

Access Products Terms and Conditions

As at 1 March 2024



These Terms and Conditions, together with our General Service Fees Sheet, will govern the use of our Access Products that access your Linked Account(s). We will process the transactions and any fees and charges, to your Linked Account(s). Each such transaction will be governed by these Terms and Conditions and the Terms and Conditions for the relevant Linked Account.

The Customer Owned Banking Code of Practice applies to our accounts and facilities we provide to you if you are an individual or small business (as defined by the Customer Owned Banking Code of Practice).

You should read all these documents carefully and retain them for future reference.

Member Cheques

Note: The terms in this 'Member Cheques' section will cease to apply at the end of the day on 29 March 2024 and, until then, their application is modified as follows:

- No new or replacement cheque books may be ordered.
- Any cheque you draw (or have drawn) on your member chequing facility that is presented for payment after 29 March 2024 will not be paid, and you will need to make other arrangements to pay the payee.
- The Member chequing facility will operate on the nominated account unless otherwise offered by the Credit Union. Cheques may only be drawn when you have available funds in the relevant account. These funds must remain available until the cheque is presented and paid. Available funds include cleared funds and any uncommitted overdraft, but do not include uncleared or unavailable deposits, authorised but unpresented transactions, frozen balances, or expected deposits.
- The Credit Union is authorised, at its sole discretion, and at each time a cheque is presented, to authorise payment of or dishonour the cheque. This authority also applies to any instruction relating to irregular or stale cheques.
- When there are insufficient funds available in the cheque account, cheques presented for payment will normally be dishonoured. Dishonours incur a fee that will be charged to your account. Payment of such cheques does not prejudice the right of the Credit Union to recover that payment from you.
- You may request in writing for the payment of any unpresented cheque to be stopped. A fee applies for Stop Payments.
- The name that will appear on your cheque book will be the same as that on your Membership. All persons authorised to operate your Member cheque account must sign the application and signatory card.
- Standard books will be supplied with 30 cheques. A fee for printing and postage costs will be debited from your Membership for each cheque book.
- You can have your payroll deposited directly to your cheque account. Your Member cheque book will be posted to your mailing address approximately two (2) weeks after you lodge your application.
- Cheque transactions will be detailed in your statement, which will be provided at least six monthly. Alternatively

you can find out information about presented cheques by accessing Internet Banking or IVY Phone Banking on 1300 247 489 and following the easy instructions to determine the last five cheque transactions. Alternatively, you can phone our Contact Centre on 1300 131 844 during business hours (tele-service code required).

- Cheques may be cashed after verification of the signature on the cheque, but only at a Police Credit Union Branch. To produce a cash cheque, write Please Pay Cash on the payee line of the cheque and add your signature. Cross out the Not Negotiable line and place your signature next to the change.
- You may close your Member chequing facility at any time. Your liability however, remains in operation until all outstanding cheques are presented, returned to the Credit Union, or are stopped.
- All signatories to your Membership who have signed the application form and Signatory Card are authorised to transact on your cheque account.
- Should you lose your cheque book you must notify the Credit Union immediately. You will remain liable for any cheques paid by us in good faith, up to the time of notification.
- The Credit Union may withdraw or suspend this facility, at any time, without notice or reason.
- The cheque account facility is subject to approval.
- The Terms and Conditions relating to accounts and any Overdraft facility are in addition to these Terms and Conditions.
- More information about cheques including how long we take to clear cheques, how and when a cheque can be stopped and the meaning of certain words on cheques can be found in our document "Things you must know about your Credit Union" which is available online or upon request.

Payroll Facility

- The last dated authority overrides any prior Payroll Authority given to the Credit Union. It is necessary to make sure that all deductions such as loan repayments and savings accounts are listed. Only the payments on the last dated authority will continue.
- Changes and cancellation to payroll deposits must be made in writing, normally on a Payroll Deposit Authority.
- Members are responsible for ensuring that details of payments are correct, including payments made to the Credit Union for loans.
- Payroll deposits received from employers will be processed on the working day received, unless: insufficient details are supplied, a deposit is not received by 4.30pm or because the Credit Union has not received cleared payment from the employer.
- Increases in deposits will be processed at the Credit Union's discretion when written instructions are not received. Normally preference will be given to the primary savings or loans account.
- Large increases in deposits, in the absence of written instructions, may be treated as multiple pays, and processed accordingly.

Police Credit Union Ltd

17-23 Carrington Street Adelaide PO Box 6074 Halifax St PO 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

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- Payroll deposits will be detailed in your statement, which will be provided at least six monthly.

Periodical Payments

- A Periodical Payment Service fee will be charged to the account monthly.
- Payment is drawn electronically, before working hours, on the due date. It is posted to the payee on that day.
- If funds are not available on the due date, the Credit Union will attempt to withdraw funds on each of the next four working days, until payment is made. After the fifth attempt a rejection fee will be charged directly to the account. If the rejection fee is charged on five occasions the Periodical Payment will be automatically cancelled without notice to the Member. Please refer to the General Service Fees sheet, which is available upon request.
- Funds are to be available for Periodical Payment withdrawals from the nominated savings account, or the payments will not be sent. Available funds include cleared funds and any uncommitted overdraft, but do not include uncleared or unavailable deposits, authorised but unrepresented transactions, frozen balances, interest earned but not paid, or expected deposits.
- Once payments are withdrawn from the account, the Credit Union cannot refund the payment.
- Any alterations or cancellations to a Periodical Payment must be submitted in writing, or via a Tele-service code, before the day the payment is due to be made.
- When a Periodical Payment is to be cancelled, it is the Member's responsibility to advise the payee if other arrangements are to be made, such as cancellation of contracts and policies.
- The Credit Union takes no responsibility for payments not sent, not received or payments that arrive late due to circumstances beyond the Credit Union's reasonable control. It is the responsibility of the Member to make any missed payments.

Direct Debits (Outward Direct Debit)

- The payment is drawn electronically, before working hours on the morning that the request is received from the suppliers. It is sent to the payee on that day.
- The Credit Union can dishonour your Direct Debit and a fee will be charged if you do not have sufficient funds available. Please refer to the General Service Fees sheet, which is available upon request.
- Direct Debit withdrawal frequency is determined by the supplier. The dates and amounts can vary.
- Funds are to be available for the Direct Debit withdrawals from the nominated savings accounts or the payments will not be sent. Once payments are withdrawn from the account, the Credit Union cannot refund the payment.
- Alterations to Direct Debits may only be made via the supplier.
- When a Direct Debit is to be cancelled, it is the Member's responsibility to advise the payee if other arrangements are to be made, such as cancellation of contracts and policies.
- The Credit Union takes no responsibility for payments not sent, not received or payments that arrive late due to circumstances beyond the Credit Union's reasonable

control. It is the responsibility of the Member to make any missed payments.

- Direct Debits may only be drawn when you have available funds in your nominated account. Available funds include cleared funds and any uncommitted overdraft, but do not include uncleared or unavailable deposits, authorised but unrepresented transactions, frozen balances, interest earned but not paid, or expected deposits.
- The Credit Union will place a stop payment against debits coming from a selected biller upon request within 1 business day.
- Where a debit is disputed, Members are advised to contact the Biller in the first instance. If this proves unsatisfactory a claim process is available under APCA rules (through the Credit Union) which requires a response to you within 7 working days. A response does not necessarily mean a payment of the claim.
- You are able to request a bar against all Billers being able to debit against your accounts.
- Direct Debit transactions will generally be processed immediately but may be processed on the next business day.

Quick Debit (Inward Direct Debit)

Direct Debit Service Request Agreement

1. Debiting your account

1.1 By signing the Direct Debit request, you have authorised us to arrange for funds to be debited from your account. You should refer to the Direct Debit request and this agreement for the terms of the arrangement between us and you.

1.2 Will we only arrange for funds to be debited from your account as authorised in the Direct Debit request. We will not issue individual confirmation of payments made.

1.3 If the debit day falls on a day that is not a business day, we may direct your financial institution to debit your account on the previous or following business day. If you are unsure about which day your account has been or will be debited, please check with your financial institution.

2. Changes by us

2.1 We may vary the terms of this agreement or a Direct Debit request at any time by giving you at least thirty (30) days' written notice.

3. Changes by you

3.1 Subject to clauses 3.2 and 3.3, you may defer a debit payment or change the arrangements under a Direct Debit request by giving us thirty (30) days' notice in writing, signed by you, of the deferral or change.

3.2 If you wish to stop a debit payment you must notify us in writing at least two (2) business days before the next debit day. This notice should be given to us in the first instance.

3.3 You may also cancel your Direct Debit request at any time by giving us two (2) business days' notice in writing before the next debit day. This notice should be given to us in the first instance.

4. Your obligations

4.1 It is your responsibility to ensure that there are sufficient clear funds available in your account on a debit day to allow a debit payment to be made in accordance with the Direct Debit request.

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4.2 If there are insufficient clear funds in your account to meet a debit payment:

- (a) you may be charged a fee and/or interest by your financial institution;
- (b) you may be charged a fee to reimburse us for fees or charges we have incurred for the failed transaction; and
- (c) you must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in your account by an agreed time so that we can process the debit payment.

4.3 You should check your account statement to verify that the amounts debited from your account are correct.

4.4 If Police Credit Union Ltd ABN 30 087 651 205 ("the Credit Union") is liable to pay Goods and Services Tax ("GST") on a supply made by the Credit Union in connection with this agreement, then you agree to pay the Credit Union on demand an amount equal to the consideration payable for the supply multiplied by the prevailing GST rate.

5. Dispute

5.1 If you believe that there has been an error in debiting your account, you should notify us directly by calling our Contact Centre on 1300 131 844 or by facsimile on (08) 8208 5789. You should also confirm the details in writing with us as soon as possible so that we can resolve your query quickly.

5.2 If we conclude as a result of our investigations that your account has been incorrectly debited we will respond to your query by arranging for your financial institution to adjust your account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted.

5.3 If we conclude as a result of our investigations that your account has not been incorrectly debited we will respond to your query by providing you with reasons and any evidence for this finding.

5.4 Any queries you may have about an error made in debiting your account should be directed to us in the first instance so that we can attempt to resolve the matter between us and you. If we cannot resolve the matter you can still refer it to your financial institution, which will obtain details from you of the disputed transaction and may lodge a claim on your behalf.

6. Accounts

6.1 Please be aware that Direct Debiting may not be available on all accounts. You should check:

- (a) with your financial institution whether Direct Debiting is available from your account,
- (b) your account details which you have provided to us are correct by checking them against a recent account statement from your financial institution, and
- (c) with your financial institution before completing the Direct Debit request if you have any queries about how to complete the Direct Debit request.

7. Confidentiality

7.1 We will keep any information (including your account details) in your Direct Debit request confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or

agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information. You may access any personal information we hold about you at any time by contacting us.

7.2 We will only disclose information that we have about you:

- (a) to the extent specifically required by law; or
- (b) for the purposes of this agreement or if required by our sponsor in the Direct Debit system (including disclosing information in connection with any query, dispute or claim).

8. Notice

8.1 If you wish to notify us in writing about anything relating to this agreement, you should write to Compliance Department, Police Credit Union, PO Box 6074, Halifax St PO, SA 5000.

8.2 We will give you notice by sending such notice in the regular post to the address you have given us in the Direct Debit request.

9. What is a Business Day

A day that is not –

- (a) Saturday or Sunday; or
- (b) a public holiday, special holiday or bank holiday in the place in which any relevant act is to be or may be done.

Your end of day or end of month balance on your account, for the purpose of calculating interest, is subject to daily branch transaction processing times. Transactions which occur after we start our end of day transaction processing for your account on a business day, or on a day that is not a business day (e.g. NPP Payments made or received on a non-business day) are treated as having been made on the next business day, and will be recorded as having occurred on that next business day.

We commence our end of day transaction processing after all our branches have closed for the day.

Making communications available to you by electronic means

We may use electronic means to give communications to you. We may do so by:

- making a communication available to you by electronic means (eg via Online Banking or publishing on our website); and
- notifying you by electronic means (eg by email, SMS or secure messaging) that the communication is available and explaining how you can access it.

If a communication relates only to your account, it will be made available to you by a secure means which only you can access, such as your Online Banking facility. We will only make a communication available on our website if it relates to all accounts or facilities of the same type, such as change to generic terms and conditions.

'Communications' means Financial Services Guides, Statements of Advice, Product Disclosure Statements and other product terms and conditions documents, notices of changes to terms and conditions (including changes to interest rates and fees and charges), account statements, and other communications relating to your accounts and facilities.

To the extent that this clause is inconsistent with any other clause in this document, this clause prevails.