

CONDITIONS OF USE

Account & Access Facility

Effective from 1 July 2008

Amendment effective 1 August 2009

Removal of Redicard Plus



The Account & Access Facility is issued by:

AMP Credit Union Ltd

ABN 35 008 337 684

Australian Financial Services Licence 236856

This document should be read in conjunction with our Interest Rate Schedule and Summary of Account and Availability of Access Facilities brochure and Schedule of Fees and Charges brochure. Together these brochures form the conditions of use for the AMP Credit Union Account and Access facility.

Effective from 1 July 2008

Please note that by opening an account or using an access facility you become bound by these conditions of use.

Please keep these Conditions of Use in a safe place so you can refer to it when needed. Alternatively, you can obtain information set out in this document and download this document by visiting our website at www.ampcu.com.au.

HOW TO CONTACT US

You can contact AMP Credit Union in the following ways:



Visit our website at www.ampcu.com.au



Visit the branch at
Ground Floor, 33 Alfred St, Sydney



Phone us on 1300 4 AMP CU



Write to us at
PO Box R313, Royal Exchange, NSW 1225



Fax us on 02 9247 4594



To report the loss, theft or unauthorised use of your Visa Card or Redicard

▪ **Australia**

Call the Visa card or Redicard Hotline on 1800 224 004. This service is available 7 days a week, 24 hours a day. You can also contact us during business hours to report the loss, theft or unauthorised use.

▪ **Overseas**

Call First Data International on 61 2 9959 7480 (24 hours 7 days a week) or call the Visa Hotline located in other countries.

Please contact us before you travel overseas for the current contact details for your destination country.

To report the loss of any other access facility, or any other unauthorised transaction, contact us directly.

CODES OF CONDUCT

We warrant that we will comply with the Electronic Funds Transfer Code of Conduct where that Code applies.

The Credit Union Code of Practice will apply to you if you are an individual or small business.

Please note that you can obtain a copy of the Credit Union Code of Practice on request.

PRIVACY

We have a privacy information statement that sets out:

- our obligations regarding the confidentiality of your personal information; and
- how we manage your personal information.

We will give you the privacy information statement whenever we request personal information from you. It is always available on request.

FINANCIAL DIFFICULTY

If you ever experience financial difficulty you should inform us promptly. The earlier you do so the sooner we can assist you with your difficulties.

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ACCOUNT OPERATIONS

What is the AMPCU Account and Access Facility?

The AMP Credit Union Account and Access Facility is a facility that gives you transaction, savings and term deposit accounts as well as facilities for accessing these accounts, including:

- Redicard
- Visa Card
- Member Chequing
- BPAY®
- Telephone and Internet Banking
- EFTPOS and ATM access
- Direct Debit Requests
- Periodical Payments

Please refer to the Summary of Accounts and Availability of Access Facilities brochure for available account types, the conditions applying to each account type and the access methods attached to each account type.

How do I open an account?

Becoming a Member

You will need to become a member of the Credit Union before we can issue an AMP Credit Union account and access facility to you. To become a member, you will need to:

- complete a membership application form,
- subscribe for a member share in the Credit Union, and
- meet eligibility requirements.

The member share is a redeemable preference share. This means that, when you resign your membership of the Credit Union, we refund you the subscription price. Please note that your member share is not transferable.

You must subscribe for membership in the same name as the account you wish to open. However, you can open an account jointly with another person, so long as you are both members of the Credit Union.

We reserve the right to refuse admission to membership at our absolute discretion.

Proof of Identity

The law requires us to verify your identity when you open an account or when you become a signatory to an account.

In most cases you can prove your identity by showing us one of the following photo identity documents:

- a State or Territory drivers licence or proof of age card
- a current Australian passport or one that has expired within the last 2 years

If you do not have photo ID please contact us to discuss what other forms of identification may be acceptable.

The law does not allow you to open an account using a false name. A false name is any name other than a name you are commonly known by.

The same rules apply to becoming a signatory to an existing account.

If you change your name, for example, upon marriage, you will need to give us a change of name statement. We will give you guidance on how to go about this.

What accounts can I open?

When we issue you with the AMP Credit Union account and access facility, you have access to the Rediaccess Account or Busiaccess Account if you are a business customer. You can then activate other accounts as needed.

Prior to opening another account, you should first check the Interest Rate Schedule and Summary of Accounts and Availability of Access Facilities brochures for the different account types available, any special conditions that apply, and the features and benefits of each account type to ensure that it meets your needs.

We reserve the right not to provide an account or related access facility in our absolute discretion.

What Fees and Charges are there?

We may debit your account with fees and charges as set out in our Schedule of Fees and Charges brochure along with any applicable government fees and charges.

We can vary fees or charges from time to time. Please see Changing fees, charges, interest rates and other information for details of how and when we must notify you of these changes.

What interest can I earn on my account?

Full information on our current savings and term deposit interest rates are provided in our Interest Rates Schedule and Summary of Account and Availability of Access Facilities brochure, or available on our website.

We calculate and credit interest to your account as set out in the Interest Rates Schedule brochure. We may vary savings or term deposit interest rates from time to time, however interest rates on term deposits remain fixed for the agreed term of the deposit.

What are the taxation consequences?

Interest earned on an account is income and may be subject to income tax.

When you apply for the AMP Credit Union Account and Access Facility we will ask you for your Tax File Number or exemption. We apply your Tax File Number to all accounts held with the Credit Union when supplied, unless you instruct us not to do so. You are not obliged to disclose your Tax File Number to us however, if you do not, we are obliged to deduct withholding tax from any interest you earn at the highest marginal rate.

For a joint account, all holders must quote their Tax File Numbers and/or exemptions, otherwise withholding tax applies to the whole of the interest earned on the joint account.

The deduction of withholding tax will form part of your normal income tax, just as when your employer deducts tax from your salary or wages. When you fill out your tax return, including your interest earned along with your regular income, you can claim the withholding tax paid on the interest as tax already paid together with the tax your employer deducts from your salary or wages.

If you give us your tax file number, we will not deduct withholding tax on interest that you earn on your account. However, you will still be required to disclose interest as income when you complete your tax return at the end of the financial year.

Children under 16 are exempt from tax earned on interest, provided they do not exceed the amount allowed by the Australian Tax Office. If the interest earned by a child exceeds the allowed limit, the child may need to supply a tax file number. Further details can be obtained from the ATO website.

Members moving overseas or returning to live in Australia must notify us to change the tax status on their accounts, so that tax charged on their interest is at the correct rate.

For business accounts, you need only quote your ABN instead of your Tax File Number.

Joint Accounts

A joint account is an account in the name of more than one person. The important legal consequences of holding a joint account are:

- the right of survivorship – when one joint holder dies, the surviving joint holders automatically take the deceased joint holder's interest in the account;
- joint liability – each joint holder is individually liable for the full amount owing on the joint account.

You can operate a joint account on an 'all to sign' or 'either to sign' basis:

- 'all to sign' means all joint holders must sign withdrawal forms, cheques, etc;
- 'either to sign' means any one joint holder can sign withdrawal slips, cheques, etc.

All joint account holders must consent to the joint account being operated on an 'either to sign' basis, however any one joint account holder can cancel this arrangement, making it 'all to sign'.

By nominating 'all to sign' access facilities will be limited to branch and member chequing transactions.

In the case of 'either to sign', any party to the account may instruct the Credit Union to close the account at any time.

Should there be a dispute between joint account holders, the Credit Union may restrict access to the account so that all parties have authorised transactions.

Trust Accounts

You can open an account as a trust account, however:

- we are not taken to be aware of the terms of the trust; or
- we do not have to verify that any transactions you carry out on the account are authorised by the trust.

You agree to indemnify us against any claim made upon us in relation to, or arising out of that trust.

Third Party Access

You can authorise us at any time to allow another person to operate on your accounts, however, we will need to verify this person's identity before they can access your account.

An authorised person operates on all the accounts you have nominated them to have access to under the Credit Union Account and Access Facility. You are responsible for all transactions your authorised person carries out on your account. **You should ensure that the person you authorise to operate on your account is a person you trust fully.**

You may revoke the authorised person's authority at any time by giving us written notice.

Making deposits to the account

You can make deposits to the account by:

- cash or cheque at our office
- cash or cheque deposit at any National Australia Bank branch
- direct credit (eg from your employer for wages or salary)
- transfer from another account with us
- EFT transfer from another financial institution

unless otherwise indicated in the Summary of Accounts and Availability of Access Facilities brochure.

Deposits through the National Australia Bank can only be made using a specially encoded deposit book supplied by AMP Credit Union. Any deposits made will take at least 1 business day to reach your account.

Electronic deposits may not be processed on the same day. Please refer to EFT Conditions of Use: Section 7.

Direct Credit Reversal

If we receive a direct credit for you but do not receive full value for that credit, we may reverse the direct credit from any of your accounts.

Depositing cheques

You can only access the proceeds of a cheque when it has cleared. All cheques are subject to clearance times regardless of the origin of the cheque. Any cheques deposited through the National Australia Bank will be subject to additional clearance times. Some cheques (such as overseas cheques) will take longer to clear.

For full details of clearance time, please refer to our Summary of Accounts and Availability of Access Facilities brochure.

Cheques deposited to your account will be credited conditionally. If cheque deposited is refused payment by the paying bank, your account will be debited, a fee may apply and accruing interest adjusted.

We will only accept cheques for deposit to your account, in the following circumstances:

- Cheque payable to account holder
- Cheque payable to AMP Credit Union Ltd
- Cheque payable to cash

We may accept a cheque into a joint account which is made payable to one of the account holders, however we do not accept cheques into an individual account if the cheque is payable to joint payees, even if one payee has endorsed the cheque to the other.

We do not accept cheques payable to a third party which have been endorsed to the account holder.

Stale cheques

A cheque may be deemed stale and refused by the paying bank where the date of the cheque is more than:

- 15 months old when drawn on an Australian Bank
- 3 months old when drawn on an overseas bank

Withdrawing or transferring from the account

You can make withdrawals from the account:

- over the counter at our office
- by direct debit or periodical payment
- by member cheque, if your account is linked to a member cheque book
- via telephone or internet banking
- via BPAY® to make a payment to a biller
- at selected ATMs, if your account is linked to a Visa Card or Redicard
- via selected EFTPOS terminals, if your account is linked to a Visa Card or Redicard
- by fax/mail to our office

unless otherwise indicated in the Summary of Accounts and Availability of Access Facilities brochure.

In the case of EFTPOS transactions, merchants may impose restrictions on withdrawing cash.

We will require acceptable proof of your identity before processing withdrawals in person or acceptable proof of your authorisation for other types of withdrawal transactions.

Debiting transactions generally

We will debit transactions received on any one day in the order we determine in our absolute discretion.

Over the counter withdrawals

Generally, you can make over-the-counter withdrawals in cash or by buying a Credit Union corporate cheque. Please check the Summary of Accounts and Availability of Access Facilities brochure for any restrictions on withdrawals applying to certain accounts, daily cash withdrawal limits or other transaction limits.

Withdrawals using our Corporate Cheques

This is a cheque the Credit Union draws payable to the person you nominate. When you purchase a corporate cheque from us we may charge you a fee for this service: see the Schedule of Fees & Charges brochure.

If a corporate cheque is no longer required, we can arrange to refund the value of the cheque to your account when the cheque is returned to us.

If a corporate cheque is lost or stolen, you can ask us to stop payment on it. You will need to complete a form of request, giving us evidence of the loss or theft of the cheque. You will also be required to give us an indemnity – the indemnity protects us if someone else claims that you wrongfully authorised us to stop the cheque.

We cannot stop payment on our corporate cheque if you used the cheque to buy goods or services and you are not happy with them. You must seek compensation or a refund directly from the provider of the goods or services. You should contact a Government Consumer Agency if you need help.

Overdrawing an account

You must keep sufficient **cleared** funds in your account to cover your cheque, direct debit, periodical payment and EFT transactions. If you do not, we can dishonour the transaction and charge dishonour fees: see the Schedule of Fees & Charges brochure. We are not obliged to notify you of dishonoured transactions on your account.

Alternatively, we may honour the transaction and overdraw your account. We may charge you:

- interest at our current overdraft rate, calculated on the daily closing balance, or
- an honour fee, and/or
- an ongoing fee if the account remains overdrawn for an extended period

'Cleared funds' means the proceeds of cheque deposits to your account (once the cheque is cleared), cash deposits and direct credits.

Sweep Facility

A sweep is an automatic transfer of funds service available if you open a savings account in addition to your Rediaccess or Busiaccess Account. The sweep will transfer funds from a nomination account into your Rediaccess or Busiaccess to cover transactions which might otherwise overdraw your account.

You may provide us with instructions in writing when you open an account or at any other time to establish a sweep facility.

We are not obliged to transfer funds if there are insufficient funds in the nominated account.

We will endeavour to effect sweep transfers in accordance with your instructions, however the Credit Union will accept no responsibility from a failure to do so.

Account statements

We will send you account statements at least every 6 months. You can ask us for an account statement at any time. We may charge a fee for providing additional statements or copies: see the Schedule of Fees & Charges brochure.

You should check your account statement as soon as you receive it and immediately notify us of any unauthorised transactions or errors.

In the case of joint account holders, a statement will be sent to the first named account holder only.

What happens if I change my name or address?

If you change your name or address, please let us know immediately. We will require you to provide details in writing.

Dormant accounts

If no transactions are carried out on your account for at least 12 months (other than transactions initiated by the Credit Union, such as crediting interest or debiting fees and charges) we may treat your account as dormant.

Once your account becomes dormant, we may:

- charge a dormancy fee;
- stop paying interest or reduce the amount of interest;
- cancel any attached access facilities;
- close the account.

If your account remains dormant for 7 years, we have a legal obligation to remit balances exceeding \$500 to the Australian Securities and Investment Commission as unclaimed money.

Account combination

If you have more than one account with us, we may apply a deposit balance in any account to any other deposit account in the same or joint names. This may happen if one of the accounts is overdrawn or to satisfy any other debt owing to the Credit Union.

Where a duplicate membership is held with the Credit Union, we may transfer all accounts and attached access facilities of the duplicate membership to one membership number. Unless you notify us of a preferred membership number, we can determine which membership number is to be retained.

On termination of your membership, we may combine all your accounts (whether deposit or loan accounts) you have with us provided the accounts are all in the same name.

Should any of your accounts or memberships be combined, we will notify you on your next statement.

Changing fees, charges, interest rates and other information

We may change fees, charges, interest rates and other information at any time. The following table sets out how we will notify you of any change.

Type of change	Notice we must give, if the action is not in your favour	Manner of giving notice
a. increasing any fee or charge	30 days	Notice on website, newsletter or by post
b. adding a new fee or charge	30 days	Notice on website, newsletter or by post
c. changing the minimum balance to which an account keeping fee applies	30 days	Notice on website, newsletter or by post
d. changing the method by which interest is calculated	30 days	Notice on website, newsletter or by post
e. changing the frequency with which interest is credited or debited	30 days	Notice on website, newsletter or by post
f. changing the balance ranges within which interest rates apply	30 days	Notice on website, newsletter or by post
g. increasing your liability for losses in relation to EFT transactions	20 days	Notice on website, newsletter or by post
h. imposing, removing or adjusting daily or periodic limits in relation to EFT transactions [#]	20 days	Notice on website, newsletter or by post
i. changing interest rates (other than interest rates linked to money market rates or some external reference rate)	day of change	Notice on website, newsletter or by post
j. changing any other term or condition	day of change	Notice on website, newsletter or by post

[#]Note: If you do not want your daily limit on transactions via BPAY[®], Internet Banking, Visa Card or Redicard to be increased, you must notify us before the effective date of the change.

Closing Accounts and Cancelling Access Facilities

You can close your Credit Union Account and Access Facility at any time however, you will have to surrender your member cheque book and any access card at the time. We may defer closure and withhold sufficient funds to cover payment of outstanding cheque, Visa, EFT transactions and fees, if applicable.

You will be responsible for any transactions that have been authorised by you prior to the account closure, such as regular Visa debits. You will be required to cancel any such debits directly with the supplier.

You can cancel any access facility on request at any time however, for direct debit:

- you can contact us to cancel any direct debit authority you have given to a biller, however, you must also contact the biller urgently to confirm the cancellation;
- you must give us 3 business days notice to cancel any direct debit authority you give us.

We can close any Account and Access Facility without any notice to you if :

- your account has a nil or debit balance and there have been no transactions (except for fees, charges and interest) on the account for more than 2 months,
- the conduct of your account is considered unsatisfactory,
- you breach these Conditions of Use,
- we believe security has been compromised,
- any other reason the Credit Union considers appropriate

Where the Credit Union exercises its right to close an account and a credit balance exists, we will credit the funds to another account in your name held with the Credit Union or forward a cheque to your last known address.

Notices and Electronic Communication

We may send you notices and statements by:

- post, to a mailing address you nominate;
- by email (when this service becomes available)

We will only use email if the law permits and you have nominated an electronic address for this purpose.

If you agree, we may, instead of sending you a notice or statement, post notices or statements to our internet banking site (when available) for you to retrieve. However, we have to tell you promptly, via email, that the information is available for you to retrieve.

You can vary your nominated email address at any time or cancel arrangements to receive notices or statements by email or by retrieval from our website.

Anti-Money Laundering

If the Credit Union has reason to believe that opening or operation of an account may breach any law in Australia or any other country, we have the right to refuse, suspend or close any account and/or access facility.

You agree to provide any information reasonably requested by the Credit Union at any time to comply with any law in Australia or any other country, and agree that we may disclose this information when required by law.

You declare and undertake to the Credit Union that the payment of monies in accordance with your instructions will not breach any laws in Australia or any other country.

COMPLAINTS

We have a dispute resolution system to deal with any complaints you may have in relation to our accounts and access facilities, or transactions on the account. Our dispute resolution policy requires us to deal with any complaint efficiently and sympathetically. If you are not satisfied with the way in which we resolve your complaint, or if we do not respond, you may refer the complaint to our external dispute resolution centre.

If you want to make a complaint, contact our staff at any branch and tell them that you want to make a complaint. Our staff have a duty to deal with your complaint under our dispute resolution policy. Our staff must also advise you about our complaint handling process and the timetable for handling your complaint. We also have an easy to read guide to our dispute resolution system available to you on request.

MEMBER CHEQUING

Member Chequing

Member chequing is a facility which allows you to make payments by cheque. Under our member chequing facility, we issue you with a cheque book and authorise you to draw cheques on our account at the National Australia Bank. We will debit your account for the value of cheques you draw.

If you have insufficient funds in your nominated account we may instruct the National Australia Bank to dishonour your cheque. However, we have a discretion to allow the cheque to be paid and to overdraw your account for this purpose. If you overdraw your account, we may charge you interest and fees. Please refer to the section Overdrawing an account.

We may not give you access to member chequing if your banking history with the Credit Union is not satisfactory, or if you are under 18.

Cheque security

Crossing a cheque, 'not negotiable' or 'account payee only'

If you cross a cheque, it is a direction to us to pay the cheque into an account at a bank or other financial institution. A crossing does not actually prevent the cheque being negotiated or transferred to a third party before presentation to a financial institution for payment.

Example of 'not negotiable' crossing:

XYZ CREDIT UNION LIMITED	
not negotiable	Date: / /
Pay Fred Smith	-----or bearer
The sum of <i>Three hundred dollars Only</i>	---- \$300.00
	Signature

Crossing a cheque means drawing 2 lines clearly across the face of the cheque as shown above.

When you cross a cheque or add the words 'not negotiable' between the crossing you may be able to protect yourself, but not always, against theft or fraud. This crossing sometimes serves as a warning to the collecting financial institution, if there are other special circumstances, that it should inquire if its customer has good title to the cheque.

Example of 'account payee' crossing:

XYZ CREDIT UNION LIMITED	
account payee	Date: / /
Pay <i>Fred Smith</i> -----only-----	or bearer
The sum of <i>Three hundred dollars Only</i> ----	\$300.00
	Signature

When you add the words 'account payee only' between these lines you are saying that only the named person can collect the proceeds of the cheque. These words may give you better protection against theft or fraud. It would be prudent for the collecting financial institution to make inquiries of the customer paying the cheque in, if the customer is not the payee of the cheque.

Deleting 'or bearer' on the cheque

Your pre-printed cheque forms have the words 'or bearer' after the space where you write the name of the person to whom you are paying the cheque. The cheque is a 'bearer' cheque. If you cross out the words 'or bearer' and do not add the words 'or order', the cheque is still a bearer cheque. You can give yourself more protection against theft or fraud by crossing out the words 'or bearer' and adding the words 'or order'.

How do I stop payment on a cheque?

You can stop payment on a cheque by completing a stop payment form, giving us all the details of the cheque. You must, of course, do this before your Credit Union has paid the cheque.

What do I do to reduce the risk of forgery?

When filling in a cheque:

- start the name of the person to whom you are paying the cheque as close as possible to the word 'Pay';
- draw a line from the end of the person's name to the beginning of the printed words 'or bearer';
- start the amount in words with a capital letter as close as possible to the words 'The sum of' and do not leave blank spaces large enough for any other words to be inserted; also add the word 'only' after the amount in words;
- draw a line from the end of the amount in words to the printed '\$';
- start the amount in numbers close after the printed '\$' and avoid any spaces between the numbers;
- always add a stop '.' or dash '-' to show where the dollars end and the cents begin and, if there are no cents, always write '.00' or '-00' to prevent insertion of more numbers to the dollar figure.

Example:

XYZ CREDIT UNION LIMITED
Pay <i>Fred Smith</i> -----or bearer
The sum of <i>Three hundred dollars Only</i> --- \$300.00
Signature

When can we dishonour or not pay on your cheque?

We can dishonour your cheque if:

- you have insufficient funds or available credit in your account to cover the cheque;
- the cheque has not been completed correctly eg. amount in words and figures differ, no authorising signature, cheque not dated, alterations are not initialled etc;
- you have post-dated your cheque and it is presented for payment before the date on the cheque;
- the cheque is 'stale', that is, the date of the cheque is more than 15 months ago; or
- we have notice of your death or mental incapacity.

DIRECT DEBITS AND PERIODICAL PAYMENTS

Direct Debits

You can authorise a participating biller to debit amounts from your account, as and when you owe those amounts to the biller. The biller will provide you with a Direct Debit Request (DDR) Service Agreement for you to complete and sign to provide them with this authority.

To cancel the DDR Service Agreement, you can contact either the biller or us. If you contact us we will promptly process your written instruction to cancel the biller's authority however, you must also contact the biller as a matter of urgency to confirm the cancellation.

If you have arranged for Direct Debits to occur on your account using your Visa Card, you will be responsible for any debits processed using that card, even after the card or the account has been closed. You must contact any suppliers directly to ensure that these debits have been cancelled.

If you believe a direct debit initiated by a biller is wrong you should contact the biller to resolve the issue. Alternatively, you may contact us. If you give us the information we require we will forward your claim to the biller however, we are not liable to compensate you for your biller's error.

You must give us at least 3 business days notice in writing to stop any direct debit you have authorised.

We can cancel your direct debit facility, in our absolute discretion, if any 3 direct debit instructions are dishonoured. If we do this, billers will not be able to initiate a direct debit from your account under their DDR Service Agreement. Under the terms of their DDR Service Agreement, the biller may charge you a fee for each dishonour of their direct debit request.

Periodical Payments

A periodical payment is an automatic transfer of funds from your account to a specified recipient account with the Credit Union or another financial institution on a regular basis.

Periodical payments can be established through Internet Banking, or by contacting us and completing a periodical payment form.

If your periodical payment falls on a non business day, we may process your authority on the business day immediately preceding or succeeding the due date.

If there are insufficient funds held in your account to cover a periodical payment on two occasions, the Credit Union may cancel the authority.

We do not have to advise you if a periodical payment is not made or an authority is cancelled by us.

A periodical payment authority can be cancelled by the same means by which it was established, that is through Internet Banking or in writing to the Credit Union. Please ensure that at least 3 business days prior notice is given for cancellation requests.

TERM DEPOSITS

To establish a term deposit you must complete an application form, which is available on our website or from our office.

Deposit Restrictions

You may only increase the value of your term deposits on maturity.

We have the right to refuse to accept any deposit and may set maximum and minimum amounts for deposits and terms.

Interest

The interest rate on your term deposit is fixed for the term of your investment. If we quote you a rate for a term deposit the rate may differ if the deposit is not made on the same day.

Interest will be calculated on closing daily balances. The daily interest rate is the relevant annual rate divided by the number of whole days in the year.

We will not change the method of interest calculation during the term of the deposit.

Withdrawal Restrictions

You acknowledge that any term deposit is lodged on the understanding that it is unavailable for withdrawal before the maturity date.

In special circumstances, we may permit you to withdraw all or part of the funds lodged prior to the maturity date, however we may impose an interest penalty and/or fee for early withdrawal. For more information, please refer to the Summary of Account and Availability of Access Facility brochure.

In the case of partial redemptions, the amount remaining will continue to earn the interest rate originally agreed until the date of maturity. If the amount remaining is less than the minimum allowed for that type of term deposit, the whole balance must be redeemed and penalty interest will apply.

No interest penalty shall apply where the term deposit is released early due to the death of a depositor.

Maturity

If you do not contact us, we will automatically reinvest your funds for the same term as the previous term deposit at the current rate of interest applicable. If the same term is not available, we will reinvest your deposit for the closest term. We will accept your instructions up to 7 days after the maturity date.

EFT ACCESS FACILITIES AND EFT CONDITIONS OF USE

SECTION 1. INTRODUCTION AND DESCRIPTION OF EFT ACCESS FACILITIES

Our EFT access facilities are:

- Redicard
- Visa Card
- BPAY[®]
- Internet Banking
- Telephone Banking

You can access an account using any of the EFT access facilities applicable to the account. Please refer to:

- the Interest Rate Schedule and Availability of Access Facilities brochure for the EFT access facilities available for each account type;
- the Schedule of Fees & Charges brochure for fees and charges in relation to EFT access facilities and transactions.

The EFT Conditions of Use govern all EFT transactions made using any one of our EFT access facilities, listed above.

Redicard

Redicard allows you to access your account at an ATM or EFTPOS terminal in Australia displaying the Redicard logo. We will provide you with a PIN to use with your Redicard.

Redicard allows you to:

- check your account balances (at participating ATMs),
- withdraw cash from your account,
- make purchases at retailers,
- transfer money between accounts (at participating ATMs),
- deposit cash or cheques into your account (at limited participating ATMs)

We may choose not to give you a Redicard if you are under 16.

VISA Card

Visa Card allows you to withdraw cash from any ATMs and make purchases at any retailer, displaying the Visa Card logo, anywhere in the world. We will provide you with a PIN to use with your Visa Card.

Visa Card also allows you to:

- check your account balances (at participating ATMs),
- withdraw cash from your account,
- make purchases at retailers, over the phone and on the internet,
- transfer money between accounts (at participating ATMs),
- deposit cash or cheques into your account (at limited participating ATMs)

We may choose not to give you a Visa Card if your banking history with the Credit Union is not satisfactory, or if you are under 18.

If a Visa Card transaction:

- was unauthorised,
- was for goods or services and the merchant did not deliver them, or
- was for goods and services which did not match the description provided by the merchant

then you can ask us to 'chargeback' the transaction, by reversing the payment to the merchant's financial institution. However, we can only do a chargeback if you inform us of the disputed transaction within the timeframe determined by Visa.

Currently the shortest cut-off time for notifying of chargeback circumstances is 45 days after the transaction, although longer periods may apply in particular circumstances. In some circumstances where the Electronic Funds Transfer Code of Conduct applies the time limits may not apply.

You are not able to reverse a transaction authenticated using Verified by Visa unless we are liable as provided in the EFT Conditions of Use.

You should inform us as soon as possible if you become aware of circumstances which might entitle you to a chargeback and let us have the cardholder's copy of the VISA transaction receipt in question.

BPAY[®]

BPAY[®] allows you to pay bills bearing the BPAY[®] logo, through either telephone or internet banking.

Telephone and Internet Banking

Telephone and internet banking gives you remote access to your account that allows you to obtain information about your account, to transfer money between accounts, to make BPAY[®] payments and to transfer money to accounts at other financial institutions.

Important Information You Need To Know Before Using Any EFT Access Facility

Before you use any EFT Access Facility you should:

- familiarise yourself with your obligations to keep your access card, PINs, secret codes and passwords secure;
- familiarise yourself with the steps you have to take to report loss or theft of your Redicard or Visa Card or to report unauthorised use of your Redicard or Visa Card, BPAY[®] or telephone or internet banking;
- check your statements regularly for any unauthorised use.
- ALWAYS access the telephone banking or internet banking service only using the OFFICIAL phone numbers and URL addresses contained in the *How to Contact Us* section.
- ALWAYS REJECT any request to provide or to confirm details of your PIN, secret code, password or Visa authentication code. We will NEVER ask you to provide us with these details.

If you fail to ensure the security of your access card, PIN, secret code or passwords, you may increase your liability for unauthorised transaction.

SECTION 2. DEFINITIONS

In these EFT Conditions of Use:

- (a) **“access method”** means a method we authorise for you to use as evidence of your authority to make an EFT transaction or to access information about your account, that does not require a manual signature, and includes, but is not limited to:
 - in the case of internet banking or telephone banking – any combination of your Visa Card and PIN, your membership number, secret code or password and PIN;
 - in the case of BPAY[®] - any combination of your Visa Card and PIN, your account number, secret code or password;
 - in the case of your Visa Card or Redicard and PIN used at an EFT terminal;
- (b) **“BPAY[®]”** means the electronic payment scheme called BPAY[®] operated in co-operation between Australian financial institutions, which enables you to effect bill payments to billers who participate in BPAY[®], either via telephone or internet access or any other access method as approved by us from time to time;
- (c) **“business day”** means any day on which we are open for business;

- (d) **“EFT terminal”** means the electronic equipment, electronic system, communications system or software that we, our agents or any third party control or provide for use with a Visa Card or Redicard and PIN to conduct an EFT transaction, for example, an automatic teller machine (ATM) or point of sale terminal (EFTPOS);
- (e) **“EFT transaction”** means an electronic funds transfer to or from your account using an access method and includes transactions carried out by means of:
 - Redicard
 - Visa Card
 - BPAY[®]
 - Internet Banking
 - Telephone Banking
- (f) **“home banking system”** means our system for providing internet banking or telephone banking;
- (g) **“internet banking”** means a service we provide from time to time through our internet site which enables you to electronically receive information from us about, or to give us instructions concerning, your accounts which we then act on;
- (h) **“internet site”** means our site at www.ampcu.com.au
- (i) **“telephone banking”** means a service we offer from time to time through a telephone communication network which enables you to electronically receive information from us about, or to give us instructions concerning, your accounts which we then act on;
- (j) **“we”, “us” or “our”** means AMP Credit Union Ltd;
- (k) **“you”** means:
 - the person or persons in whose name the AMP Credit Union Account and Access Facility is held;
 - any third party you nominate to operate on the AMP Credit Union Account and Access Facility; and
 - any person you authorise us to issue a Visa Card or Redicard to.

SECTION 3. SECURITY OF CARDS, PINS, SECRET CODES & PASSWORDS

1. The security of your access cards, PINs, secret codes and passwords is very important because they give unrestricted access to your account. You must take every effort to protect the card, PIN, secret code or password from theft, loss or unauthorised use, to help to prevent fraudulent or unauthorised use of the access method.
 - You must not tell or show the PIN, secret code or password to another person.
 - You must take care to prevent another person, including your family and friends, from seeing you enter your PIN, secret code or password.
 - You must not select a PIN, secret code or password that represents your birth date or a recognisable part of your name. If you do use an obvious PIN, such as a name or date, you may be liable for any losses which occur as a result of unauthorised use of the PIN, secret code or password before you notify us that the PIN,

secret code or password has been misused or has become known to someone else.

- You must not record the PIN, secret code or password on any other part of your access method or keep a record of the PIN, secret code or password on anything which is kept with or near any other part of your access method unless reasonable steps have been taken to carefully disguise the PIN, secret code or password or to prevent unauthorised access to that record.
- You must not act with extreme carelessness in failing to protect the security of the PIN, secret code or password.

SECTION 4. HOW TO REPORT LOSS, THEFT OR UNAUTHORISED USE OF YOUR VISA CARD OR REDICARD OR PIN

1. If you believe your Visa Card or Redicard has been misused, lost or stolen or the PIN has become known to someone else, you must immediately contact us during business hours or the Visa Card or Redicard HOTLINE at any time.

Please refer to How to Contact Us for our contact details.

- You must provide the following information when notifying us or the VISA Card or Redicard HOTLINE:
 - (a) the Visa Card or Redicard number;
 - (b) the name of your Credit Union; and
 - (c) any other personal information you are asked to provide to assist in identifying you and the Visa Card or Redicard.
 - We will acknowledge your notification by giving you a reference number that verifies the date and time you contacted us. Please retain this reference number.
 - After contacting the Visa Card or Redicard HOTLINE, you should confirm the loss or theft as soon as possible at our office.
 - The Visa Card or Redicard HOTLINE is available 24 hours a day, 7 days a week.
 - If the Visa Card or Redicard HOTLINE is not operating when you attempt notification, nevertheless, you must report the loss, theft or unauthorised use to us as soon as possible during business hours. We will be liable for any losses arising because the Visa Card or Redicard HOTLINE is not operating at the time of attempted notification, provided you report the loss, theft or unauthorised use to us as soon as possible during business hours.

SECTION 5. HOW TO REPORT UNAUTHORISED USE OF TELEPHONE OR INTERNET BANKING

1. If you believe that your access method used for BPAY[®] or home banking transactions, or any part of your access method, has been misused, lost or stolen, or, where relevant, your PIN, secret code or password has become known to someone else, you must contact us immediately.

Please refer to How to Contact Us for our contact details.

If you believe an unauthorised EFT transaction has been made via BPAY[®] or home banking and your access method uses a PIN, secret code or password, you should change that PIN, secret code or password.

SECTION 6. EFT TRANSACTION LIMITS

1. We limit the amount of EFT transactions you may make on any one day or other period, either generally or in relation to a particular access method. These transaction limits are set out in the Interest Rate Schedule and Availability of Access Facilities brochure.

Please note that merchants, billers or other financial institutions may impose additional restrictions on the amount of funds that you can withdraw, pay or transfer.

- We may also require you to apply for new transaction limits if you change any password or secret code in an access method. We will require you to provide proof of identity that satisfies us. We may reduce transaction limits to zero for security reasons.

SECTION 7. PROCESSING EFT TRANSACTIONS

1. We will debit the value of all withdrawal EFT transactions and credit the value of all deposit EFT transactions to or from your account in accordance with your instructions when the appropriate access method is used.
 - If you close your account before an EFT transaction debit is processed, you will remain liable for any dishonour fees incurred in respect of that EFT transaction.
 - Transactions will not necessarily be processed to your account on the same day.
 - You acknowledge and agree that:
 - (a) we have the right to deny authorisation for any EFT transaction for any reasons; and
 - (b) we will not be liable to you or any other person for any loss or damage which you or such other person may suffer as a result of our refusal.

SECTION 8. USING TELEPHONE BANKING AND INTERNET BANKING

1. We will tell you from time to time:
 - (a) what services are available using telephone banking or internet banking;
 - (b) which of your accounts you can access using telephone banking or internet banking.
 - We cannot effect your telephone banking or internet banking instructions if you do not give us all the specified information or if you give us inaccurate information.
 - If you instruct us to make more than one payment from your account, we will determine the order of making the payments.
 - We do not warrant that:
 - (c) the information available to you about your accounts through our home banking service is always up to date;
 - (d) you will have 24 hours a day, 7 days per week, access to telephone banking or internet banking.
 - (e) data you transmit via telephone banking or internet banking is totally secure.
 - After you have finished accessing your account using:
 - (f) telephone banking, you must ensure that you end the telephone call to our telephone banking service;
 - (g) internet banking, you must ensure that you log off from our internet banking service.

SECTION 9. USING BPAY[®]

1. You can use BPAY[®] to pay bills bearing the BPAY[®] logo from those accounts that have the BPAY[®] facility.
 - When you tell us to make a BPAY[®] payment you must tell us the biller's code number (found on your bill), your Customer Reference Number (eg. your account number with the biller), the amount to be paid and the account from which the amount is to be paid.
 - We cannot effect your BPAY[®] instructions if you do not give us all the specified information or if you give us inaccurate information.
 - You acknowledge that the receipt by a biller of a mistaken or erroneous payment does not, or will not, constitute under any circumstances part or whole satisfaction of any underlying debt owed between you and that biller.

SECTION 10. PROCESSING BPAY[®] PAYMENTS

1. We will attempt to make sure that your BPAY[®] payments are processed promptly by participants in BPAY[®], and you must tell us promptly if:

- (a) you become aware of any delays or mistakes in processing your BPAY[®] payment;
- (b) you did not authorise a BPAY[®] payment that has been made from your account; or
- (c) you think that you have been fraudulently induced to make a BPAY[®] payment.

Please keep a record of the BPAY[®] receipt numbers on the relevant bills.

- A BPAY[®] payment instruction is irrevocable.
- Except for future-dated payments you cannot stop a BPAY[®] payment once you have instructed us to make it and we cannot reverse it.
- We will treat your BPAY[®] payment instruction as valid if, when you give it to us, you use the correct access method.
- You should notify us immediately if you think that you have made a mistake (except for a mistake as to the amount you meant to pay - for these errors see Section 10.□) when making a BPAY[®] payment or if you did not authorise a BPAY[®] payment that has been made from your account.

Please note that you must provide us with written consent addressed to the biller who received that BPAY[®] payment. If you do not give us that consent, the biller may not be permitted under law to disclose to us the information we need to investigate or rectify that BPAY[®] payment.

- A BPAY[®] payment is treated as received by the biller to whom it is directed:
- (d) on the date you direct us to make it, if we receive your direction by the cut off time on a banking business day, that is, a day in Sydney or Melbourne when banks can effect settlements through the Reserve Bank of Australia; and
- (e) otherwise, on the next banking business day after you direct us to make it.

Please note that the BPAY[®] payment may take longer to be credited to a biller if you tell us to make it on a Saturday, Sunday or a public holiday or if another participant in BPAY[®] does not process a BPAY[®] payment as soon as they receive its details.

- Notwithstanding this, a delay may occur processing a BPAY[®] payment if:
- (f) there is a public or bank holiday on the day after you instruct us to make the BPAY[®] payment;
- (g) you tell us to make a BPAY[®] payment on a day which is not a banking business day or after the cut off time on a banking business day; or
- (h) a biller, or another financial institution participating in BPAY[®], does not comply with its BPAY[®] obligations.
 - If we are advised that your payment cannot be processed by a biller, we will:
- (i) advise you of this;

- (j) credit your account with the amount of the BPAY[®] payment; and
- (k) take all reasonable steps to assist you in making the BPAY[®] payment as quickly as possible.
 - You must be careful to ensure you tell us the correct amount you wish to pay. If you make a BPAY[®] payment and later discover that:
 - (l) the amount you paid was greater than the amount you needed to pay - you must contact the biller to obtain a refund of the excess; or
 - (m) the amount you paid was less than the amount you needed to pay - you can make another BPAY[®] payment for the difference between the amount you actually paid and the amount you needed to pay.
 - If you are responsible for a mistaken BPAY[®] payment and we cannot recover the amount from the person who received it within 20 banking business days of us attempting to do so, you will be liable for that payment.

SECTION 11. FUTURE-DATED BPAY[®] PAYMENTS

1. You may arrange BPAY[®] payments up to 60 days in advance of the time for payment. If you use this option you should be aware of the following:
 - (a) You are responsible for maintaining, in the account to be drawn on, sufficient cleared funds to cover all future-dated BPAY[®] payments (and any other drawings) on the day(s) you have nominated for payment or, if the account is a credit facility, there must be sufficient available credit for that purpose.
 - (b) If there are insufficient cleared funds or, as relevant, insufficient available credit, the BPAY[®] payment will not be made and you may be charged a dishonour fee.
 - (c) You are responsible for checking your account transaction details or account statement to ensure the future-dated payment is made correctly.
 - (d) You should contact us if there are any problems with your future-dated payment.
 - (e) You must contact us if you wish to cancel a future-dated payment after you have given the direction but before the date for payment. You cannot stop the BPAY[®] payment on or after that date.

SECTION 12. CONSEQUENTIAL DAMAGE FOR BPAY® PAYMENTS

1. This clause does not apply to the extent that it is inconsistent with or contrary to any applicable law or code of practice to which we have subscribed. If those laws would make this clause illegal, void or unenforceable or impose an obligation or liability which is prohibited by those laws or that code, this clause is to be read as if it were varied to the extent necessary to comply with those laws or that code or, if necessary, omitted.
 - We are not liable for any consequential loss or damage you suffer as a result of using BPAY®, other than loss due to our negligence or in relation to any breach of a condition or warranty implied by the law of contracts for the supply of goods and services which may not be excluded, restricted or modified at all, or only to a limited extent.

SECTION 13. USING VISA CARD OR REDICARD

1. You agree to sign the Visa Card or Redicard immediately upon receiving it and before using it as a means of preventing fraudulent or unauthorised use of the Visa Card or Redicard. You must ensure that any other cardholder you authorise also signs their Visa Card or Redicard immediately upon receiving it and before using it.
 - We will advise you from time to time:
 - (a) what EFT transactions may be performed using the Visa Card or Redicard;
 - (b) what EFT terminals of other financial institutions may be used; and
 - (c) what the daily cash withdrawal limits are.

Please refer to Interest Rate Schedule and Availability of Access Facilities brochure for details of current transaction limits. Also note Section 6 on page 28 that sets out how we can vary daily withdrawal limits from time to time.

- You may only use your Visa Card or Redicard to perform transactions on those accounts we permit. We will advise you of the accounts which you may use your Visa Card or Redicard to access.
- The Visa Card or Redicard always remains our property.

SECTION 14. USING VISA CARD OUTSIDE AUSTRALIA

1. Use of the VISA Card outside Australia must comply with any exchange control requirements.
 - You agree to reimburse us for any costs, fees or charges of any nature arising out of a failure to comply with any exchange control requirements.
 - All transactions made overseas on the VISA Card will be converted into Australian currency by VISA

International, and calculated at a wholesale market rate selected by VISA from within a range of wholesale rates or the government mandated rate that is in effect one day prior to the Central Processing Date (that is, the date on which VISA processes the transaction).

- All transactions made overseas on the VISA Card are subject to a conversion fee payable to CUSCAL, the principal member of VISA International under which your Credit Union can provide you with the VISA card. Please refer to the *Fees & Charges and Transaction Limits* brochure for the current conversion fee.
- Some overseas merchants and EFT terminals charge a surcharge for making an EFT transaction using your VISA card. Once you have confirmed that transaction you will not be able to dispute the surcharge. The surcharge may appear on your statement as part of the purchase price.
- Before travelling overseas, you should obtain the VISA international card HOTLINE number for your country of destination from us.

SECTION 15. ADDITIONAL VISA CARD OR REDICARD

1. You may authorise us, if we agree, to issue an additional Visa Card or Redicard to an additional cardholder provided this person is over the age of 18.
 - You will be liable for all transactions carried out by this cardholder.
 - We will give each additional cardholder a separate PIN.
 - You must ensure that any additional cardholders protect their Visa Card or Redicard and PIN in the same way as these EFT Conditions of Use require you to protect your Visa Card or Redicard and PIN.
 - To cancel the additional Visa Card or Redicard you must notify us in writing. However, this cancellation may not be effective until the additional Visa Card or Redicard is returned to us or you have taken all reasonable steps to have the additional Visa Card or Redicard returned to us.
 - You will not be liable for the continued use of the additional Visa Card or Redicard from the date that you have:
 - (a) notified us that you want it cancelled; and
 - (b) taken all reasonable steps to have the additional Visa Card or Redicard returned to us.

Please note that if you are unable to return the additional Visa Card or Redicard to us, we may require you to make a written statement describing the steps you have taken to return the card.

SECTION 16. USING VISA CARD OR REDICARD TO MAKE DEPOSITS AT EFT TERMINALS

1. This Section only applies to deposits made at EFT terminals using your Visa Card or Redicard.
 - Any deposit you make at an EFT terminal will not be available for you to draw against until your deposit has been verified by the EFT terminal and accepted by us.
 - Cheques will not be available to draw against until cleared.
 - Your deposit is accepted once we have certified it in the following way:
 - (a) your deposit envelope will be opened in the presence of any two persons we authorise;
 - (b) should the amount you record differ from the amount counted in the envelope, we may correct your record to the amount counted;
 - (c) our count is conclusive in the absence of manifest error or fraud;
 - (d) we will notify you of any correction.
 - If the amount recorded by the EFT terminal as having been deposited should differ from the amount counted in the envelope by us, we will notify you of the difference as soon as possible and will advise you of the actual amount which has been credited to your account.
 - We are responsible for the security of your deposit after you have completed the transaction at the EFT terminal (subject to our verification of the amount you deposit).

SECTION 17. USE AFTER CANCELLATION OR EXPIRY OF THE VISA CARD OR REDICARD

1. You must not use your Visa Card or Redicard:
 - (a) before the valid date or after the expiration date shown on the face of the Visa Card or Redicard; or
 - (b) after the Visa Card or Redicard has been cancelled.
 - You will continue to be liable to reimburse us for any indebtedness incurred through such use whether or not you have closed your account.

SECTION 18. EXCLUSIONS OF VISA CARD OR REDICARD WARRANTIES AND REPRESENTATIONS

1. We do not warrant that merchants or EFT terminals displaying Visa Card or Redicard signs or promotional material will accept the Visa Card or Redicard.
 - We do not accept any responsibility should a merchant, bank or other institution displaying Visa Card or Redicard signs or promotional material, refuse to accept or honour the Visa Card or Redicard.

- We are not responsible for any defects in the goods and services you acquire through the use of the VISA Card. You acknowledge and accept that all complaints about these goods and services must be addressed to the supplier or merchant of those goods and services.

SECTION 19. YOUR LIABILITY FOR EFT TRANSACTIONS

1. You are liable for all losses caused by any unauthorised EFT transactions unless any of the circumstances specified in this Section apply.
 - You are not liable for losses caused by unauthorised EFT transactions:
 - (a) where it is clear that you have not contributed to the loss;
 - that are caused by the fraudulent or negligent conduct of employees or agents of:
 - us;
 - any organisation involved in the provision of the EFT system or BPAY[®];
 - in the case of Visa Card or Redicard - any merchant; or
 - in the case of BPAY[®] - any biller;
 - (b) relating to a forged, faulty, expired or cancelled access method or any part of the access method;
 - (c) that are caused by the same EFT transaction being incorrectly debited more than once to the same account;
 - (d) resulting from unauthorised use of your access method or any part of your access method:
 - before you receive all parts of your access method necessary for that unauthorised EFT transaction;
 - after you notify us in accordance with Section 4 or Section 5 that your access method or any part of your access method has been misused, lost or stolen or used without your authorisation, or, where relevant, that the security of your PIN, secret code or password has been breached.
 - You will be liable for any loss of funds arising from unauthorised EFT transactions if the loss occurs before you notify us that your access method or any part of your access method has been misused, lost or stolen or used without your authorisation, or, where relevant, the PIN, secret code or password has become known to someone else, and if we prove, on the balance of probabilities, that you contributed to the loss through:
 - (e) your fraud or, where relevant, your failure to keep the PIN, secret code or password secure in accordance with Section 3; or
 - (f) unreasonably delaying in notifying us of the misuse, loss, theft or unauthorised use of the access method or any part of your access method or, where relevant, of the PIN, secret code or password becoming known

to someone else, and the loss occurs between the time you did, or reasonably should have, become aware of these matters and the time of notification to us.

However, you will not be liable for:

- (g) the portion of the loss that exceeds any applicable daily or periodic transaction limits;
- (h) the portion of the loss on your account which exceeds the balance of your account (including any prearranged credit); or
- (i) all losses incurred on any account which you had not agreed with us could be accessed using the access method.
 - Where a PIN, secret code or password is required to perform the unauthorised EFT transaction and Section 19 does not apply, your liability for any loss of funds arising from an unauthorised EFT transaction, if the loss occurs before you notify us that your access method or any part of your access method has been misused, lost, stolen or used without your authorisation, is the lesser of:
 - (j) \$150;
 - (k) the balance of your account, including any prearranged credit; or
 - (l) the actual loss at the time you notify us that your access method or any part of your access method has been misused, lost, stolen or used without your authorisation, or, where relevant, of the PIN, secret code or password becoming known to someone else (except that portion of the loss that exceeds any daily or periodic transaction limits applicable to the use of your access method or your account).
 - You indemnify us against any loss or damage we may suffer due to any claim, demand or action of any kind brought against us arising directly or indirectly because you did not observe any of your obligations under these EFT Conditions of Use or acted negligently or fraudulently under these EFT Conditions of Use.
 - In the case of BPAY[®], if you notify us that a BPAY[®] payment made from your account is unauthorised, you must provide us with a written consent addressed to the biller who received that BPAY[®] payment allowing us to obtain information about your account with that biller as is reasonably required to investigate the payment. If you do not give us that consent, the biller may not be permitted under law to disclose to us the information we need to investigate or rectify that BPAY[®] payment.
 - Notwithstanding any of the above provisions your liability will not exceed your liability under the Electronic Funds Transfer Code of Conduct, where the code applies.

- If, in cases not involving EFT Transactions, the VISA Card or PIN are used without authority, you are liable for that use before notification to your Credit Union or the VISA Card Hotline of the unauthorised use, up to your current daily withdrawal limit.

SECTION 20. MALFUNCTION

1. You will not be responsible for any loss you suffer because the home banking system, BPAY[®], or an EFT terminal accepted your instructions but failed to complete an EFT transaction.
 - In the event that there is a breakdown or interruption to our home banking system or any BPAY[®] system, or malfunction to an EFT terminal, and you should have been aware that it was unavailable for use or malfunctioning, we will only be responsible for correcting errors in your account and refunding any fees or charges imposed on you as a result.

SECTION 21. CANCELLATION OF VISA CARD OR REDICARD OR OF ACCESS TO HOME BANKING SERVICE OR BPAY[®]

1. You may cancel your Visa Card or Redicard, your access to telephone banking, internet banking or BPAY[®] at any time by giving us written notice.
 - We may immediately cancel or suspend your Visa Card or Redicard or your access to telephone banking, internet banking or BPAY[®] at any time for security reasons or if you breach these EFT Conditions of Use. In the case of Visa Card or Redicard, we may cancel the Visa Card or Redicard by capture of the Visa Card or Redicard at any EFT terminal.
 - We may cancel your Visa Card or Redicard or your access to telephone banking, internet banking or BPAY[®] for any reason by giving you 30 days notice. The notice does not have to specify the reasons for cancellation.
 - In the case of Visa Card or Redicard, you will be liable for any transactions you make using your Visa Card or Redicard before the Visa Card or Redicard is cancelled but which are not posted to your account until after cancellation of the Visa Card or Redicard.
 - In the case of telephone banking, internet banking or BPAY[®], if, despite the cancellation of your access to telephone banking, internet banking or BPAY[®], you carry out an EFT transaction using the relevant access method, you will remain liable for that EFT transaction.
 - Your Visa Card or Redicard or your access to telephone banking, internet banking or BPAY[®] will be terminated when:

- (a) we notify you that we have cancelled your Visa Card or Redicard or your access method to the account with us;
- (b) you close the last of your accounts with us to which the Visa Card or Redicard applies or which has telephone banking, internet banking or BPAY[®] access;
- (c) you cease to be our member; or
- (d) you alter the authorities governing the use of your account or accounts to which the Visa Card or Redicard applies or which has telephone banking, internet banking or BPAY[®] access (unless we agree otherwise).
 - In the case of Visa Card or Redicard, we may demand the return or destruction of any cancelled Visa Card or Redicard.