

# Confirmation of Payee Service Terms and Conditions



As at 07 May 2025

## 1. Application of these Terms and Conditions

These terms and conditions relate to the use of the Confirmation of Payee service for payments to and from PCU accounts.

You are bound by these terms and conditions if you accept these terms and conditions (including by your conduct) or, where we have the ability to change the terms and conditions without your consent, if we change existing terms and conditions that you are bound by to include these terms and conditions or require compliance with these terms and conditions.

## 2. Definitions and Interpretation

In these terms and conditions:

**'PCU account'** means a PCU account to or from which payments may be made using a BSB and account number for the account the payment is being made to.

**'Confirmation of Payee service'** means the banking industry initiative that enables payers making payments using a BSB and account number to confirm the account name associated with the account.

**'we', 'us', 'our'** and **'PCU'** all mean Police Credit Union Limited ABN 30 087 651 205 AFSL 238991.

**'you'** or **'your'** means each accountholder for a PCU account.

## 3. Using the Confirmation of Payee service when making a payment

If you make a payment from a PCU account using a BSB and account number, we may use the Confirmation of Payee service to provide you with a view on the likelihood that the account name you have entered matches the account you are paying to.

If we indicate to you that the Confirmation of Payee service result does not match, you should check the account details with the intended recipient before proceeding with the payment.

At all times it remains your responsibility to ensure that the BSB and account number you are using to make a payment are correct irrespective of any Confirmation of Payee service match result we share with you and your liability for payments will not be affected by any Confirmation of Payee service match result we share with you.

You must not misuse the Confirmation of Payee service or try to use it in breach of these terms and conditions or for any purpose other than confirming the name for the account you intend on making a payment to.

Without limiting any other right we have, we may limit or suspend your ability to access your PCU accounts or electronic access services if we reasonably believe you are misusing the Confirmation of Payee service in breach of these terms and conditions.

## 4. Sharing your account details through the Confirmation of Payee service

We'll ensure your PCU 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 use with 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 PCU account details (including your name) with the Confirmation of Payee service;
- us and other financial institutions who process payments to or from your PCU 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 PCU account details (including your name) for the purposes of the Confirmation of Payee service and prior to making payments to you; and
- your PCU 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.

## 5. Opt-out requests

You may request that we withhold from sharing your PCU account details with the Confirmation of Payee service for a PCU account if there are special circumstances and it is reasonably necessary to withhold your PCU 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 PCU account details through the Confirmation of Payee service when making payments to your PCU account;
- we may still disclose your PCU 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 PCU 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 PCU 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 PCU account back in to sharing your PCU account details with the Confirmation of Payee service at any time.

Police Credit Union Ltd

17-23 Carrington Street Adelaide PO Box 6074 Halifax St SA 5000  
p: 1300 131 844 f: 08 8208 5789 w: policecu.com.au

AFSL/Australian Credit Licence 238991 BSB 805 005 ABN 30 087 651 205

08/05/2025

## 6. Alternative names

If you are known by multiple names, you may request that we record alternative names to be used with the Confirmation of Payee service for your PCU account by contacting us.

You must only request that we add an alternative name to a PCU account if the alternative name is a name you regularly use as your name and the name accurately represents you and is not misleading.

If you request that we add an alternative name to a PCU account, you must provide us with any evidence we reasonably request of your use of that alternative name or that the name accurately represents you and is not misleading, including if we make a request after we have added the alternative name.

If we agree to add an alternative name to a PCU account at your request:

- when we provide the PCU account details for the Confirmation of Payee service, we may provide the name we understand to be your legal name as well as your alternative name(s);
- you must contact us and tell us if you stop using that name;
- we may remove the alternative name from the PCU account at any time if:
  - we are not satisfied that you are still using it or that it accurately represents you and is not misleading; or
  - we consider it necessary to avoid fraud or loss being suffered by any person; and
- you indemnify us for any loss or damage we suffer (including as a result of a third party making a claim against us) in relation to us adding the alternative name to the PCU account for the purpose of the Confirmation of Payee service.

## 7. Changes to Terms & Conditions

Acting reasonably, we may change these terms and conditions at any time without your consent to reflect changes to the Confirmation of Payee service or how we use it.

We will give you reasonable notice of any change that complies with any applicable legal or regulatory requirements.

## 8. Notices

We may give you notices in relation to these terms and conditions in any way allowed by law and, where relevant, the ePayments Code.

Without limitation, you agree we may give you notices:

- in any manner in which we can give you notices relating to your PCU accounts;
- if you are registered for Online Banking, electronically in Online Banking; or
- using other electronic means, including by:
  - making a notice available to you by electronic means (eg by publishing it on our website); and
  - notifying you by electronic means or otherwise (eg by email, SMS, secure messaging or letter) that the notice is available and explaining how you can access it.

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