

Dnister Ukrainian Credit Co-operative Limited

Financial Service Guide (FSG)  
Product Disclosure Statement (PDS)

Dated: 18 June 2024

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# Financial Service Guide

18 June 2024

Dnister Ukrainian Credit Co-operative Limited

ABN 59 087 651 394

## Overview

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This FSG is designed to assist you to decide whether to use any of the products or services offered by Dnister Ukrainian Credit Co-operative Limited (“DNISTER”). It provides an understanding of what to expect from your relationship with DNISTER.

This guide contains information about:

- **Our services and products** - outlining the kinds of services and products we are authorised to provide under its Australian Financial Services Licence (AFSL) as well as other services and products offered. All products have a separate document describing their features and target markets (referred to as Target Market Determinations (TMD)). These documents are available on our website.
- **Remuneration received by us** - It outlines the remuneration DNISTER and its staff receive in connection with the financial services provided.
- **Our Complaints Process** - It describes how we deal with any complaints you may have about our services or products as well as providing key contact details to communicate a complaint.

You will typically receive an FSG before we provide you with a financial service, advice (we only provide general advice) or sell you a financial product.

## Privacy

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We are committed to compliance with the Australian Privacy Principles and the Privacy Act 1988 and have made our Privacy & Credit Reporting Policy available on our website at [www.dnister.com.au](http://www.dnister.com.au), and in our branches.

We collect personal information whenever a person applies for membership, opens an account or establishes a product or service.

The failure to provide personal information may mean that we are unable to process the application or provide the required product or service. Accordingly, you agree to our disclosing of such personal information relating to you as is necessary to the respective service providers to facilitate

the provision of the various products and services you require.

We may use the information we obtain to keep all Members informed about its products and services.

We will not disclose the personal information we obtain except for a purpose that you as a Member reasonably expects, a purpose required or authorised by law or a purpose disclosed to or authorised by the you as a Member.



## Contact Details

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### Head Office

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912 Mt. Alexander Road  
Essendon VIC 3040

PO Box 569  
Essendon VIC 3041

p: 1800 353 041

e: [admin@dnister.com.au](mailto:admin@dnister.com.au)

### Adelaide

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62 Orsmond Street  
Hindmarsh SA 5007

### Geelong

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21 -23 Milton Street  
Bell Park, Vic 3215

### Sydney

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32-34 Parnell Street  
Strathfield NSW 2135

### Perth

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20 Ferguson Street  
Maylands WA 6051

## Becoming a Member

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To open an account with us you must first become a shareholding Member. You do this by completing a Membership Application form and purchasing five \$2.00 shares in the Co-operative (total \$10.00). Junior Members (under 18 years of age) are only initially required to pay a 20% share subscription (\$2.00) with the remainder payable when they turn 18 years old. Junior Members will become full Members when they pay the balance of the share subscription upon attaining 18 years of age. When the \$10 share subscription is paid, full membership benefits will apply.

The Directors reserve the right to decline a membership application if deemed to be appropriate.

## Member benefits / value proposition

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- You become a shareholder or “part owner” of DNISTER.
- As a **valued Member** we want to **understand ensure** you are getting a **suitable product/ service** that **benefits you**.
- We thrive on being innovative and competitive within our flexible range of products and services.
- Our goal is to ensure our Communities are supported for a sustainable financial future.
- Our business is based on quality value-added service where we are committed to assisting you reach your financial goals.

## Financial services we provide

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DNISTER holds an Australian Financial Services Licence (AFSL). Under this licence, we are authorised to provide general advice and deal in relation to the following products:

### Banking

- Deposit Products;
- Electronic Banking facilities such as Automated Teller Machines (ATMs), Direct Debits & Credits, Electronic Funds Transfer at Point of Sale (EFTPOS), VISA Debit Card, Digital Banking, Bank@Post, or Osko; and
- Non-cash payment facilities such as Periodical Payments, Direct Debits, PayTo, BPAY®, and cheque facilities.

### Insurance

Lending Mortgage Insurance (LMI) products.

### International

- International Transfers including Foreign Currencies

## Savings, investments, and lending interest rates

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Refer to our latest saving, investment and loan interest rates schedules or visit our website at [www.dnister.com.au](http://www.dnister.com.au) for our current interest rates on offer.

## Our relationship between other parties

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We act on behalf of other product issuers as an intermediary when selling the following products:

- Lending Mortgage Insurance (LMI)
- International transfers and foreign exchange products and services

Other than the above, we have no relationships with third parties which may influence the circumstances in which a financial service or product is issued or provided.

When we provide general advice about our authorised financial products or issue our own financial products, deposit accounts and non-cash payment facilities we do so on our own behalf. When we arrange to issue a third party's financial products, we do so on behalf of the third-party product issuer.

## Other documents you may receive

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You may also receive other documents when we provide services or products to you.

Our PDS contains general information about the products including:

- The terms and conditions for the product;
- Any significant risks associated with holding the product;
- Information about the cost of the product;
- Details of fees and charges we receive for issuing the product;
- CueCard Conditions of Use;
- VISA Debit Card Conditions of Use
- Osko Condition of Use;
- PayTo terms and conditions and
- Digital Banking Application- Conditions of Use.

The PDS discloses key information we are authorised to provide to you under our AFSL whenever we recommend, offer, or issue you with a financial product.

## Benefits we may receive

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### Fees and Charges

We may charge fees for the products and services we provide to you.

Refer to our latest Fees and Charges Schedule for details. The schedule is available at any of our branches or can be downloaded from our website [www.dnister.com.au](http://www.dnister.com.au).

### Other Benefits

- We may receive benefits related to the following:  
**International Transfers and Foreign Exchange**

DNISTER may receive a commission payment of up to 10% from the product issuer based on the amount of the transaction. The commission is collected at the time of purchasing the service.

- **International Transfer transactions**
  - **Foreign Exchange transactions**
  - **Debit Card transactions**
  - **Bpay transactions**
  - **Financial Planning Referrals**
- 
- **International Transfer of Funds Transactions**
- 
- **Foreign Exchange Transactions**
- 
- **Debit Card Transactions**

We receive a commission payment from VISA on transactions as follows:

Domestic transactions: up to \$0.66 cents of the transaction amount; and

International transactions: up to \$0.88 cents of transaction amounts after conversion to Australian dollars.

- **BPAY transactions**

We receive a commission of \$0.245 cents per BPAY transaction.

- **Financial Planning Referrals**

We may refer our Members to Bridges Financial Services Pty Ltd ABN 60 003 474 977 AFSL 240837 for financial and investment planning advice. For each referral for comprehensive advice an upfront fee of \$1,500.00, and for a single strategy advice an upfront fee of \$300.00 is payable.

### **Remuneration or Other Benefits received by DNISTER Staff**

Our staff are salaried employees. They do not receive any commissions or benefits for dealing with or selling our products or services or those of third-party product providers.

## **Complaints and dispute resolution procedures**

We have an established complaint and dispute resolution procedure that aims to deal with and resolve your complaint as quickly as possible. Complaints relating to the operation of third-party products may have to be referred to the supplier of that product or service. For the fastest possible resolution to your complaint:

Call us on 1800 353 041 or;

Talk to our staff at one of our branches or;

Send a letter to the Complaints Manager via:

Mail	P.O. Box 569, Essendon, Vic 3041
Email	admin@dnister.com.au

For more information about our complaints and dispute resolution procedures, ask for the brochure titled “Complaints and Dispute Resolution Guide” at any branch, refer to this PDS or go to our website [www.dnister.com.au](http://www.dnister.com.au).

### *External dispute resolution scheme*

If you are not satisfied with the steps taken by us to resolve your complaint or dispute, or with the results of our investigation, you may wish to resolve the issue by contacting the Australian Financial Complaints Authority

(AFCA) on 1800 931 678 or visiting the website:  
[www.AFCA.org.au](http://www.AFCA.org.au).

## Product Disclosure Statement

18 June 2024

Dnister Ukrainian Credit Co-operative Limited

ABN 59 087 651 394

This Product Disclosure Statement (PDS) should be read in conjunction with:

- Target Market Determinations (TMD);
- Interest Rates Schedule – Savings and Transactional Accounts;
- Interest Rates Schedule – Loans and Overdrafts;
- Fees & Charges Schedule;
- Member Loyalty Fee Rebate Schedule;
- CueCard Conditions of Use;
- VISA Debit Conditions of Use
- Osko Conditions of use;
- PayTo Terms and Conditions; and
- Digital Banking Application Conditions of Use.

## Introduction

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### *References to DNISTER*

In this PDS, “DNISTER” means Dnister Ukrainian Credit Co-operative Limited ABN 59 087 651 394. Any reference to “you” or “your” in this PDS is to the Member or prospective Member of DNISTER.

This PDS contains important information about DNISTER savings accounts, fixed term investments and transaction products. It has been prepared to assist you to understand the nature and benefits of our product range we offer to our Members and should be read in conjunction with the TMD’s which are available on the DNISTER website, to enable you to make an informed decision on whether to use any products covered under this PDS.

You should carefully read all relevant product disclosure material provided and ask us about any issue that concern you.

If you have any questions or require further information about any DNISTER products, simply ask at one of our branches or telephone 1800 353 041, 9:00 am to 5:30 pm Monday to Friday and 9:00 am to 12:00 pm Saturdays, (excluding public and Ukrainian National holidays) as appropriate.

### *Application of this PDS*

This PDS will apply immediately to any person who acquires one of the Products referred to in it after issuing the PDS and for persons who have already one of these Products, 30 days after notification of it is given.

In addition to this PDS, other terms and conditions, including those implied by law, apply. To the extent permitted by law, this PDS shall prevail in the event of any inconsistency. If the law implies terms and conditions which cannot be excluded, DNISTER’s liability under those implied terms and conditions would be limited to the maximum extent permitted by law.

### *Customer Owned Banking Code of Practice*

The relevant provisions of the Customer Owned Banking Code of Practice apply to the extent that they are not inconsistent with the Corporations Act to the Products referred to in this PDS if the account holder(s) are individuals and the accounts are used for private and domestic purposes.

## *ePayments Code*

The ePayments Code regulates electronic payments, including ATM, EFTPOS and Debit card transactions, and digital payments (i.e. internet, mobile banking and BPAY).

The Code sets out the rules for determining who pays for unauthorised transactions and how we can recover mistaken internet payments.

You should refer to your product's terms and conditions or conditions of use for information about how the ePayments Code regulates the product.

If you believe we have breached the Code, you can complain to us, refer to our Complaints and Dispute Resolution Guide which is available on request in a branch or by phoning 1800 353 041 and on our website [www.dnister.com.au](http://www.dnister.com.au). If you are not satisfied with the outcome, you can complain to the Australian Financial Complaints Authority, our external dispute resolution scheme, on 1800 061 378.



## Part 1 - General Information

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# SECTION 1

## Account Opening

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### *Account Opening Procedures*

Under the AML/CTF Act 2006 DNISTER must identify any person or beneficial owners of an entity opening a new account.

The identification requirements can be satisfied by providing a combination of the following documents when opening your account:

- Drivers licence; or
- Passport, or
- Credit card; or
- Medicare card; or
- Electricity, gas, or telephone bill; or
- Current rates notice; or
- Birth certificate, or
- Citizenship certificate.

Some other documents that establish your identity and name will also be accepted. Ask DNISTER staff to help you with this requirement.

## Taxation Implications

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### *Income Tax*

Under the Income Tax Assessment Act 1997 as amended, tax may be payable on any interest earned on monies deposited to your account.

### *Tax File Number*

Commonwealth law provides that all accounts earning credit interest in a tax year may be subject to Tax File Number (TFN) legislation. It is not compulsory for you to provide your TFN. However, if you choose not to do so, DNISTER is required to deduct withholding tax from any interest earned unless you are in an exempt category. Withholding tax is calculated at the highest marginal tax rate plus Medicare Levy. DNISTER will preserve the confidentiality of your TFN, which can be recorded for all your accounts, in accordance with the Privacy Act 1988 as amended.

Where you are tax resident of a country other than Australia, we ask you to disclose certain information ( such as your Tax Identification Number (TIN)) under division 396 of the Taxation Administration Act 1953 as it relates to all non-residents (Common Reporting Standard) and United States residents and citizens (Foreign Account Tax Compliance Act).

## Joint Accounts

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Accounts may be conducted jointly with another person or persons subject to the following conditions:

- Unless specific arrangements are made, anyone of the parties to the account may conduct transactions independently of the other;
- Deposits may be accepted which are payable to one or both of the account holders;
- The liability for debts or overdrawn amounts is both joint and individual;
- If one of the parties should pass away, then any remaining credit balance shall be paid to the survivor in accordance with applicable laws and our policies;
- You can specify who can operate the account and how many signatures are required with any change to be in writing;
- If DNISTER is notified of a dispute between joint account holders, we may require all joint account holders to sign an authority to operate the account; and
- DNISTER can send statements of account, changes to the PDS and other notices by mailing them to the first named account holder at the address recorded by DNISTER for the service of notices.

## Trust Accounts

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Trust accounts can be opened on request:

- Where one or more persons open an account in which they are named as trustee for another person(s). For example, a trustee account held by parents for children; or
- By trustees under a will; or

- By trustees of a superannuation fund; or
- By trustees for clubs and other organisations.

In addition to identification documents referred to previously, we may require you to present an original Trust Deed, Will or other instrument confirming the basis for operation of the account.

## Disruption of service

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You should be aware that occasionally a banking service may be disrupted. A “disruption” is where a service is temporarily unavailable or where a system or equipment fails to function in a normal satisfactory manner. DNISTER will correct any incorrect entry made to your account and will adjust any fees or charges applied as a result of that incorrect entry.

To the maximum extent permitted by law, DNISTER will not be liable for any loss or damage, including consequential loss or damage, suffered because of a disruption. This disclaimer of liability does not apply to electronic banking transactions (refer to Section 5 Specific Terms and Conditions for Electronic Banking).

## SECTION 2

### Account Operation

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#### Authority for account operation

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When you open an account with us, you nominate the person(s) who are authorised to operate the account.

Except where expressly provided, DNISTER can act at all times on the basis that the authorised operator or operators can act fully and effectively in all dealings, matters and transactions in respect of the account.

You are responsible to DNISTER for all liability that is incurred as a result of operations on the account. If you wish to alter the account authorisation instructions, then you must notify DNISTER in writing.

#### Deposits

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Deposits may be made to accounts:

- In person at one of our branches; or
- In person at Bank@Post outlets (CUECARD or barcoded deposit slip required); or
- By direct credit, Osko or Internal Transfer; or
- By inward electronic transfer; or
- By mail (excluding cash); or
- By transfer using Digital banking; or
- By transfer using email; or
- By transfer from an overseas point.

#### Cheques

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##### **How long does it take to clear a cheque?**

Usually three to five working days, however funds will generally be available after three working days. When you pay a cheque into a DNISTER account, DNISTER may allow you to draw on the cheque before it has cleared but you will be liable for the amount of the cheque if it is subsequently dishonoured.

##### **What if the cheque is dishonoured after I have drawn on the funds?**

DNISTER will debit your account by the amount of the cheque and may also charge you a dishonour fee.

### **'Crossed' cheques**

A cheque with two parallel lines across it is a 'crossed' cheque. When you cross a cheque, you are telling the payee's financial institution that the cheque must be paid into an account with a financial institution and not cashed.

### **'Not negotiable' cheques**

The words "Not Negotiable" between two parallel lines protect the true owner of a lost or stolen cheque. They ensure that the recipient of a cheque obtains no better rights to the cheque than the person who passed the cheque.

For example, if your cheque has been stolen and passed by the thief to an innocent person, you will be able to recover the amount paid on your cheque from the innocent person (or the thief if they are found); this is because the thief had no right to the cheque and therefore passed no rights to the innocent person.

### **'Account payee only'**

If you write the words 'Account payee only' on a cheque, you are directing the bank collecting the cheque to only pay the cheque into the account of the person named on the cheque.

### **'Or bearer' and 'or order'**

The words 'Or bearer' and 'or order' mean that a financial institution may pay the cheque to whoever is in possession of the cheque, not only to the person named on the cheque. If you delete these words, the cheque becomes an 'or order' cheque. A cheque payable 'to order' means that if the payee wants to transfer the cheque to another person, they must first sign the back of the cheque. You must delete the words 'or bearer' and replace them with 'or order' to make the cheque an 'or order' cheque.

### **Third Party Cheques**

If you present a cheque which is payable to someone else or it appears to belong to someone else (third party cheque), DNISTER may, at its discretion, refuse to accept that cheque for deposit or refuse to cash it or may require you to comply with some conditions before it will accept that cheque for deposit or cash it.

### **Stopping a cheque**

You may stop a cheque that you have written by confirming to DNISTER the following:

- the amount of the cheque;
- the number and date of the cheque; and
- the name of the payee.

A stop payment fee may apply. If you have lost a cheque you received from someone else, notify that person so they may stop the cheque. All requests to stop a cheque must be confirmed in writing.

### **Tips for cheque security:**

- don't leave gaps between words.
- begin the amount in words as close as possible to the left-hand side and add 'only' to the end of the amount.
- begin the amount in figures as close as possible to the dollar sign and put a line after the last figure.
- never use pencil or erasable ink.
- only sign a cheque when it is filled out.
- always write the amount in words and figures.
- check your bank statements regularly to reconcile cheques drawn on your account.
- make sure you have correctly dated the cheque.

### **When may a cheque be dishonoured?**

At DNISTER's discretion, a cheque may be dishonoured where:

- there are insufficient funds in the account of the drawer;
- the cheque is more than 15 months old;
- the cheque is unsigned;
- the cheque is future dated;
- the cheque has been materially altered and the alteration has not been signed;
- there is a legal impediment to payment;
- the cheque has been stopped; or
- the paying bank has been notified of the mental incapacity, bankruptcy or death of the drawer.

DNISTER may charge a dishonour fee.

### **Lost or stolen cheques**

Keep your cheques safe at all times. If they are lost or stolen, you must take the following action:

- cheque payable to you - tell the person who wrote the cheque;
- cheque written by you - request DNISTER to stop the cheque and tell the person to whom the cheque is

- payable (your verbal request to stop a cheque must be confirmed in writing);
- lost cheque book - request DNISTER to put a stop payment on the serial numbers. If you subsequently find the cheques, DNISTER will require written authorisation from you before the cheques can be paid.

If you don't inform DNISTER that your cheque book has been lost or stolen as soon as possible, you may be liable for transactions incurred before you notify DNISTER, even if they are made without your authority.

## Corporate Cheques

Corporate cheques are DNISTER cheques issued at the request of Members who do not conduct a cheque account facility. A fee may apply depending on the number of cheques issued on behalf of a Member each month. Refer to our Fees and Charges Schedule for details.

## Withdrawing or transferring money

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Withdrawals from accounts may be made:

- In person at one of our branches;
- In person at Bank@Post outlets (CUECARD required);
- In person at various other credit unions or mutual banks;
- By personal cheques (if Member chequing is available on your account refer to Part 4, Section 2);
- By Automatic Teller Machines (ATMs) and Electronic Funds Transfer at Point of Sale (EFTPOS) terminals (CUECARD or VISA Debit card required);
- By authorised direct debits (refer: Part 4, Section 2);
- By authorised periodical payments (refer: Part 4, Section 2);
- By Digital Banking (refer: Part 4, Section 1) including OSKO;
- By authorising a third party in writing to have access to your funds; and
- By email, or mail authority.

## Account Combination

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If you have more than one account (including a loan account) with DNISTER we may set off the credit balance of any of your deposit accounts against any debt owing by you to DNISTER from time to time. This means that we can transfer money from one account to another if one of those deposit accounts is overdrawn without prior authorisation or if a loan repayment has not been made.

## Overdrawn Accounts

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You cannot overdraw your account without our prior agreement. Any amount overdrawn without our prior agreement is repayable immediately. We may, at our discretion, allow the overdrawing of an account and impose a fee each time we permit an account to be overdrawn.

## Change of Account Details

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Members should notify DNISTER promptly of any changes to their account details, including authorised signatories, name and/or address, email address, or change of telephone number. DNISTER will not be responsible for any errors or losses associated with changes to a Member's account details where DNISTER has not received prior written notice.

## Closing Accounts

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Members are to provide DNISTER with written instructions signed by the authorised signatories to close an account. All unused cheques and access cards must be surrendered prior to closure. All direct debit and direct credit authorities attached to the account shall be cancelled or alternative arrangements made.

## Dormant Accounts

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In accordance with the Unclaimed Monies section of the Banking Act 1959 (Commonwealth), if you have not operated your account for a period of more than 12 months, the account will be classified as dormant and an annual maintenance fee may be charged. No interest is paid on dormant accounts after 36 months. An account classified as dormant may result in your membership being terminated. However, you can apply to have your membership reinstated. After 7 years the funds in dormant accounts over \$500 must be transferred to ASIC as Unclaimed Money. Amounts under this may be dealt with at the discretion of DNISTER. At all times, upon confirmation of your identity, any dormant account funds will be returned to you.

## Provision of credit

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DNISTER does not agree to provide any credit in respect of your account without prior written agreement, which (depending on your account type) can be provided through an Overdraft Facility.

It is a condition of all DNISTER accounts that you must not overdraw your account without prior arrangements being made and agreed with DNISTER.

Please contact us if you wish to apply for an Overdraft Facility and we will provide you with an application form.



If you request a withdrawal or payment from your account which would overdraw your account, DNISTER may, at its discretion allow the withdrawal or payment to be made on the following terms:

- Interest will be charged on the overdrawn amount at the Unauthorised Overdrawn Accounts variable lending rate. (refer to our latest Interest Rates Schedule – Loans and Overdrafts);
- An Excess Fee may be charged for DNISTER agreeing to honour the transaction which resulted in the overdrawn amount. Refer to our latest Fees and Charges Schedule for details;
- The overdrawn amount, any interest on that amount and the Excess Fee will be debited to your account; and
- You must repay the overdrawn amount and pay any accrued interest on that amount and the Excess Fee, within seven days of the account becoming overdrawn.

You should inform DNISTER as soon as possible if you are in financial difficulty.

## Account Statements

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DNISTER will issue statements for your account (except DNISTER Term Deposits) at least once every six months and more often if either you or DNISTER require. The statement may be either posted to you or if you elect, issued as an eStatement which is accessible via your personal internet banking portal via, [www.dnister.com.au](http://www.dnister.com.au). A fee will apply if you require multiple statements, historical or duplicate copies of statements, or paper statements for frequencies that are not covered by our legal obligations. Refer to our latest Fees and Charges Schedule for details.

You must carefully review your statements, so you are aware of the status of your account. If you believe there are errors or unauthorised transactions you must contact DNISTER as soon as possible. Confirmation of all transactions made on your account shall be contained in the periodic statements. You may also obtain up to date transaction details by using Digital Banking, provided you have arranged prior access to these facilities.

## SECTION 3

### Changes to Fees and Charges, Interest Rates and this PDS

Interest rates and fees and charges may change from time to time. The table below sets out how and when DNISTER will notify you of changes to your account. We are not obliged to notify you in advance of a variation to an interest rate, fee or charge which results in a decrease in your obligations.

Variation	Period of Notice	Variation Method of Notice
Introduce a new fee or increase an existing fee or charge, other than a Government charge	20 days	In writing or electronically to you
Introduce a Government charge (unless the Government or a Government agency or representative body publicises the charge)	As required by applicable law	Advertised in national or local press; or in writing or electronically to you; or in a newsletter or account statement sent to you
Change the way interest is calculated or the frequency it is debited or credited	20 days	In writing or electronically to you
Interest rate change	No later than the day of change	Advertised in national or local press; or in writing or electronically to you; or in a newsletter or account statement sent to you
Increase your liability for losses	20 days	In writing or electronically to you
Imposition, removal or adjustment of a daily or periodic transaction limit	30 days	In writing or electronically to you
Any other changes to these General Terms and Conditions, or to a Schedule to this PDS	No later than the day of the change, or such longer period as may be required by law	Advertised in national or local press; or in writing or electronically to you; or in a newsletter or account statement sent to you

## SECTION 4

### Complaints and Disputes

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You can raise your complaint with our staff personally over the counter, by telephone on 1800 343 041, or in writing by letter, memo or e-mail. If a staff member is unable by reason of authority or experience to handle the matter, it will be referred to a more senior or experienced person. A staff member, when required, will assist you with registering your complaint/dispute including assisting you to complete a Complaint Form.

Within 14 days of receipt from you of the details of your complaint, we will do one of the following:

- Advise you in writing of the results of our investigation; or
- Advise you in writing that we require further time to complete our investigation.

If we are unable to resolve your complaint within 30 days we will let you know the reasons for the delay and provide you with monthly updates on the progress of the investigation and its likely resolution date, except when we are waiting on a response from you and you have been advised that we require such a response.

When we advise you of the outcome of the investigation, we will notify you in writing of the reasons for the decision by reference to these terms and conditions and (where appropriate) the ePayments Code and advise you of any adjustments we have made to your account. If you are not satisfied with the decision, a written complaint should be forwarded to the Chief Risk Officer requesting the decision be reviewed with any relevant information supporting your case.

If, however, in spite of our best efforts you are not satisfied, you have access (free of charge) to the external dispute resolution process. To pursue a complaint externally, you should contact the Australian Financial Complaints Authority (AFCA) on 1800 931 678 or [www.afca.org.au](http://www.afca.org.au).

If your dispute involves privacy issues and has not been resolved to your satisfaction you will be referred to the Federal Privacy Commissioner within the office of the Australian Information Commissioner (OAIC).

Refer to our 'Complaints and Dispute Resolution Guide' for details.

## SECTION 5

### Privacy and Confidentiality

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DNISTER is likely to collect and use some of your personal information in its day to day dealings with you as governed by the Privacy Act 1988. Set out below are the circumstances when and how DNISTER may collect and use your personal information, in compliance with the Australian Privacy Principles:

- To assist in providing information about a product or service;
- To consider your request for a product or service;
- To enable DNISTER to provide a product or service;
- To tell you about other products or services that may be of interest to you;
- To assist in arrangements with other organisations (such as insurance partners - LMI) in relation to the promotion and provision of a product or service;
- To perform other administrative and operational tasks (including risk management, systems development and testing, staff training, and market or customer satisfaction research);
- To prevent or investigate any fraud or crime (or a suspected fraud or crime); and
- As required by relevant laws, regulations, Codes and external payment systems.

If you do not provide some or all of the information requested, DNISTER may not be able to provide you with a product or service.

### To whom we disclose personal information

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Subject to our general duty of confidentiality to our Members, DNISTER may need to disclose your personal information to:

- Your referee(s);
- Credit reporting or debt collection agencies;
- An organisation that has an arrangement or alliance with DNISTER for the purpose of promoting or using their products or services;
- Any service provider DNISTER engages to carry out or assist its activities and functions;
- Regulatory bodies, government agencies, law enforcement bodies and courts;

- Other parties DNISTER is authorised or required by law to disclose information to;
- Other financial institutions (such as banks);
- Any person who introduces you to DNISTER;
- Your authorised agent or executor, administrator or legal representative.

## Accessing personal information held by DNISTER

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Subject to the provisions of the Privacy Act, you may access your personal information at any time by asking to do so at one of our branches. A reasonable fee may be charged for access to the information. If the personal information held about you is not accurate, complete and up to date, DNISTER must take reasonable steps to ensure it is accurate, complete and up to date.

## Collecting sensitive information

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DNISTER is not generally required to collect sensitive information about you, such as health information, without your consent.

## Where you supply DNISTER with personal information about someone else

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If you provide DNISTER with personal information about someone else, please show them a copy of this clause so that they may understand the way their personal information may be used or disclosed by DNISTER in connection with your dealings with DNISTER.

Our Privacy & Credit Reporting Policy is also accessible on our website at [www.dnister.com.au](http://www.dnister.com.au) or upon request at our branches.

## Part 2 - Savings products specific information

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### Product Descriptions

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#### **Everyday Access**

Easy, at call, convenient and fast access to your funds 24 hours 7 days a week in Australia and overseas plus a personal cheque book if required.

#### **Community Access**

Everyday at call transaction account for not-for-profit organisations.

#### **Bonus Saver**

At call account which offers standard and bonus interest.

#### **iSaver**

A Cash Management Digital banking account with an at call and bonus interest rate.

#### **Max Saver**

At call account offering introductory, standard and higher bonus interest. Only available for personal accounts.

#### **My Community Saver**

A Digital banking account with an at call, and bonus interest rate, with a facility to support a Community group of your choice, with an active DNSITER Community Access account.

#### **Pensioner Saving**

A simple at call savings account but with higher interest rates.

#### **Offset**

An at call account/s with the credit balance used to offset the interest charged on your Premier Home Loan account.

#### **Simple Offset Variable**

An at call account/s with the credit balance used to offset the interest charged on your Simple Home Loan Plus account.

#### **Simple Offset Fixed**

An at call account/s with the credit balance used to offset the interest charged on your Simple Fixed Home Loan Plus loan account.

All these products have a separate TMD, which can be viewed on the DNISTER website at [www.dnister.com.au](http://www.dnister.com.au)

## Principal Features of Savings Products

This chart illustrates the important features for each savings account product:

	Everyday Access	Community Access	Bonus Saver	iSaver	Max Saver	MyCommunity Saver	Pensioner Saver	Offset	Simple Offset Variable	Simple Offset Fixed
Corporate Cheque	✓	✓	✓	x	x	x	✓	✓	✓	✓
Direct Entry	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Over the Counter Transactions	✓	✓	✓	x	✓	x	✓	✓	✓	✓
Bank@Post	✓	✓	x	x	x	x	✓	x	✓	✓
BPAY	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Cheque Book	✓	✓	x	x	x	x	✓	x	✓	✓
Overdraft facilities	✓	✓	x	x	x	x	x	x	x	x
CueCard ATM/EFTPOS	✓	✓	x	x	x	x	✓	x	✓	✓
Periodical Payment	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Digital Banking	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Osko	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
VISA Debit Card	✓	✓	x	x	x	x	✓	x	✓	✓

## Major Benefits

- Funds are available at call;
- Multiple access facilities are generally available;
- Variable interest rates to reflect the market interest rates;
- A variety of accounts to suit your needs.
- You may be entitled to payment under the Financial Claims Scheme (FCS). Payments under the Scheme are subject to a limit for each Member (currently a maximum of \$250,000), noting joint accounts still only have a maximum coverage of \$250,000. You can obtain information about the Scheme from the Australian Prudential Regulation Authority (APRA) website at [www.apra.gov.au](http://www.apra.gov.au), the APRA hotline on 1300 13 10 60, and our website [www.dnister.com.au](http://www.dnister.com.au); and
- DNISTER's at call savings accounts can be transacted and/or viewed through our digital banking services. We will use such measures as we deem reasonable to help ensure the security of the digital banking environment, including firewalls and data encryption, however we cannot guarantee that data transmission over the internet is absolutely secure. Please refer to Part 4 Transaction products specific information and Part 5 Specific electronic banking terms and conditions.

## Major Risks

- You should be mindful that digital transfers between your accounts, to other DNISTER accounts and to accounts at another financial institution are subject to cut-off times. Any transactions conducted after 3pm on any day may not be processed if your account does not hold sufficient funds, these will be reviewed next business day.

## Interest

Details of current interest rates applicable to your account are available:

At any of our branches;

By telephoning 1800 353 041;

On [www.dnister.com.au](http://www.dnister.com.au); or

In our latest Interest Rates Schedule - Savings and Transactional Accounts.

## Credit Interest calculations

For the Everyday Access\*, Community Access\*, My Community Saver^, iSaver and Pensioner Saving Accounts, interest will be calculated on the daily balance and paid at end of month. For



the Bonus Saver<sup>#</sup> and Max Saver<sup>#~</sup> Accounts, base interest is calculated daily and paid at end of month.

A tiered interest rate applies to the Pensioner Saving Account. A tiered rate means you will earn different interest rates depending on the balance of your account.

\* For the Everyday and Community Access Accounts, interest is calculated on the minimum monthly balance and paid monthly in line with our interest rate schedule.

^ My Community Saver also has the option of DNISTER benefit contribution, which is calculated based on the daily balance and contribution rate, and paid to the nominated recipient group in July each financial year.

# Bonus interest is provided on these accounts in line with details contained in our interest rate schedule.

~ Introductory interest is valid for a period from the date of opening a new account in line with details contained in our interest rate schedule.

Offset Account / Simple Offset Variable and Simple Offset Fixed Funds in these accounts are offset against the outstanding balance in your corresponding home loan account, prior to the calculation of debit interest.

## Fees and Charges

The fees and charges applied by DNISTER to savings products are detailed in our latest Fees and Charges Schedules. Transaction fees may also be payable for withdrawals using the following access methods:

- Over-the-counter;
- Personal cheque book;
- PIN authorised;
- BPAY<sup>®</sup> transactions;
- Osko transactions;
- Corporate cheque; and
- 

Unless otherwise noted, transaction fees will be charged on the last business day of the month.

## Government Charges

DNISTER reserves the right to debit your savings account with any applicable government charges, including any government charges introduced after the account has been opened.

## My Community Saver

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Note: If for any reason your account does not have an eligible community benefit program recipient a DNISTER beneficiary contribution will not be paid.

### **DNISTER Community Benefit Program**

If you have a My Community Saver Account with an eligible recipient, then in addition to paying you interest, DNISTER will in July of each financial year contribute, a DNISTER benefit contribution, to your nominated eligible DNISTER community recipient's account.

The DNISTER benefit contribution will be calculated at the end of the financial year. This calculation is based on the daily balance of your My Community Saver Account during that financial year and the current DNISTER benefit contribution (annualised weighted average) rate published in our Interest Rates Schedule – Savings and Transactional Accounts.

### **How to nominate a Community Group for your My Community Saver Account**

To nominate an eligible community group for your My Community Saver Account, you will need to complete your preference on the account application.

An eligible community group is a not-for-profit organisation that has made a successful application to DNISTER. A list of registered eligible community groups is available on application or may be accessible on DNISTER's website ([www.dnister.com.au](http://www.dnister.com.au)).

If the nominated community group for your My Community Saver Account is no longer eligible for whatever reason, the DNISTER benefit contribution will cease.

### **How to change the community group for your My Community Saver Account**

You can remove the community group for your My Community Saver Account whenever you wish, however the benefit contribution accrued to that point will still be paid to that community group.

You can nominate a new community group on the 1<sup>st</sup> of July. Should you wish to nominate a new community group prior to 1<sup>st</sup> of July, you will need to close your existing My Community Saver account and open a new one.

## **How to apply to be registered as an eligible DNISTER Benefit Program Recipient**

To be eligible to receive DNISTER benefit Contributions, groups need to operate as a not for profit organisation and meet the eligibility criteria available on application. Subsidiary organisations may also apply to receive DNISTER benefit contributions; however, they will require authorisation from the primary ABN holder.

## Community Access

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This account is only available for not-for-profit organisations. Where a subsidiary / branch of the not-for-profit organisation wishes to apply to hold a Community access account and Community Benefit Program recipient, the primary ABN holder authorised signatory(s) must also sign the application documentation.

DNISTER, in general, defines a not-for-profit organisation in accordance with the Australian Tax Office guidelines. For more details, visit [www.ato.gov.au](http://www.ato.gov.au).

## Part 3 - Investment Products Specific Information

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### Fixed Term Deposits

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#### Is a Term Deposit suitable?

A Term Deposit may be appropriate for those who do not need immediate access to their money and are looking for a competitive interest rate that is guaranteed not to change for the whole of an agreed fixed term. Reference should also be made to the TMD's on the DNISTER website before purchasing one of these products to ensure it satisfies your requirements.

#### Minimum Requirements

Fixed Term Deposits are fixed interest-earning accounts with agreed terms from one month to two years. The interest rate is fixed for the agreed term subject to you accepting the following conditions:

- Minimum deposit of \$1000;
- Fixed period of investment;
- No additional deposits during term of investment;
- Interest is calculated on the daily balance and paid on maturity;
- Interest can be paid by cheque or in cash, electronically transferred or credited to your nominated DNISTER account; and
- Your funds are locked in for the agreed fixed term and 31 days' notice is required if you need to withdraw before maturity (subject to an interest rate penalty of 2.00% per annum being applied to the amount withdrawn). If interest rates are below 2% per annum, then the penalty will be equal to the applicable declared interest rate. If you think you may have a need to immediately access your money, other savings accounts may be more suitable.

#### Major Benefits

- The interest rate is fixed for the term of investment and remains unchanged during the investment period despite any decrease in official interest rates during that period;
- Higher interest rates will be available for larger deposits; and
- You may be entitled to payment under the financial claims scheme. Payments under the scheme are limited to a maximum of \$250,000 in total. You can

obtain information about the scheme from our website or the Australian Prudential Regulation Authority (APRA) website at [www.apra.gov.au](http://www.apra.gov.au) and the APRA hotline on 1300 13 10 60.

## Major Risks

- The interest rate is fixed for the term of the investment;
- Official interest rates may increase during the term of the deposit;
- Funds are not accessible to early withdrawal by you, unless agreed to by us;
- Any early withdrawal may be subject to prepayment costs being applied to the amount withdrawn;
- An interest rate penalty may apply should funds be withdrawn, or the investment terminated prior to maturity;
- Additional investment funds only at maturity; and
- Funds may be reinvested for the same term at the prevailing interest rate if you fail to provide your instructions within 7 days after the maturity date.

## Conditions of Deposit

- DNISTER has the right to accept or refuse any deposit and to set the maximum or minimum amounts of a deposit and the term of the deposit;
- Any withdrawal of funds prior to maturity requires DNISTER's agreement and the agreement may be subject to an interest rate penalty adjustment if you redeem your funds prior to maturity;
- If an investment is not renewed upon maturity, the amount of the deposit may be credited to your nominated account, withdrawn in cash or cheque; and
- The penalty interest rate for funds withdrawn prior to maturity does not apply to Term Deposits held in the name of a deceased account holder or in the name of a deceased account holder's legal personal representative.

## Investment Deposit Receipt

When you make the initial investment deposit, DNISTER will upon request issue you with a 'Certificate of Deposit'.

## Reinvestment

You have 7 days from the date of maturity to vary the investment, add to the deposit or redeem in part or in full, without penalty. Unless DNISTER receives instructions to the contrary the deposit will be renewed for the same investment

type and term commencing on the maturity date of the original deposit and at the prevailing interest rate.

Withholding tax will be deducted from the interest payment unless you have provided your Tax File Number, Exemption or ABN.

### **Early Withdrawal (Prepayment)**

If you need to withdraw money during the term, you may request withdrawal of all or part of your funds by giving DNISTER appropriate notice. A penalty interest rate adjustment will apply to withdrawals before maturity.

The minimum early withdrawal amount for any Term Deposit is 50% of the deposit amount invested.

If you are experiencing extreme hardship and need your funds before maturity, please contact one of our branches.

### **Interest**

Interest is calculated on the daily balance and paid at maturity for Fixed Term Deposits. Interest payable will be dependent on the amount invested and the term.

Interest is calculated daily on your Term Deposit using the simple interest formula:

**Interest** = amount invested x rate % per annum x number of days / 365

**Example 1** – for illustrative purposes only:

You have lodged a 6-month Term Deposit of \$25,000.00 on 1 June at an interest rate of 3.00% per annum with interest payment at maturity.

The interest is calculated as follows:

- Interest earned on a deposit lodged on 1 June to mature on 1 December (183 days)  
= \$25,000.00 x 3.00% x 183 / 365 = \$376.03; and
- Total interest earned at time of maturity is \$376.03

### **Penalty Interest Rate**

If you request to withdraw all or part of your funds prior to the maturity date of a fixed term, a penalty interest rate adjustment may apply.

Penalty interest rate adjustments do not apply to funds or accounts held in the name of a deceased account holder or in

the name of a deceased account holder's legal personal representative at DNISTER's discretion.

The penalty interest rate adjustment is calculated on the amount withdrawn as of the redeemed date and will apply even if the Term Deposit has not been paid any interest.

Penalty interest rates may vary – refer to the Fees and Charges Schedule.

**Example 2 – for illustrative purposes only**  
**Full prepayment**

On 1 June, you have lodged a 183-day (approximately 6 month) Term Deposit of \$25,000.00 at an interest rate of 3.00% per annum with interest paid at maturity).

On 30 July, after 59 days (approximately 2 months) you provide notice requesting to withdraw the entire \$25,000.00 with funds to be available in your DNISTER account as soon as possible.

**Interest rate adjustment calculation**

Accrued interest payable =  $\$25,000.00 \times 3.00\% \times 59 / 365 = \$121.23$

Penalty interest rate charge =  $\$25,000.00 \times 2.00\% \times 59 / 365 = \$80.82$

Net interest payable on prepayment  $\$121.23 - \$80.82 = \$40.41$

Interest is calculated for the period of your completed investment 59 days at your investment interest rate of 3.00% per annum. This amounts to \$121.23. This amount is reduced by the penalty interest rate adjustment amount of \$80.82, making an interest payment amount of \$40.41. The amount paid to you on the date of withdrawal is \$25,040.41 (i.e. the lodgement amount of \$25,000.00 plus the adjusted interest payment of \$40.41).

**Note:** When calculating interest adjustments, DNISTER will deduct the penalty interest rate adjustment amount from the amount being repaid to you on the date of withdrawal.

Where the interest rate on your investment is less than the penalty interest rate adjustment, DNISTER will adjust the penalty interest rate to the rate applicable to your investment. Essentially you will only receive the value of your initial deposit into the investment.

**Example 3 – for illustrative purposes only**  
**Partial redemption**



Instead of withdrawing the full amount of the Term Deposit as in Example 2, you may wish to withdraw a partial amount. When you request a partial redemption, you can choose to have:

a) a specific redeemed amount, e.g. \$10,000.00, where the penalty interest rate adjustment amount is deducted from the Term Deposit balance remaining after redemption; or

b) a specific redeemed amount, e.g. \$10,000.00, where the penalty interest rate adjustment amount is deducted from the amount being redeemed.

Where no preference is stated, option a) will apply.

The interest earned on the amount redeemed will be paid at the redemption date.

Please refer to our latest Interest Rates Schedule – Term Deposits.

### **Fees and Charges**

- No account keeping fees.
- Penalty Interest rate applies to early withdrawal of Term Deposit amounts.

Please refer to our latest Fees and Charges Schedule.

Our Schedules are available by attending one of our branches or contacting DNISTER on 1800 353 041 or visiting our website at [www.dnister.com.au](http://www.dnister.com.au).

### **Government Charges**

DNISTER reserves the right to debit your Fixed Term Deposit with any applicable government charges (if any), including any government charges introduced after the account was established.

## SECTION 6

### Electronic Banking - Specific electronic banking terms & conditions

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#### **Introduction**

You may choose to utilise a DNISTER Electronic Banking product by completing the necessary Digital Banking Application registration forms and then by accessing and using the electronic product selected.

#### **Important**

You are strongly encouraged to familiarise yourself with these Terms and Conditions and the rights and obligations detailed herein. These Terms and Conditions must be read in conjunction with your CUECARD or VISA Debit card Conditions of Use. The first use of any electronic product by you or any person authorised by you will be deemed acceptance of these terms and conditions. If you have any queries, please call us on 1800 353 041 and we will be pleased to assist.

DNISTER will issue you with an initial password to enable you to access the system and use the electronic product selected.

You are required to change your password after the first time you access the system.

#### **Definitions**

- Access Method means a method authorised by us for your use and accepted by us as authority to make an Electronic Payment and to access your Account and its details and includes, but is not limited to, any combination of an Account number, card number, expiry date, PIN and password, but does not include a

method which requires your manual signature.

Separate Terms and Conditions apply for VISA Debit cards, CUECARD use and Digital Banking Application-Form Conditions of Use;

- Account/s means your nominated account/s that we agree can be accessed for the purpose of effecting electronic payments;
- Biller means an organisation who tells you that you can make bill payments to them through BPAY®;
- 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 any other access method as approved by us from time to time;
- BPAY® Internet site means our BPAY® Internet site accessed via [www.dnister.com.au](http://www.dnister.com.au) or at any other address advised to you by us from time to time;
- BPAY® payment means a payment transacted using BPAY®;
- Business Day means any day on which banks in both Melbourne and Sydney are able to effect settlement through the Reserve Bank of Australia;
- Cut off Time means the time, as we advise you from time to time, by which your payment instructions must be received by us in order for these instructions to be processed;
- Digital Banking (including Internet Banking) means accessing your account using a compatible electronic device with internet access such as a computer, tablet or smart phone. Access is either through the Dnister Website using internet access or via the APP that is downloaded onto your mobile device, also using internet access. Members must apply for Digital Banking;
- Electronic Payment means a funds transfer to any financial institution, including to DNISTER, or a BPAY® or Osko Payment;
- Member Requirements means any equipment/software as specified by us that you will require using Electronic Access. It is your responsibility to obtain and maintain any equipment, which may be necessary to use Electronic Access;
- Password means a unique alphanumeric combination given to you by us that will enable your secure access

to the Digital Banking facility, or your Personal Access Code. A birth date may not be used as a Password or Personal Access Code;

- In addition, references to:
  - “we”, “us” or “our” are references to us, the credit co-operative through which you have elected to gain Electronic Access; and
  - “you” or “your” are references to you, the account holder(s) in respect of the account from which you instruct us to make Electronic Access.
- Organisational Member means any of the following persons;
  - A natural person (i.e. an Individual) acting in their capacity as a trustee, sole trader or partner of a partnership;
  - A body corporate in its personal capacity or as a trustee;
  - A government agency;
  - An unincorporated body or association; or
  - A firm or partnership.
- PayID means a smart address for Osko payments composed of a permitted PayID Type linked to a financial institution;
- PayID Name means the shorthand name meant to identify the sender or recipient of an Osko payment. It must reasonably reflect your real name;
- PayID Type means a piece of recognisable and memorable information that can be linked to a financial account to create a PayID. PayID Types include phone number, email address, Australian Business Numbers and other organisational identifications;
- Osko means the Osko payment service provided by BPAY;
- Osko Payment means a payment made by or on behalf of a Payer to a Payee using Osko;
- Payee means a Member who uses Osko to receive an Osko Payment; and
- Payer means a Member who uses Osko to make Osko payments.

DNISTER's Electronic Banking products comprise:

- Digital banking;
- BPAY®;
- CUECARD;
- VISA Debit card; and
- Osko

## Electronic Banking Transaction Products

This chart shows the types of savings accounts that have electronic banking access:

	Digital Banking	ATM / EFTPOS	Online Purchases (Visa / CUECARD)	BPAY®	Osko
Everyday access	Y	Y	Y	Y	Y
Community access	Y	Y	Y	Y	Y
Bonus Saver	Y	N	N	Y	Y
iSaver	Y	N	N	Y	Y
Max Saver	Y	N	N	Y	Y
My Community Saver	Y	N	N	Y	Y
Pensioner Saving	Y	Y	Y	Y	Y
Offset	Y	N	N	Y	Y
Simple Offset Variable	Y	Y	Y	Y	Y
Simple Offset Fixed	Y	Y	Y	Y	Y

Approval for you to use an electronic banking service is solely at our discretion and we reserve the right to suspend or cancel access without prior notice to you.

### EFTPOS

Electronic Funds Transfer at Point of Sale allows you to pay for purchases using your VISA Debit card or CUECARD. Depending on the retailer, you may also be able to withdraw cash.

### Bank@Post

Bank@Post is Australia Post's personal banking service allowing you to deposit using your CUECARD or barcoded deposit slips and withdraw funds using your CUECARD.

### VISA®

VISA allows Members to access available funds in their linked VISA Debit card account/s worldwide.

## Digital Banking -

Available 24 hours per day, 7 days per week. Access your DNISTER accounts through Digital Banking via our website [www.dnister.com.au](http://www.dnister.com.au) through the internet portal or smart phone APP.

## Major Benefits

- View and print an account listing;
- View and print an account transaction listing;
- View and print year to date interest;
- View details of your Term Deposit
- Transfer funds between nominated DNISTER linked accounts;
- Transfer funds to another financial institution including the use of Osko;
- Pay bills electronically through BPAY®;
- View and modify future dated payments;
- Personalise the order of your accounts.
- A secure password is issued upon registration;
- Change your password;
- SMS password authentication security;
- Activate your CUECARD or VISA Debit Card;
- Change and update your VISA Debit Card PIN; and
- Secure mailbox

## Major Risks

- Need to ensure security of your password to avoid unauthorised access;
- Need to ensure security of the device and internet access portal
- Account holder may be liable for unauthorised transactions arising from failure to properly secure password against loss or misuse;
- Appropriate precautions are taken to ensure the safety and integrity of electronic systems. However, this can never be guaranteed. There is always a risk of interception of data by unauthorised access through your computer or digital device; and
- You should ensure that all information you provide in relation to a Digital payment is correct as we may not be able to cancel a Digital payment once it has been processed.

## Costs

Digital banking platform is provided to Members free of charge. Applicable transactional charges online may apply. Refer to our latest Fees and Charges Schedule for details

## Keeping your access method safe

Our liability for losses arising from unauthorised Electronic Payments on your Account depends on whether you contributed to the losses. To guard against unauthorised use, you agree to:

- Keep secure and protect your Access Method;

- Never reveal your Access Method to anyone (including friends or family);
- Never write down your Access Method. If you cannot memorise your Access Method you must make a reasonable attempt to disguise it and not keep the record of it in an obvious place including your wallet, purse, handbag, bag or in a location close to the facility with which you use the Access Method;
- Not allow any person to watch you enter, or hear your Access Method;
- Avoid using your Access Method through telephone services that record numbers dialled such as are available in some hotels;
- Change your Access Method if any doubt exists as to its security;
- Change your Access Method at regular intervals;
- Do not select an Access Method that is easily recognisable, such as part of your name, date of birth, telephone number or personal detail that can easily be identified. You also agree to not change your Access Method to one of the above simply by altering the order of the characters or making it recognisable with a word easily associated with you;
- Protect the security of the Access Method from any other act recognised by any court, government agency or industry ombudsman as a serious act contributing to the loss; and
- Do not unreasonably delay notification of loss or theft or security breach of the Access Method.

### **What if my access method is lost or stolen?**

Inform us immediately if you become aware of:

- Any unauthorised transaction or error on the account you access using the service, or
- Unauthorised knowledge or access of your Access Method; or
- The loss or theft of a record of your Access Method; or
- The loss, theft or fraudulent use of electronic equipment which you use to access the service, and which may contain your Access Method, or
- You suspect that your Access Method has become known to someone else; or
- Loss, theft or misuse of your VISA Debit card occurs OUTSIDE AUSTRALIA.

If you become aware of any of the above you must call us immediately during business hours on 1800 353 041. If possible, you must also immediately change your Access Method.

If telephone facilities are not available for notification you must report the loss, theft or misuse of your Access Method to one of our branches.

If the loss, theft or misuse of your VISA Debit card occurs OUTSIDE AUSTRALIA you or your Nominee must notify a financial institution displaying the VISA logo and you must also then confirm the loss, theft or misuse of your VISA debit card:

- with us by telephone or priority paid mail as soon as possible; or
- by telephoning the VISA Debit card Hotline number for the country you are in, which you can obtain from us prior to your departure.

### **How does electronic access work?**

Digital Banking can be used to undertake the following activities:

- Obtain and print account transaction details including salaries and other direct credits/debits;
- Transfer funds to and from your own accounts and other authorised DNISTER accounts subject to daily and periodic limits established for users of Digital Banking;
- Transfer funds from your DNISTER accounts to accounts with other financial institutions or third parties who are approved by us to access Digital Banking subject to daily and periodic transaction limits established for users of Digital Banking;
- Pay bills electronically via BPAY;
- Obtain year to date Interest Earned;
- Obtain and modify future dated payments;
- Personalise the order of your accounts;
- Secure Mailbox communications;
- Term Deposit Renewal Information;
- Activation of VISA Debit Card and CUECARD
- PIN change of your VISA Debit Card and
- Such other activities which we add from time to time in relation to any user or class of user or in relation to an account or class accounts.



You can access all accounts and credit facilities made available by us.

We are authorised to act upon all instructions given through Electronic Access using your Access Method.

We will, as part of our security procedures, record and retain instructions.

Electronic Payments made through Electronic Access:

- Are governed by these Terms and Conditions;
- Are governed also by the Terms and Conditions of the accounts being used;
- May be processed at our discretion;
- May be limited to specific amounts; and
- Are governed by the ePayments Code.

We may cancel the use of your Access Method for Electronic Access at any time without notice, if we believe the Access Method is being used, or will be used, in a way that will cause losses to you or DNISTER.

As Digital Banking transaction details are confirmed by email, you should not provide third parties with access to your email account.

### **What if electronic access is not available?**

It is your responsibility to use other means of effecting transactions and obtaining information if for any reason you are unable to use Electronic Access. We undertake to make all reasonable efforts to ensure that Electronic Access is available to you during the hours specified from time to time, but we are not liable to you for, or in connection with:

- Failure of Electronic Access to perform in whole or in part, any function which we have specified it will perform;
- The unavailability of Electronic Access to you in whole or in part because of scheduled system upgrades, the failure of the communication network, your equipment/software or any circumstance beyond reasonable control; and
- Delays or errors in the execution of any transaction or instruction because of the communication network, your equipment/software or any circumstance beyond reasonable control.

## **Mistaken Digital Payment**

There are circumstances where if you make an error in making a payment through the Digital banking facility and funds may be paid into the account of an unintended recipient. This may occur because you entered or selected a bank/State/branch (BSB) number or other identifier that does not belong to the intended recipient because you were advised of the wrong details or there has been an error in keying in the numbers.

A Mistaken Digital Payment does not include BPAY payments.

Where you have made a Mistaken Digital Payment, you must advise us as soon as possible or as soon as you become aware of the error, by phoning 1800 353 041.

If you advise us on the same day as the transaction, prior to the cut-off time, we may be able to return the funds on the same day.

If you advise us outside of this timeframe, we will investigate and liaise with the unintended recipient's financial institution to recover the funds.

We will endeavour to comply and ensure that the receiving financial institution complies with the ePayments Code in investigating and returning the funds to you. If you are not satisfied, we or the receiving financial institution has complied with the ePayments Code you have the right to complain to us. Refer to Part 1 section 4 of this PDS for Complaints and Dispute Resolution.

### **How do I correct mistakes?**

Contact us as soon as possible if you think:

- There has been a mistake in an Electronic Payment made through Electronic Access;
- Information received through Electronic Access is wrong; and

### **How accurate is Electronic Access?**

**We will take all reasonable steps to ensure that the information that we make available to you through Electronic Access is correct and updated regularly at the**

intervals specified from time to time. We will not be liable for or in connection with any inaccuracy, errors or omissions in that information because of the communication network, ancillary equipment or any other circumstance beyond our reasonable control.

### **Conditions binding**

By signing the Digital Banking Application Form and/or by using Electronic Access you agree to these Terms and Conditions.

### **Cancellation of electronic access**

You may cancel your Electronic Access at any time by giving us written notice.

We may immediately cancel or suspend your Electronic Access at any time for security reasons or if you breach these Terms and Conditions or the terms and conditions of your Account.

We may cancel your Electronic Access for any reason by giving you 30 days' notice. The notice does not have to specify the reasons for cancellation.

If, despite the cancellation of your Electronic Access, you carry out an Electronic Payment using an Access Method, you will remain liable for that Electronic Payment.

Your Electronic Access will be terminated when:

- We notify you that your Access Method or the Account with us has been cancelled;
- You close the last of your Accounts with us which has Electronic Access;
- You cease to be a Member; or
- You alter the authorities governing the use of your Account or Accounts with Electronic Access (unless we agree otherwise).

### **Your liability for electronic payments**

You are liable for all Electronic Payments carried out by you or by anybody carrying out a transaction with your consent, regardless of when the transaction is processed to your Account with us.

In circumstances where an unauthorised electronic transaction occurs on your account the following conditions of use will apply:

**a.** Your liability for unauthorised transactions that occur through Digital banking or where an access code was required to perform an unauthorised transaction, and other clauses in this PDS do not apply, will normally be limited to:

- \$150.00, or a lower figure determined by DNISTER;
- The balance of the account or facilities as agreed between you and DNISTER which can be accessed electronically using an access code (including the unused portion of any credit limit); and
- The actual loss at the time we have been notified of the misuse, loss or theft of a device or breach of your access code security, excluding that portion of the losses incurred on any one day which exceeds any relevant daily transaction or other periodic transaction limit;

whichever is the smallest amount.

**b.** You are not liable for any losses that occur through digital banking:

- where it is clear that you have not contributed to those losses;
- for any unauthorised operation that occurs before you have received notification of your password registration from us;
- that are caused by the fraudulent or negligent conduct of our employees or agents or a merchant or their agents;
- where a transaction has been incorrectly debited more than once to the same account;
- that is caused by a device, identifier or password which is forged, faulty, expired or cancelled; or
- resulting from unauthorised transactions occurring after you tell us that any of your codes have been misused, lost or stolen or have become known to someone else or with your previous password after you change it to a new password.

You will not be liable for any unauthorised transactions that occur through digital banking after you have given us notice

that you no longer wish to use the service/s and we have confirmed in writing that your access has been cancelled.

c. You will not be liable for loss arising from an unauthorised transaction that can be made using an identifier without a password or device unless you unreasonably delay reporting the loss or theft of your identifier.

d. However, if we consider that we can prove on the balance of probability that you have contributed a loss through fraud, or to the unauthorised use because you, for example:

- recorded or indicated your password on any item that is liable to loss or theft;
- disclosed your password (including to a family Member, friend or one of our staff);
- allowed someone else to use your password;
- did not sufficiently disguise your password;
- did not keep a record of the password record in a securely locked container;
- did not prevent unauthorised access to an electronically stored record of the password record;
- selected any of the password combinations detailed in this Part 5, under “Keeping your access methods safe”;
- allowed someone else to access your accounts by not logging off from digital banking;
- left a card in an ATM, as long as the ATM incorporates reasonable safety standards that mitigate the risk of a card being left in the ATM; or
- have contributed to the unauthorised use by failing to immediately notify us of the unauthorised use of the password;

you will be liable for the actual losses that occur between the time you became aware of the security compromise or should reasonably have become aware in the case of a lost or stolen code or device and the time you advised us of the security compromise or loss of the code or device but you will not be liable for any losses which:

- exceed the balance plus any credit limit on the accounts you have access to using or for any portion of the losses incurred in any period that exceeds any applicable periodic transaction limit, including any applicable daily transaction limit, or which occurred on an account that was not agreed could be accessed

using the device, identifier or password used to perform the transaction.

e. We are not responsible for the operation of any secure computer equipment, including Mobile Device, or electronic system you use to transact using the internet.

f. Nothing in these Terms and Conditions shall operate to exclude, restrict or modify the application of any of the provisions of the Competition and Consumer Act 2010, the Australian Securities and Investment Commission Act 2001 or equivalent state or territory legislation.

If you are responsible for a mistaken Electronic Payment and we cannot recover the amount from the person or company who received it within 20 Banking Business Days of us attempting to do so, you will be liable for that payment.

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 the Terms and Conditions or acted negligently or fraudulently under this agreement.

If you notify us that an Electronic Payment made from your account is unauthorised, you must provide us with a written consent addressed to the Biller who received that Electronic 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 Electronic Payment.

Notwithstanding any of the above provisions your liability will not exceed your liability under the ePayments Code.

### **Our liability in respect of electronic payments**

You agree that subject to your rights which are implied by law and which cannot be excluded by these Terms and Conditions, we will not be liable for:

- Any breakdown or interruption in the Access Method due to circumstances which are not under our direct control;

- Any corruption of data or any breakdown or interruption to your computer or any other equipment utilised to access an Access Method;
- Any error or delay in the execution of any Electronic Payment instructions you provided if the error or delay is due to circumstances not under our direct control; or
- Any refusal of another party to receive any Electronic Payment from you.

You agree that in the event of a breakdown or interruption to any Access Method system or any failure or error in any transmission of information in respect of Electronic Payments, we will not be liable for any resulting loss EXCEPT that we will:

- Reverse any erroneous entry to your account caused by the malfunction or error without prior notice to you;
- Refund any charges or fees imposed as a result; and
- Re-transmit any information and/or repeat any interrupted service or process, as appropriate.

You agree that in any event, our liability to you in respect of any Electronic Payment or for your use of an Access Method does not include consequential, indirect or economic loss.

### **Resolving errors on account statements**

All Electronic Payments and any applicable fees will be recorded on the account statements of the accounts to which they are debited.

If you believe an Electronic Payment entered on your statement is wrong, contact us and give the following details:

- Your name and account number;
- The date and amount of the transaction in question;
- The date of the account statement in which the transaction in question first appeared;
- A brief and clear explanation of why you believe the transaction is unauthorised or an error; and
- Any other information as required.

Resolution of any disputes is subject to the ePayments Code and DNISTER's Complaints and Dispute Resolution procedures detailed in these Terms and Conditions.

## Transaction recording

It is recommended that you record all receipt numbers issued in respect of Electronic Payments to assist in checking transactions against your statements. We recommend you record the receipt numbers on the relevant bills.

## Transaction and other fees

Fees detailed in our Fees and Charges Schedules and advised to you periodically are available on request, and the amount of such fees (including any dishonour fee), apply to:

- Any Electronic Payment;
- Giving you Electronic Access; and
- Any other service provided in relation to Electronic Access.

We will debit to you any government charges, duties or taxes arising out of an Electronic Payment.

We may charge you with dishonour fees for any future-dated Electronic Payments that have failed due to insufficient funds in the relevant account.

If at any time there are insufficient funds in your nominated account, we may debit any other of your accounts.

## Transaction limits

Unless otherwise agreed in writing, DNISTER may apply a daily transaction limit to all electronic banking transactions conducted using Digital Banking. The limit will be available upon request.

Other financial institutions and third parties may impose their own transaction limits and DNISTER will not bear any responsibility for these limits and restrictions.

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## Digital Wallet -

Available 24 hours per day, 7 days per week. Access your DNISTER accounts through Digital Wallet on your mobile device.

A digital wallet is an electronic payment facility and the ePayments Code applies when you transact on your account using a digital wallet.



When you transact on your account using a digital wallet additional terms and conditions apply to your linked account in addition to these terms and conditions. These additional terms and conditions are referred to as the digital wallet terms and conditions. The digital wallet terms and conditions can be found by searching for “digital wallet” on our website at [dnister.com.au](http://dnister.com.au) To the extent of any inconsistency between these terms and conditions and the digital wallet terms and conditions, the digital wallet terms and conditions prevail.

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## BPAY®

BPAY® is an electronic payment system operated in co-operation between Australian Financial Institutions, which enables you to make bill payments to billers who participate in BPAY® and display the BPAY® logo.

### **Important**

These Terms and Conditions will govern your access to BPAY®. It is therefore important that you read these Terms and Conditions carefully before you use BPAY®.

If you access BPAY® then you will be taken to have read, understood and accepted these Terms and Conditions. Upon such use, these Terms and Conditions apply to every BPAY® payment on your account and you will be legally bound by them.

### **Using BPAY®**

DNISTER is a Member of BPAY® and we will tell you if we are no longer a Member of BPAY®.

BPAY® can be used to pay bills bearing the BPAY® logo. We will advise you if and when other transactions can be made using BPAY®.

Unless you are advised otherwise, you may use BPAY® only to make payments from the nominated accounts that are linked with BPAY® access.

We will debit the value of each BPAY® payment and any applicable fees to the Account from which the relevant BPAY® payment is made.

If you instruct us to make any BPAY® payment but close the Account to be debited before the BPAY® payment is processed, you will remain liable for any dishonour fees

incurred in respect of that BPAY® payment and we may exercise our rights of set-off.

You acknowledge that third party organisations (such as Billers or other financial institutions) may impose additional restrictions on your access to and use of BPAY®.

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.

### **Processing of BPAY® payments**

You should notify us immediately if you think you have made a mistake other than a mistake in the amount you meant to pay.

In some circumstances, your BPAY® payment instructions may be reversed.

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:

- 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
- 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 we receive your direction before 3:00pm Melbourne time on a business day, a BPAY® payment is treated as received by the biller to whom it is directed on the date you direct us to make it, or otherwise, on the next business day after you direct us to make it.

Notwithstanding this, a delay may occur processing a BPAY® payment if:

- There is a public or bank holiday on the day after you instruct us to make the BPAY® payment;
- 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;
- A biller, or another financial institution participating in

- If we are advised that your payment cannot be processed by a Biller, we will:
  - Advise you of this;
  - Credit your account with the amount of the BPAY® payment; and
  - Take all reasonable steps to assist you in making the BPAY® payment as quickly as possible.

### **Future-dated payments**

You may arrange BPAY® payments up to ninety days in advance of the time for payment. If you use this option, you should be aware that:

- 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;
- If there are insufficient cleared funds, the BPAY® payment will not be made and you may be charged a dishonour fee;
- You are responsible for checking your account transaction details or account statement to ensure the future-dated payment is made correctly;
- You should contact us if there are any problems with your future-dated payment; and
- 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.

### **BPAY® transaction limits**

Unless otherwise agreed in writing, DNISTER may apply a daily transaction limit to transactions conducted using BPAY®.

### **Refusing BPAY® payment directions**

You acknowledge and agree that:

- We may refuse for any reason to give effect to any direction you give us in respect of a transaction to be made via BPAY®;
- We are not liable to you or any other person for any loss or damage which you or that other person may suffer as a result of such refusal; and

- If an Account from which the BPAY® payment is made has insufficient funds we may dishonour the BPAY® payment direction and/or we may set off your BPAY® liabilities against any other account, you have with us BUT this does not affect our rights to dishonour the BPAY® payment direction.

## Major Benefits

Pay bills from your applicable DNISTER accounts using Digital Banking or over the counter transactions at DNISTER branches.

## Major Risks

Despite taking all precautions, we cannot guarantee absolute security for electronic transactions.

Payments will be made on the day they are sent, provided the BPAY instruction is provided before the cut-off time. Processing and settlement may take longer if you authorise the payment after the cut-off time. Receipt to your biller will also be dependent upon the biller and other financial institutions processes.

## Costs

Please refer to our latest Fees and Charges Schedules for details.

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## CueCard

CUECARD provides you with access to nominated DNISTER savings accounts within Australia through EFTPOS but is not supported internationally.

The Member must be over 14 years in age to be eligible to this access facility.

CUECARD Conditions of Use are provided on opening an account with a CUECARD attached and are also available upon request at our branches.

Please read them carefully before using your CUECARD.

## Major Benefits

You can access your funds through ATMs or EFTPOS facilities anywhere in Australia. You have the ability to obtain an account balance after withdrawing or depositing funds.

## Major Risks

You must ensure security of access to your savings accounts; Risk of unauthorised access should your access method be readily identifiable.

## Costs

Please refer to our latest Fees and Charges Schedule for details.

## VISA Debit Card

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VISA Debit card provides you with access to a nominated DNISTER savings account within Australia, overseas and online.

VISA Debit Card Conditions of use are provided on opening an account with a VISA Debit Card attached.

VISA Debit Card conditions of use are provided upon receiving your VISA debit card.

Please read them carefully before using your VISA Debit Card.

The VISA Debit card Conditions of Use should be read in conjunction with this PDS.

These Conditions of Use govern the use of the VISA Debit card to access your Linked Account(s). We will process the value of all transactions, and any fees and charges, to your Linked Account(s). Each such transaction will be governed by these Conditions of Use and by the Terms and Conditions for the relevant Linked Account.

## Major Benefits

- You can access your funds through ATMs or EFTPOS facilities anywhere in Australia and overseas;
- You can make purchases online with your VISA Debit card (verified by VISA);
- You can make purchases by phone with your VISA Debit card;
- You have the ability to obtain an account balance after withdrawing or depositing funds;
- Make purchases with VISA payWave - secure, contactless technology for transactions under \$100, just wave your VISA payWave-enabled card in front of a contactless reader and go - there's no PIN required;

- PayWave transactions are limited to 10 transaction per day for your security after which a PIN is required; and
- 24/7 Fraud Monitoring via Orion.

## **VISA® PAYWAVE**

VISA payWave is a secure, contactless technology which allows Members to pay for purchases without having to enter their PIN. For transactions under \$100, just wave your VISA payWave-enabled card in front of a contactless reader and go. VISA payWave is accepted at Australia's leading retailers.

Refer to the VISA Debit Card Conditions of Use booklet for details and limits.

## **Osko**

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DNISTER subscribes to Osko under the BPAY scheme.

DNISTER offers the payment services as part of Osko to all our Members who satisfy the requirements set out in these terms. This payment service allows Members to make and receive Osko payments in near real time.

You will be able to access and use the Osko service through a computer, smart mobile phone or other electronic devices such as tablet.

We will tell you if, for any reason, we are no longer able to offer you Osko.

If we are no longer able to offer you Osko, you will not be able to send or receive Osko Payments through us.

Where we can do so we will tell you:

- if there are any delays in processing transactions;
- when your transaction is likely to be completed; and
- give you the opportunity to cancel a transaction if it is delayed.

## **How to use Osko**

You must comply with the terms and conditions applying to the account to which you request us to credit or debit an Osko payment and /or the service you use to participate in Osko, to the extent that those account terms are not

inconsistent with or expressly overridden by New Payment Platform (NPP) terms.

If there is any inconsistency between the terms and conditions applying to the relevant account and/or service and the NPP terms, the NPP terms will apply to the extent of the inconsistency.

### **Transaction limits**

Unless otherwise agreed in writing, DNISTER may apply a daily transaction limit to all electronic banking transactions conducted using Digital Banking. The limit will be available upon request.

Other financial institutions and third parties may impose their own transaction limits and DNISTER will not bear any responsibility for these limits and restrictions.

### **PayID**

You do not have to have a registered PayID.

By registering a PayID through DNISTER you accept the terms and conditions set out in this PDS and the Digital Banking Application – Conditions of Use.

PayID Type means a piece of recognisable and memorable information that can be linked to a financial account to create a PayID. PayID Types include phone number, email address, Australian Business Numbers and other organisational identifications.

When you direct an Osko Payment to a PayID connected to a joint account, other account holders may be able to see the messages and notifications associated with the Payment. Similarly, depending on the settings you choose for your PayID, other account holders on your account may be able to see messages and notifications associated with Payment.

When initiating a transaction, you might direct the transaction to an incorrect account if you get a PayID wrong. To try to avoid this, we will ask you to verify that you have the right PayID. We will do this by presenting you with the associated PayID Name as an additional confirmation of the intended recipient before you submit a transaction. Failing to take reasonable steps to ensure you are sending the money to the correct account including reviewing the PayID

name prior to authorising your payment, may increase your liability if misdirected funds cannot be subsequently recovered.

In order to better provide you with the services under Osko, we may retain certain information relating to PayIDs you use. For example, we may retain information relating to PayIDs you provide us in order to facilitate scheduled payments. Refer to Section 5 Privacy and Confidentiality of this PDS for more information on how we collect, use, handle and store Personal Information such as PayIDs.

### **Creation and Maintenance of your account PayID**

- Members can register a PayID for making and receiving Osko Payments via Digital Banking;
- Members can open more than one PayID for each account. For example, a joint account may have two unique PayIDs attached to the one account;
- Once a PayID is opened and linked to your account it may not be used in relation to any other account;
- The PayID service does not support duplicate PayIDs. Should you try to create a PayID is already in existence you will receive an error message;
- Members can transfer your PayID from one Financial Institution to another;
- Members have the ability to modify a PayID type;
- The transfer of your PayID to another financial institution is completed by that financial institution. If the other financial institution does not complete the transfer, the PayID will remain with your account; and
- DNISTER monitors PayID use to manage fraud. You acknowledge and consent to us disabling your PayID if we reasonable suspect your PayID is used to procure fraudulent payments.

### **Eligibility requirements**

You can register for a PayID and access to Osko credit payment. Should you require to use Osko to make a debit payment then you will need to register for the digital banking service.



## How Osko Payments work

You will be able to register a PAYID using DNISTER's Banking APP or via your computer. Key features of Osko for those Members who register a PayID:

- multiple Osko Payments;
- scheduled and recurring Osko Payments; and
- payment reminders;

## Payment Directions

You must give us the required information when you send us a payment direction. We will then debit your account with the amount of that Osko payment on the date requested.

You acknowledge that we are not obliged to affect an Osko payment if you do not give us all of the above information or if any of the information you give us is inaccurate.

Subject to applicable laws, including where applicable the ePayments Code, we will treat your instruction to make an Osko payment as valid:

- a) if you provide us with the following information:
- the amount of the Osko payment; and
  - if you elect:
    - not to use PayID, the details of the Payee's account(s) to be credited with the amount of the Osko payment; or
    - if you elect to use PayID, the Payee's PayID; and
  - when you give such information to us you comply with Part 5 –Specific electronic banking terms & conditions in this PDS.

You should ensure that all information you provide in relation to an Osko payment is correct as we will not be able to cancel an Osko payment once it has been processed.

## Spam Payment Request

Members should report any payment request which they consider to be spam to DNISTER. Members can either call one of our branches to report the spam or send us an email. Contact details are listed on page 9 of this PDS.

## Payment Disputes and Investigations

We will keep you informed of the progress of all disputes and Investigations. However, we may not notify you or keep you informed of certain investigations and disputes where we reasonably determine that doing so will, or is likely to, compromise the integrity of the investigation or Osko more broadly. Members should note their liability in relation to funds that cannot be recovered.

## Notifications

We will inform you when:

- we confirm and validate each payment direction or payment request you give us;
- a transaction you have initiated:
  - is successfully completed; or
  - fails for any reason; and
- an Osko payment has been deposited into your account.

You may also, at any time, access a record of all transactions which you have been involved.

## Suspension and termination

### Termination for convenience by you

You can terminate your participation in Osko by giving us at least 30 days prior notice.

### Suspensions and terminations for your default

We may suspend or terminate your participation in Osko if:

- we suspect that you, or someone acting on your behalf, is being fraudulent;
- we suspect that you are using Osko in a manner that will or is likely to affect our ability to continue providing Osko to you or our other Members;
- you breach any obligation under these terms which is capable of remedy and do not remedy that breach within 20 Business Days of receipt of a notice from us specifying the breach and requiring the breach to be remedied;

- you breach any obligation under these terms which is incapable of remedy;
- you suffer an Insolvency Event; or
- DNISTER has any other reasonable grounds for terminating your participation and provides you with adequate notice prior to termination

If your PayID has been disabled in accordance with this section, it may not be transferred or updated until it has been enabled.

#### Other suspension or termination events

In addition to the previous clause we may immediately terminate and/or suspend your participation in Osko by notifying you if our membership to the Scheme or our subscription to Osko is suspended, ceases or is cancelled (as the case may be) for any reason.

#### Consequences of termination

Termination or suspension of your right to use Osko does not:

- prejudice any claims either party may have against the other in respect of any then subsisting breaches of these terms; or
- otherwise affect the accrued rights or remedies of either party.

#### **Fees and Charges**

Fees and charges relating to the use of Osko payments are set out in the Fees and Charges Schedule which is available on our website at [www.dnister.com.au](http://www.dnister.com.au). We reserve the right to introduce or amend fees in relation to this service.

#### **Notices/miscellaneous**

From time to time, we may need to provide to BPAY certain information regarding our Members and their use of Osko, including for the purposes of monitoring and managing fraud relating to Osko. If you are an organisational Member you consent to the inclusion of your name and any other details and information relating to you, in any reports we are required to provide to BPAY.

## Major Risks

- You must ensure security of access to your VISA Debit Card (i.e. limit amount of funds in your linked savings account); and
- Risk of unauthorised use should you lose your card or have disclosed your PIN.

## Costs

Please refer to our latest Fees and Charges Schedule for details.

## Protection of your password(s) and personal identification number(s) (PIN(s))

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- You must keep your password(s) and PIN(s) secure at all times. Failure to do so may increase your liability for loss.

### YOU MUST NOT:

- Use your birth date or an alphabetical code which is a recognisable part of your name, as a password or select a numerical code which has five sequential numbers;
- Disclose your password(s) or PIN(s) to any person including family Members and friends;
- Allow any other person to see you entering or overhear you providing your password(s) or PIN(s);
- Save user name and password(s) via internet or application-based technologies; or
- Record your password(s) or PIN(s) on your card or on any article carried with or placed near your card that is liable for loss, theft or abuse at the same time as your card.

## Maestro / Cirrus

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Effective from 1 January 2024, the use of Maestro / Cirrus on all Cuecards has been removed.

**This functionality is no longer available, and use of the Cuecard internationally is no longer supported**

## PayTo

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DNISTER subscribes to PayTo through the New Payments Platform (NPP).

DNISTER offers the PayTo services to all our Members who satisfy the requirements set out in these terms. This payment service allows Members to make payments in near real time through the PayTo service.

You will be able to access and use the PayTo service through a computer, smart mobile phone (in early 2024) or other electronic devices such as tablet.

We will tell you if, for any reason, we are no longer able to offer you PayTo.

If we are no longer able to offer you PayTo, you will not be able to send PayTo Payments through us.

Where we can do so we will tell you:

- if there are any delays in processing transactions;
- when your transaction is likely to be completed; and
- give you the opportunity to cancel a transaction if it is delayed.

### **How to use Osko**

You must comply with the terms and conditions applying to the account to which you request us to credit or debit an Osko payment and /or the service you use to participate in Osko, to the extent that those account terms are not inconsistent with or expressly overridden by New Payment Platform (NPP) terms.

If there is any inconsistency between the terms and conditions applying to the relevant account and/or service and the NPP terms, the NPP terms will apply to the extent of the inconsistency.

Other than set out in this SPDS, the terms, conditions, exclusions and limitations are set out in your PDS.

## SECTION 7

### Other transactional Products Specific Information

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#### Direct Debits

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Direct Debits allow you to authorise a biller to regularly debit your nominated DNISTER account for payment of goods or services e.g. insurance premiums, gas and electricity bills.

- By providing a biller with a direct debit authority you authorise the biller to debit funds from your account with DNISTER;
- DNISTER is not advised by the biller when an authority has been established or discontinued by you;
- DNISTER will act on an electronic file to debit your account and remit the funds due to the biller;
- DNISTER accepts no responsibility for the date the instruction is received and the date on which the debit is processed to your nominated account;
- Payments scheduled for a non-business day will be processed on the next available business day;
- DNISTER will act promptly to cancel a direct debit facility linked to your transaction account if you ask us to do so, and we will give you an estimate of how long cancellation will take. We will not tell you to try and cancel the facility with the Biller or other direct debit user first (but we may suggest that you contact the direct debit user);
- If insufficient funds are in the account when the direct debit request is received DNISTER may make the payment by utilising funds in an alternate account held by you;
- The direct debit payment will be dishonoured if there are insufficient funds in your accounts. A dishonour fee is payable in these circumstances. If DNISTER exercises its discretion to pay the direct debit

resulting in the account becoming overdrawn, an excess fee may be payable; and

## **Costs**

Please refer to our latest Fees and Charges Schedule for details.

## **Major Benefits**

- No need to arrange payment personally;
- Payments are made automatically from your nominated account;
- Automatic sweep option is available upon request;
- No need to prepare a cheque or use the mail; and
- Payments can be linked to the crediting of salary or other money received.

## **Major Risks**

- Sufficient funds must be maintained in the nominated account to make the payment;
- Any refunds must be arranged with the biller or third party unless DNISTER is responsible for the error;
- A dishonour fee is payable if there are insufficient funds; and
- Direct Debits are processed unless the biller agrees beforehand to stop the payment.

## **Costs**

Please refer to our latest Fees and Charges Schedule for more details.

## Direct Credits

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- DNISTER is not advised when a direct credit authority is established or discontinued by a Member. We will credit an account upon receipt of an electronic advice from another financial institution;
- DNISTER accepts no responsibility for the date the instruction is received and the date on which the credit is processed to your nominated account;
- Credits scheduled for processing on a non-business day will be processed on the next available business day; and
- All requests to cancel a direct credit arrangement or an individual direct credit must be made direct to the crediting party;

## Major Benefits

- Convenience of salary, dividends or similar credits being deposited directly and automatically to your nominated account;
- Payments can be split between several accounts nominated by you;
- No cheque clearance delays with prompt availability of funds; and
- Reduced paperwork.

## Major Risks

- Cancellation of the arrangement can only be made with the external party making the credit payments; and
- When the external party reverses a credit transaction DNISTER reserves the right to debit your account.

## Periodical Payments

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A convenient method to make regular payments to other accounts, automated payments of your regular bills, such as rent, insurances, loan and credit card payments, either with DNISTER or another financial institution.

- Financial Institutions receive periodical payments as cleared funds on the next business day;
- While DNISTER will endeavour to process a periodical payment in accordance with the Member's instructions we accept no responsibility if any such transfer is or cannot be made and accordingly shall



not incur any liability through our refusal or omission to make any or all of the payments instructed by the Member or arising from any late payment or omission in following instructions;

- If a periodical payment cannot be processed on the due date due to lack of funds DNISTER will attempt to make the payment on the following 4 business days. If the payment cannot be processed due to insufficient cleared funds after 5 successive business days the payment will be rejected until the next scheduled payment date. If payment is rejected for 3 consecutive periods, the periodical payment authority will be changed to inactive.
- DNISTER may in its absolute discretion conclusively determine the order of priority of payment of periodical payments;
- The periodical payment will be dishonoured if there are insufficient funds in your accounts. If DNISTER exercises its discretion to pay the periodical payment resulting in the account becoming overdrawn, an excess fee may be payable; and.
- Refer to our latest Fees and Charges Schedule for details.

### **Major Benefits**

- No need to arrange individual transfers;
- Periodical payments can be arranged in branch or via digital banking;
- Automatic sweep options are available upon request;
- Automatic regular payments provide convenience and less paperwork;
- Payments are made on time; and
- Arrangement of periodical payments such as salaries to and other payments.

### **Major Risks**

- Sufficient funds must be held in the account for the payment to be made.

### **Costs**

Please refer to our latest Fees and Charges Schedule for more details.

## Listing and Switching for Direct Entry and Periodical Payments

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Where you seek to switch to a different Approved Deposit-Taking Institution, DNISTER can provide a listing service, for your:

- direct debit arrangements;
- direct credit arrangements; and
- periodical payments

for the previous 13 months.

## Member Chequing

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### *Conditions of Use*

#### **Access**

The Member Chequing facility can only be attached to your Everyday Access Account or Community Access Account.

#### **Authority**

By acquiring a Member Chequing facility, you acknowledge that you have appointed DNISTER and Indue Ltd as your agent and that you have authorised them to:

- Conduct accounts (“the Bank Account”) with Westpac Banking Corporation (“the Bank”) to enable you to draw cheques for payment of goods and services out of the funds in your account with DNISTER and make deposits to the Bank in accordance with these terms and conditions.
- Transfer funds to the Bank Account from your DNISTER account to pay the amount of cheques or payment orders that you or your authorised signatories have signed and to pay any costs, taxes or charges incurred by DNISTER or the Bank.

You authorise DNISTER to debit your account for:

- The amount of any dishonour or other charges imposed by DNISTER or the Bank;
- The amount of any government taxes or duties in respect of transactions or the operation of the account;
- The amount of any other fees and charges payable under these terms and conditions including cheque issuing fees and unauthorised overdraft fees.

Provides convenient access to funds in your Everyday Access, Community Access and Pensioner Savings Accounts.

### **Major Benefits**

- You control when the payment is made.

### **Major Risks**

- Many vendors no longer accept personal cheques as a payment option;
- Untimely receipt of payment by creditor through the mail; and
- Sufficient funds must be maintained in your account to avoid your cheque being dishonoured.

### **Costs**

Please refer to our latest Fees and Charges Schedule for more details.

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