment system, we are not required to notify you before we do so. However, if we do not notify you before we do so, we will tell you we have done so after we have.

If we adjust a debit or credit to your Offset Account we may also make consequential adjustments to your linked Eligible Home Loan, including with respect to accrued interest, and fees and charges debited to your Offset Account.

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

We may reject a transaction intended for your Offset Account, delay crediting it to your Offset Account or delay making the funds available to you, where:

- we reasonably believe we are required to do so in order to comply with any applicable laws or under the rules, regulations and procedures that apply to the payment system the transaction was received through;
- you fail to comply with any of your obligations under these Terms and Conditions and such action is reasonably necessary to protect our legitimate interests; or
- we consider it necessary or desirable to do so to enable us to review or investigate the transaction for any fraudulent, illegal or improper activity or for compliance with any applicable sanctions.

We will not be liable to you for any loss or damage you suffer as a result of us rejecting or delaying transactions as set out in this section.

12. Statements and how we will communicate with you

12.1 Statements

We will give you a statement of account for your Offset Account at least once every six months unless we are not required to do so under applicable laws and the Banking Code of Practice.

We will give you statements of account for your Offset Account by making them available for you to access electronically in e-banking unless you have contacted us and requested that we send you printed copies by post or we have otherwise told you we will send you printed copies by post (in which case we will send you printed statements of account by post). You can change your statement delivery method by contacting us.

You may request a copy of a statement of account at any time by contacting us. We may charge a fee for sending you a copy of a statement of account by post (see our Schedule of Offset Account Fees, Charges and Interest Rates for fees that apply).

Each statement of account will set out:

- the opening balance of your Offset Account at the beginning of the relevant statement period;
- each amount credited and debited to your Offset Account during the relevant statement period; and
- the closing balance of your Offset Account at the end of the relevant statement period.

You can ask us to send statements of account more frequently. A fee may apply if we agree to do so (see our Schedule of Offset Account Fees, Charges and Interest Rates for fees that apply).

You should check each entry on your statements of account and promptly report any possible error or unauthorised transaction to us.

12.2 How we will communicate with you

You agree that we may give you written statements, notices, other documents and notifications relating to your Offset Account (all, 'communications'):

- by sending the communication to you by email to the email address you last told us is your email address;
- by making the communication available for you to view in e-banking;
- by sending the communication to you by SMS message to the mobile number you last told us is your mobile telephone number;
- by sending the communication to you by prepaid post to the residential or postal address you last told us is your residential or postal address;
- by including the communication in or with another communication we give you (such as a statement of account); or
- where the communication does not include your personal information:
 - by publishing it in a nationally published newspaper; or
 - by publishing it on a website and notifying you that it has been published and where it has been published by one of the other methods described in this clause.

You must:

- ensure the email address, mobile telephone number, residential address and postal address we have recorded for you in our system are all current at all times and immediately advise us of any changes to these contact details; and
- regularly check your email and SMS inboxes and e-banking to view the communications we give you.

If you do not ensure the contact details we have for you are current, you may not receive communications that we send to you. We are not required to contact you or send a communication to you in a different way if your contact details are no longer current.

13. How you can contact us

You can contact us by using our contact details as stated in:

- correspondence we have sent to you; or
- the Support Centre.

You can also contact us directly through e-banking.

14. Changes

14.1 Changes we may make without your consent

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

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

- changes because of changes to our cost of funds or other costs of doing business or to ensure that we receive an adequate return on assets;
- changes because of requirements of laws or industry codes of practice, prudential standards, court decisions, decisions of our dispute resolution scheme, guidance or directions from regulators, and similar reasons;
- changes due to changes in the way we operate our business or our systems;
- changes we think are necessary to fix errors or to make things clearer;
- changes for information security or similar purposes;
- changes to reflect market practice or standards or to keep our products competitive and meeting customer expectations and needs; or
- changes made for other good reasons.

If you are unhappy with changes we make, please contact us to discuss them. You also have the right to close your Offset Account (see the 'You can close your Offset Account' clause below).

14.2 Notice of changes

We will tell you about changes as soon as reasonably possible.

If the following table requires we give you advance notice of a change, we will give you advance notice of the change. However, we may give you a shorter notice period or no notice of a change if:

- it is reasonable for us to manage a material and immediate risk; or
- it is a change to or introduction of a government charge that you pay directly, or indirectly, in relation to your Offset Account. In that case, we will tell you about the change or introduction reasonably promptly after the government notifies us (however, we do not have to tell you about it if the government publicises the introduction or change).

Type of change	Advance notice required?
a) Changes to an interest rate including interest rates applicable to overdrawn accounts	No later than the date of the change
b) Changes to the way interest is calculated	Yes, 30 days.
c) Changing the frequency at which interest is debited	Yes, 30 days.
d) A variation of the balance ranges within which interest rate(s) apply	Yes, 30 days.
e) Increasing a fee or charge or introducing a new fee or charge	Yes, 30 days.
f) Any other change that we believe is unfavourable to you	Yes, 30 days.
g) Any other change	No

15. Closing your account

15.1 You can close your Offset Account

You may request that we close your Offset Account at any time the balance of the Offset Account is nil or in credit by contacting us.

We will only close your Offset Account at your request:

- if we have made a Payment Facility available to you to access your Offset Account, once we are satisfied all transactions performed by you have been finalised (which will typically be up to 14 days after your request for some types of Payment Facilities);
- if you have any unpaid fees or charges, once you have paid us the amount of those fees and charges; and
- if your Offset Account is nil or has a credit balance.

15.2 Our right to close your Offset Account

We may close your Offset Account at any time in accordance with the below table:

We may close your Offset Account if...	Prior notice we will give you
a) Your Offset Account is opened for a new Eligible Home Loan and your Eligible Home Loan does not settle within 90 days of the date your Offset Account is opened.	If you have performed a transaction – 30 days If you have not performed a transaction – nil
b) You do not transact on your Offset Account within 180 days of opening your Offset Account.	Nil
c) Your Eligible Home Loan is repaid in full and your Offset Account is not linked to another Eligible Home Loan.	Nil
d) Your linked Eligible Home Loan ceases to be an Eligible Home Loan and your Offset Account is not linked to another Eligible Home Loan.	Nil
e) We reasonably consider it necessary to prevent fraud or other losses to you or us.	Nil
f) We reasonably believe that you have acted fraudulently in connection with your Offset Account.	Nil
g) We reasonably believe you are using your Offset Account in breach of any law or for an unlawful purpose.	Nil
h) We are required to do so by law or a court order.	Nil
i) We otherwise reasonably consider it necessary to protect our legitimate interests.	30 days

If we do not give you advance notice before we close your Offset Account we will tell you as soon as reasonably possible after we do so.

Provided we have acted reasonably, we are not liable for any loss or damage arising from closing your Offset Account.

15.3 Dormant Offset Accounts

We may determine that your Offset Account has become dormant if you do not perform any transactions on it for 7 years.

If we determine that your Offset Account is dormant, we may give you notice telling you that your Offset Account is dormant and that within 30 days you can:

- make a transaction on your Offset Account to re-activate your Offset Account;
- contact us to request that we re-activate your Offset Account; or
- close your Offset Account.

If you do not take any action within 30 days of us notifying you that your Offset Account is dormant, we may close your Offset Account without further notice to you.

Where required by law the balance of your Offset Account will be sent to the Commonwealth of Australia as unclaimed money.

15.4 When your Offset Account is closed

When we close your Offset Account, including if we do so at your request:

- we may pay you the credit balance of your Offset Account or combine the credit balance of your Offset Account with the outstanding balance of your home loan with us, unless we are required to pay as unclaimed money.
- we will cancel all Payment Facilities to the extent they relate to your Offset Account except e-banking which will remain available for at least 180 days after your Offset Account is closed;
- we will cancel all recurring payments relating to your Offset Account;
- you will remain liable for all transactions and everything that has occurred in relation to your Offset Account up to the time the Offset Account is closed;
- you must not transact on or attempt to transact on your Offset Account;
- you must reimburse us at our request for any loss, cost or expense we suffer as a result of you transacting or attempting to transact on the Offset Account after it has been closed; and
- if you become liable to pay us any amount in respect of the Offset Account, we may re-open the Offset Account and debit the amount to it. If we do so, your obligations under these Terms and Conditions will continue to apply to the Offset Account.

16. Resolving Complaints

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

You can raise a complaint with us by contacting us.

Alternatively, you may refer your complaint directly to the Australian Financial Complaints Authority (AFCA). You can contact AFCA at:

- GPO Box 3, Melbourne Vic 3001
- Telephone: 1800 931 678
- Email: info@afca.org.au
- Web: www.afca.org.au

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

If your complaint relates to how we handle your personal information you can also contact the Office of the Australian Information Commissioner (OAIC):

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

17. Privacy

We are committed to ensuring your privacy is protected.

Our Privacy Policy contains important information about how we manage your personal information including information about:

- the type of personal information we collect and hold;
- the purposes for which we collect, hold, use and disclose personal information;
- disclosure overseas;
- how to make a complaint;
- our privacy contact details; and
- how to access and correct personal information.

We update our Privacy Policy from time to time. Our current Privacy Policy is published on the Bendigo and Adelaide Bank website www.bendigoadelaide.com.au and is available upon request.

18. General

18.1 Account suspension and restrictions

We may suspend your Offset Account or apply restrictions to your Offset Account if:

- you have breached these Terms and Conditions;
- we reasonably believe you are using your Offset Account in breach of any law or for an unlawful purpose;
- we have received notice of your mental incapacity, bankruptcy, or death;
- we become aware of a dispute which in our opinion has a bearing on the Offset Account;
- we reasonably believe doing so is necessary to prevent us or you suffering loss; or
- where required by law or a court order.

We do not need to give you advance notice before we suspend your Offset Account or apply restrictions to your Offset Account but if we do not give you advance notice we will tell you as soon as reasonably possible after we do so.

If we suspend your Offset Account you will not be able to make any withdrawals or otherwise operate on the Offset Account or perform any transactions using any Payment Facilities. We may also refuse to accept deposits to your Offset Account while it is suspended.

Provided we have acted reasonably, we are not liable for any loss or damage arising from your Offset Account being suspended or us applying restrictions to your Offset Account and you continue to be liable for any amounts payable by you in respect of your Offset Account while it is suspended or restrictions are applied to it.

18.2 Joint and several liability

If there is more than one of you, each of you is liable to us jointly and severally for all amounts owed in respect of your Joint Offset Account.

18.3 Limitation on indemnities

You are not liable to us under any indemnity contained in these Terms and Conditions in relation to any loss, damage, charge, expense, fee or claim suffered or incurred by us as a result of fraud, negligence or willful misconduct of us, our employees or agents or a receiver appointed by us.

18.4 Interpretation and severability

These Terms and Conditions must be interpreted as necessary to be valid, enforceable and in compliance with applicable laws. If that is not possible, any part of these Terms and Conditions that is void, unenforceable or in breach of applicable law is excluded from these Terms and Conditions and the remainder of these Terms and Conditions continue in full force and effect.

18.5 How we exercise our rights

We may exercise a right or remedy or give or refuse our consent in any way we consider appropriate including by imposing reasonable conditions.

If we do not exercise a right or remedy fully or at a given time, we can still exercise it later.

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

- is subject to unfair contract terms legislation; and is to our advantage; and causes a significant imbalance in the rights and obligations of you and us under these Terms and Conditions; and
- would cause detriment to you if we applied the term or relied on the term.

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

Our rights and remedies under these Terms and Conditions are in addition to other rights and remedies provided by law.

We are not liable for any loss caused by us exercising, attempting to exercise, failing to exercise or delaying the exercise of any right or remedy we have in connection with a Payment Facility. However, this will not reduce our liability in respect of any loss, cost, liability or expense caused by the fraud, negligence or wilful misconduct of us or our employees, contractors and agents or any receiver appointed by us.

18.6 Assigning rights

We may assign our rights, powers and discretions and remedies relating to your Offset Account without your consent and without notice to you.

We may disclose any information and documents about you and your Offset Account to any assignee of our rights or any person considering becoming an assignee.

Your rights and obligations relating to your Offset Account are personal to you and cannot be assigned without our written consent.

18.7 Waivers must be in writing

A waiver of any of our rights in relation to your Offset Account does not occur unless we give it to you in writing.

18.8 Account combination and set-off

We may, at any time, combine the balance of two or more accounts you have with us or set-off the balance of one account against another account.

However, we will not do this:

- while we are actively considering your financial situation in respect of a hardship notice you have given us (although we may then require that you keep funds in an account until we have decided whether to agree to your request);
- while you are complying with an arrangement you have made with us after we have considered your hardship notice; or
- if you are in receipt of Centrelink benefits, if doing so breaches the Code of Operation: Recovery of Debts from Department of Human Services Income Support Payments or Department of Veterans' Affairs Payments.

18.9 Applicable law

If you reside in Australia, your Offset Account is subject to the laws of the State or Territory of Australia in which you reside at the time your Offset Account is opened.

Otherwise, your Offset Account is subject to the laws of the Australian State or Territory in which our registered office is located at the time your Offset Account is opened.

18.10 Compliance with Anti-money laundering and counter-terrorism financing and other laws

You must not use your Offset Account for any purpose which infringes any applicable laws.

If we believe doing so is necessary in order to comply with our legal obligations, we may:

- require you to provide us with or otherwise obtain any additional documents or information relating to a transaction or use of your Offset Account;
- suspend, block or delay transactions on your Offset Account, or refuse to provide services to you; and
- report any, or any proposed, transaction or activity to any body we are legally required to report transactions to.

You must comply with reasonable directions we give you which are necessary for us to comply with our legal obligations in relation to your Offset Account.

19. Understanding these Terms and Conditions

19.1 Definitions

In these Terms and Conditions, the following definitions apply, unless the context requires otherwise:

Defined term	Meaning
Additional Cardholder	A third party you have authorised as an Additional Cardholder to your Offset Account (see the 'Third party access to your Offset Account and operating instructions' section above).
Authorised Signatory	A third party you have authorised as an Authorised Signatory to your Offset Account (see the 'Third party access to your Offset Account and operating instructions' section above).
Authorised User	A third party you have authorised as an Authorised User for your Account (see the 'Third party access to your Offset Account and operating instructions' section above).
Confirmation of Payee service	The banking industry initiative that enables payers making payments using a BSB and account number to confirm the account name associated with the account.
e-banking	Our internet banking service we make available through the e-banking app.
e-banking app	The e-banking application we advise you from time to time that you can use with your Account and publish and make available for download through the Apple App store or Google Play or any similar application store.
Eligible Home Loan	A home loan you have with us that allows you to link an Offset Account to it.
End of Day	In respect of a day, the time we treat as being the end of that day for the purposes of our end of day processing on your Offset Account being a time not before 8pm in Victoria on that day.
Joint Offset Account	An Offset Account which is opened in the name of two or more persons as the account holders.
Key Features Table	The Key Features Table set out in these Terms and Conditions.
Offset Account	A deposit account with us (to which these Terms and Conditions apply) that is or is able to be linked to an Eligible Home Loan with us as an Offset Account.
Payment Facility	A payment facility described in these Terms and Conditions that we provide in relation to an Offset Account on the terms and conditions set out in our Payment Facilities Terms and Conditions.
Schedule of Offset Account Fees, Charges and Interest Rates	The 'Schedule of Offset Account Fees, Charges and Interest Rates' that follows these Terms and Conditions.
Support Centre	The 'Support Centre' which is accessible through e-banking.
Terms and Conditions	The terms and conditions set out in this document.
we, us, our	Bendigo and Adelaide Bank Limited ABN 11 068 049 178 AFSL 237879.
you, your	Each account holder for an Offset Account. If there is more than one of you, it means all of you together and each of you individually.

19.2 Rules for interpreting these Terms and Conditions

In addition to the definitions above, the following rules apply to interpreting these Terms and Conditions, unless the context requires otherwise:

- headings are for convenience only and do not affect the interpretation of these Terms and Conditions;
- words importing the singular include the plural and vice versa;
- words of one gender include any gender;

- reference to legislation or codes includes any amendment to it, any legislation or code substituted for it, and any subordinate legislation made under it;
- reference to a person includes a corporation, joint venture, association, government body, firm and any other entity;
- reference to a party includes that party's personal representatives, successors and permitted assigns;
- reference to a thing (including a right) includes a part of that thing;
- reference to two or more persons means each of them individually and any two or more of them jointly;
- the terms 'includes', 'including', 'e.g.' and 'such as' or any similar expression are not used as, or intended to be interpreted as, terms of limitation;
- if a party comprises two or more persons:
- reference to a party means each of the persons individually and any two or more of them jointly;
 - a promise by that party binds each of them individually and all of them jointly;
 - a right given to that party is given to each of them individually; and
 - a representation, warranty or undertaking by that party is made by each of them individually;
- a provision must not be construed against a party only because that party prepared it;
- a provision must be read down to the extent necessary to be valid. If it cannot be read down to that extent, it must be severed from these Terms and Conditions and the remainder of these Terms and Conditions continue with full force and effect;
- reference to a business day is a reference to a day that is not a Saturday, a Sunday or a national public holiday in Australia;
- if a thing is to be done on a day which is not a business day, it must be done on the business day before that day; and
- another grammatical form of a defined expression has a corresponding meaning.

Schedule of Offset Account Fees, Charges and Interest Rates

This Schedule of Offset Account Fees, Charges and Interest Rates is an important document. It provides you with information about the fees, charges and interest rates applicable to your Offset Account and the associated Payment Facilities referred to in the Payment Facilities Terms and Conditions document. This document should be read in conjunction with the Terms and Conditions (or other disclosure documents) and Payment Facilities Terms and Conditions.

However, we may give you this document on its own (without the other documents listed above).

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

1. Transaction Fees

Unless otherwise stated, the following fees and charges are payable when you request us to provide the service.

Transaction Name	When charged	Amount
Free Transactions		
Bendigo Bank ATM Deposit	When you make a deposit of cash or cheques into a Bendigo Bank ATM. This service is only available at Bendigo Bank ATMs which have a deposit facility.	Free
Bendigo Bank ATM Enquiry	When you make an enquiry at a Bendigo Bank ATM or an ATM that forms part of a Bendigo Bank shared ATM network, using a Debit Card.	Free

Direct Credit (inward)	When you make an arrangement with a third party to transfer funds to an account often by electronic means, e.g. wages, dividends.	Free
Direct Debit	When you make an arrangement with a third party to automatically debit an account, e.g. insurance and health fund premiums, membership and subscription payments.	Free
Non-Bendigo Bank ATM Enquiry ¹	When you make an enquiry at a non-Bendigo Bank ATM using a Mastercard.	Free
Non-Bendigo Bank ATM Withdrawal ¹	When you make a withdrawal at a non-Bendigo Bank ATM using a Mastercard.	Free
Periodical Payment (internal)	When you instruct us in writing to make a regular payment from one account to another.	Free
Retail Purchase	When you make a payment for goods and services with a Debit Mastercard by mail, telephone or internet, or through a manual merchant facility or EFTPOS terminal where "credit" account is selected.	Free
Sweep Facility (internal)	When you instruct us in writing to make a regular payment from your Offset Account to a Mastercard credit card account.	Free
e-banking Transactions		
BPAY® withdrawal	When you instruct us through e-banking to pay a bill via the BPAY scheme.	Free
e-banking Internal Transfer	When you instruct us through e-banking to transfer funds to another eligible Offset Account or Eligible Home Loan Account displayed in e-banking.	Free
e-banking Pay Anyone Transfer, including Osko®	When you instruct us through e-banking to make a payment to another account at any financial institution within Australia using the Pay Anyone Service.	Free
e-banking Transactions		
BPAY® withdrawal	When you instruct us through e-banking to pay a bill via the BPAY scheme.	Free
e-banking Internal Transfer	When you instruct us through e-banking to transfer funds to another eligible Offset Account or Eligible Home Loan Account displayed in e-banking.	Free
e-banking Pay Anyone Transfer, including Osko®	When you instruct us through e-banking to make a payment to another account at any financial institution within Australia using the Pay Anyone Service.	Free
Debit Card Initiated Transactions		
International ATM Enquiry ¹	Payable whenever you make an Account enquiry outside of Australia at a non-Bendigo Bank ATM.	\$1.50

Bank@Post Deposit™	When you make a deposit at a Bank@Post terminal in an Australia Post Office using a Debit Card where this facility is available.	\$2.50
Bank@Post Withdrawal	When you make a withdrawal at a Bank@Post terminal in an Australia Post Office using a Debit Card where this facility is available.	\$2.50
International ATM Withdrawal ¹	Payable whenever you make a cash withdrawal outside of Australia at a non-Bendigo Bank ATM (in addition to the Cash Advance Fee).	\$5.00
Replacement Card Fee	Payable whenever we issue you a replacement, reissue or redirection card other than by standard post at your request.	\$15.00
International Transaction Fee	Payable for each Transaction which is conducted in a currency other than Australian dollars (AUD) or in Australian dollars (AUD) but with or using a merchant, payment processor, financial institution or other entity (including an online merchant) who is outside of Australia.	
Note: It may not always be apparent to you that an online merchant is located outside of Australia.	3% of the Transaction amount in AUD	
Bank@Post Balance Enquiry	When you make a balance enquiry at a Bank@Post terminal in an Australia Post Office using a Debit Card where this facility is available.	Free
Bendigo Bank ATM Withdrawal	When you make a withdrawal at a Bendigo Bank ATM or an ATM that forms part of a Bendigo Bank shared ATM network, using your Debit Card.	Free
EFTPOS Withdrawal	When you make a payment for goods and services by selecting savings or cheque, or request cash from an EFTPOS terminal in Australia or overseas using a PIN in conjunction with a Debit Card.	Free
Staff Assisted Services		
Cash Withdrawal (in branch)	When you make a cash withdrawal from your Offset Account 'over-the-counter' at a Bendigo Bank branch. Cheques on an Offset Account that are cashed 'over-the-counter' at a Bendigo Bank branch will attract this fee.	\$2.50
Agency Withdrawal	When you make a cash withdrawal or request to transfer funds from your Offset Account to another Bendigo and Adelaide Bank account at any Bendigo Bank agency.	\$2.50
EFT Credit Transfer	When we accept funds to be credited to an account at another bank. This fee is payable at time of transaction.	\$4.00

Periodical Payment to Other Financial Institution	When you instruct us in writing to make a regular payment for a fixed amount from your Offset Account to an account at another financial institution. This fee is payable each time payment is made.	\$3.75
Transfer (in branch)	When you make an 'over-the-counter' request at a Bendigo Bank branch to transfer funds from your Offset Account to another Bendigo and Adelaide Bank account (including scheduled in branch transfers where you request one or more future dated transfers as opposed to establishing a periodical payment or sweep facility).	\$2.50

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

2. Telegraphic Transfers

Unless otherwise stated, the following fees and charges are payable when you request to provide the service:

Fee	When charged	Amount
Inward Telegraphic Transfer in a Foreign Currency	Acceptance of payments in a foreign currency for swift transfer to your Offset Account.	\$10.00
Inward Telegraphic Transfer in AUD Currency	Acceptance of payment in AUD currency for swift transfer to a Bendigo and Adelaide Bank account.	\$2.00
Note: Transfer of Australian dollars or foreign currency into any Bendigo and Adelaide Bank account may incur a handling or acceptance fee by the accepting bank and / or intermediary bank(s), (the amounts of which are not disclosed to us). These fees may be deducted from the total funds originally remitted.		
Outward Telegraphic Transfers	<p>When you request the transfer of funds to a non-Bendigo and Adelaide Bank account via e-banking or in branch. This includes:</p> <ul style="list-style-type: none"> International Telegraphic Transfers – funds sent from your Bendigo and Adelaide Bank account to overseas destinations worldwide in AUD or foreign currency. Domestic Telegraphic Transfers – AUD funds sent from your Bendigo and Adelaide Bank account to other financial institutions within Australia <p>Note: The accepting bank may charge a handling or acceptance fee (the amounts of which are not disclosed to us) which may be deducted from the total of funds upon receipt.</p>	\$30.00
Amendment to Telegraphic Transfer Instructions ¹	Applies if you request us to change details on a telegraphic transfer after we have remitted the funds. In some instances the request may not be successful as the application of the amendment request is generally at the discretion of the receiving bank.	\$25.00

Telegraphic Transfer Trace Fee ¹	Applies where you request us to investigate the fate of a telegraphic transfer. If the funds have not been delivered to the beneficiary due to our error this fee will be refunded to you.	\$25.00
Telegraphic Transfer Return Request ¹	Applies if you request the return payment of a telegraphic transfer.	\$25.00
Rejected Telegraphic Transfer ¹	Applies where a telegraphic transfer is rejected by another bank. Beneficiary banks or intermediary banks may deduct charges (the amounts of which are not disclosed to us) for any rejected payments. Any returned payments will be converted (if applicable) at the 'BUY' rate prevailing on the day the funds are received by us. This could result in a significant loss to you. If your payment has been returned (rejected), we will try to contact you for instruction for up to five business days. If you do not respond within this time frame, the returned funds will be converted (if applicable) at the 'BUY' rate prevailing on the day of processing with the proceeds then credited back to your account.	Other bank fee applies

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

3. General Fees

Unless otherwise stated, the following fees and charges are payable when you request to provide the service.

Fee	When charged	Amount
Audit Request ¹	When you or your representative (for example, your accountant) request us to provide a written statement of your financial accounts with us.	\$60.00 per hour (minimum charge \$30.00)
Bank@Post™ Loan Repayments	When you make a loan repayment at a Bank@Post terminal in an Australia Post Office using a Debit Card, where this facility is available.	Free
Bill Payment Transaction Trace Fee ¹	When you request us to trace a bill payment you have made through the BPAY scheme	\$20.00
Direct Debit Dishonour Fee	Applies when a direct debit from your account is dishonoured due to insufficient funds.	\$10.00
Direct Entry Trace Fee	Applies to each direct entry transaction where you request a trace to obtain information about the transaction made or received by you.	\$30.00
Pay Anyone Trace Fee (including Osko)	Applies to each Pay Anyone transaction (including Osko payments), where you request a trace to obtain information about the transaction made or received by you.	\$30.00

Periodical Payment Dishonour	If you have established a periodical payment and we cannot make the payment due to insufficient funds in your account, then we will apply this fee after four (4) unsuccessful attempts on consecutive days.	\$5.00
Statement Fee	If you request us to provide you with a copy of a statement we will apply a fee to each statement we re-issue to you.	\$5.00
Sweep Facility Rejection	If you have established a sweep facility payment and we cannot make the payment due to insufficient funds in your nominated account then we will apply this fee after one (1) unsuccessful attempt.	\$5.00

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

4. Government charges

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

5. Interest Rates

The interest rate below applies if your Offset Account is overdrawn.

Product	Interest Rates	
	Standard overdraft rate	Overlimit rate*
Offset Account	15.48% p.a.	6.00% p.a.

* The overlimit rate applies in addition to your overdrawn account rate if you exceed an approved overdraft limit.

6. Tips on minimising your transaction fees

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

- By making withdrawal and deposit transactions that are free of transaction fees such as those listed under the "Free Transactions" heading in the 'Transaction Fees' section of this Schedule of Offset Account Fees and Charges.
- By reducing the number of withdrawals you make.
- If using ATMs, withdrawing more cash less often may reduce the number of transactions you make.

Details are available by telephoning us.

As these tips have been prepared without taking into account your objectives, financial situation or needs, before acting on these tips, you should consider how appropriate they are having regard to your objectives