International Transfers Terms and Conditions

Important Information

Exchange rates may fluctuate and are subject to change without notice.

Processing times vary depending on the destination country, currency, intermediary or correspondent banks, and the beneficiary bank.

Additional charges may be imposed by intermediary, correspondent or beneficiary banks involved in the transfer process. These charges are outside Dnister Bank's control and may be deducted from the amount received by the beneficiary.

International transfers are subject to applicable laws, regulations, sanctions requirements, eligibility criteria, transaction limits, and Dnister Bank's policies and procedures.

1. Convera

Dnister Ukrainian Credit Co-operative Ltd trading as Dnister Bank ("Dnister Bank", "Dnister", "we", "us", or "our") has entered into contractual arrangements with Convera Australia Pty Ltd (ABN 78 150 129 749, AFSL 404092) ("Convera") to assist in providing certain foreign exchange and international payment services.

The contractual relationship relating to international transfers is solely between you and Dnister Bank.

Any information provided by Dnister Bank is general in nature and does not take into account your personal objectives, financial situation or needs. Convera does not provide personal or general financial advice.

This communication is provided for information purposes only and does not create any binding obligations except as required by law.

2. International Transfers Terms and Conditions

International transfers are available to eligible members and allow funds to be sent in supported currencies directly to beneficiaries overseas.

The following terms apply to international transfers:

Requests for international transfers

Requests for international transfers may be made:

- through Dnister Online Banking or the Dnister App (where available); or
- on the Dnister's International Funds Transfer Request Form, submitted in branch or through other approved channels outside Online Banking.

Transaction limits

International transfers requested through Online Banking or the Dnister App are subject to transaction limits as notified by Dnister from time to time.
The current daily transfer limit for online international transfers is AUD $5,000 equivalent.
Higher limits may be available upon request and approval by Dnister.

Available currencies

Not all currencies are available for purchase or transfer.
The currencies available at any time may be displayed during the transfer process or published on Convera's website.

Exchange rates

Exchange rates are subject to change without notice and will apply at the time your transfer is processed.
You accept the exchange rate quoted by Dnister for your transaction.

Accuracy of information

You must ensure that all information provided in relation to your international transfer is complete, accurate and current.

Dnister may refuse to process, or delay processing of, a transfer where information provided by you is incomplete, unclear or inaccurate.

Dnister is not responsible for delays, losses or additional costs arising from incorrect information supplied by you.

Processing times

Funds are generally received within a reasonable timeframe; however, international transfers may take up to 10 days depending on the destination country, currency, intermediary banks and the beneficiary bank's processing requirements.

Transfers may pass through intermediary or correspondent banks before reaching the beneficiary bank, which may result in delays or additional charges.

Transfers in Australian Dollars

Where funds are sent in Australian Dollars (AUD), the beneficiary bank may convert the funds into local currency using its own exchange rate.
This may result in additional costs or delays, which are outside Dnister's control.

Restricted countries and beneficiaries

Dnister may be prevented by law from processing transfers to certain countries, territories or beneficiaries. Some countries may be unavailable due to sanctions, regulatory requirements or other legal restrictions.

Returned payments

If an international transfer is returned for any reason, you will be responsible for any applicable charges, losses or exchange rate differences arising from the return of the funds.

Legal and regulatory requirements

Dnister may delay, block, freeze or refuse to process an international transfer where it reasonably believes that doing so may breach Australian law or the laws of another country.

International transfers may be interrupted, delayed or prevented by government actions, sanctions requirements, anti-money laundering obligations or other regulatory requirements.

It is your responsibility to understand that such circumstances may affect your transfer, and Dnister is not obliged to challenge any actions taken by government or regulatory authorities.

3. Your acknowledgements and agreements

By requesting an international transfer, you acknowledge and agree that:

- you authorise Dnister to debit your nominated account for the transfer amount and any applicable fees, charges and foreign exchange costs;
- you request Dnister to process the international transfer in accordance with your instructions;
- you have read and understood the Important Information about Fraud;
- you have read and understood the Important Information about International Transfers;
- you accept the exchange rate quoted for the transaction;
- all information provided by you is complete and accurate; and
- you agree to these Terms and Conditions.

4. Important Information about international transfers

You acknowledge and understand that:

- international transfers may pass through intermediary or correspondent banks before reaching the beneficiary bank;
- delays may occur during processing by intermediary, correspondent or beneficiary banks;
- additional charges may be imposed by banks involved in the transfer process; and
- where funds are sent in AUD, the beneficiary bank may convert the funds into local currency at an exchange rate determined by that bank.

5. Important Information about fraud

International transfers are commonly used in fraudulent and scam transactions, including investment scams.

You should carefully consider the risks before proceeding and satisfy yourself that the beneficiary is legitimate, particularly if you have not dealt with them previously or have been asked to transfer funds urgently.

You are responsible for verifying the legitimacy of the beneficiary and payment instructions.

Dnister does not accept responsibility for losses arising from fraud where you have authorised the international transfer.

Once an international transfer has been processed, it may not be possible to stop, cancel or recover the funds.

For further information regarding scams and fraud, visit Scamwatch or Moneysmart.

6. Important

You must:

- ensure that the beneficiary account details, including account numbers, SWIFT/BIC codes and other payment information, are correct and complete;
- understand that Dnister does not verify that the beneficiary name matches the account details provided;
- acknowledge that if incorrect information is supplied, funds may be paid to an unintended recipient and recovery may not be possible;
- be aware that international transfers are commonly used in fraudulent transactions and take appropriate precautions; and
- provide any additional information requested by Dnister for regulatory, compliance, anti-money laundering, counter-terrorism financing or risk management purposes.

International transfers are made at your risk, except to the extent that any loss results from an error made by Dnister.

7. Privacy and disclosure of information

To process your international transfer, Dnister may disclose your personal information to Convera, intermediary banks, beneficiary banks and other parties involved in facilitating the transfer, including parties located outside Australia.

You authorise Dnister to provide information requested by these parties where necessary to comply with legal, regulatory, anti-money laundering, counter-terrorism financing or sanctions obligations.

You authorise Convera to collect, use and disclose your personal information for the purposes of:

- facilitating international transfer services;
- complying with legal and regulatory requirements;
- preventing and detecting fraud;
- debt recovery activities;
- monitoring compliance arrangements between Dnister and Convera; and
- improving products, services and operational processes.

You acknowledge that Convera may disclose personal information to members of the Convera group, service providers, regulatory authorities, law enforcement agencies and other parties located in Australia or overseas, including the United States, where required for the provision of international transfer services or by law.

8. Fees and Charges

International transfers through Online Banking or the Dnister App

- International transfers sent in foreign currency: No Dnister transfer fee applies.
- Additional charges applied by intermediary, correspondent or beneficiary banks: At cost.

International transfers submitted outside Online Banking

- International transfers sent in foreign currency: No Dnister transfer fee applies.
- International transfers sent in Australian Dollars (AUD): $50.00 (charged at the time of transfer).

Additional charges applied by intermediary, correspondent or beneficiary banks: At cost.