

# Stronger Together

Supporting you as our two banks come together to create an even stronger, more resilient member-owned bank.



# Banking *for good*

## Just like Australian Mutual Bank Ltd, Teachers Mutual Bank Limited is 100% member owned.

When our banks come together on 1 May, our combined team of more than 750 people will serve approximately 280,000 members across five retail brands, and the merged bank will hold \$14.2 billion\* in total assets.

Australian Mutual Bank will operate alongside Teachers Mutual Bank Limited's (TMBL) four brands: Teachers Mutual Bank, Health Professionals Bank, Firefighters Mutual Bank and UniBank.



## A rich history of putting members first

Sixty years ago our bank was founded by a group of volunteers in the education sector who wanted to create a positive alternative to the major banks. Their innovation, tenacity, and spirit provided the opportunity for members to achieve home ownership and reach their financial goals.

Over the decades, our bank has adapted and evolved to ensure our success and sustainability while serving the needs of distinct professional groups and remaining 100% member owned.

## We are profit for purpose

We focus on people, planet and profit, aiming to deliver positive outcomes for our members. For us it's built in, not bolted on.

Profit for purpose is our business model. Instead of profits being distributed to institutional shareholders and investors via dividends, our profits are reinvested to benefit our members and our communities.

Teachers Mutual Bank Limited is a member of the Customer Owned Banking Association (COBA) and subscribes to the Customer Owned Banking Code of Practice. COBA is the leading advocate for a more competitive retail banking sector through the customer-owned banking model.

\* \$14.2 billion as at February 2026.



Both Australian Mutual Bank Ltd and Teachers Mutual Bank Limited share a commitment to providing sustainable banking services to our communities.

There are 60 banks in the world that are Certified B Corp, meaning we are both part of the global movement for an inclusive, equitable, and regenerative economy.<sup>1</sup>

Both our banks recently were successful in recertification with B Lab for 2025–2028. Teachers Mutual Bank Limited's current score is 121.6, a 19% improvement on our original performance score achieved in January 2022.

<sup>1</sup> 60 is correct as of 28 February 2026. Deposit Bank – Developed Capital Markets as defined on bcorporation.net.

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**TEACHERS MUTUAL BANK LIMITED**



Teachers Mutual Bank Limited acknowledges the Traditional Custodians of Country through Australia and their continuing connection to land, water and communities. We pay our respects to Aboriginal and Torres Strait Islander cultures, their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

# Important Notices

## Purpose of document

This booklet outlines important information about the Merger of Australian Mutual Bank Ltd and Teachers Mutual Bank Limited, including:

- possible changes to your membership and account numbers
- how to access your accounts in Internet Banking and the Mobile App from 24 May
- banking arrangements that will be automatically migrated for you (such as your existing cards, electronic payments, direct debits and direct credits)
- new standard daily transaction limits at an account level
- changes to your member share(s)
- what will happen during the merger transition weekend (22-24 May 2026) when your accounts, Internet Banking and Mobile App are officially migrated to Teachers Mutual Bank Limited
- changes to your product terms and conditions
- what you need to do to prepare.

To minimise disruption to your banking please read this information carefully so you know what to expect.

## Effective date of information

The information in this document is correct as at 8 April 2026, but it may be subject to change. We'll inform you if anything changes.

## We're here to help

We're here to support you through this transition.

The team is available on 13 61 91, Monday to Friday 8am-7pm and Saturday, 8:30-11:30am, Sydney time. From 30 May, Saturday hours change to 9am-3pm, Sydney time.

# Key dates and actions you need to take

Please read this information pack to understand the timeline of the merger transition, any upcoming changes relevant to you and the related actions you may need to take.

If you have any questions, please get in touch.

## Make sure you're prepared for the outage planned for 22–24 May 2026

You will not be able to access Internet Banking or the Mobile App between 22 and 24 May while services are being transferred to Teachers Mutual Bank Limited.

To help you prepare, we recommend:

1. planning ahead by making any upcoming bill payments or transfers before 22 May or after 24 May to avoid delays or missed deadlines.
2. withdrawing money ahead of time, so you have cash handy for purchases, or moving funds to a card-linked account before 22 May.
3. downloading or screenshotting your account statements if you'll need access to them during the transition weekend.

Date	Merger milestone	What you need to do
<b>1 May</b>	Legal date of merger as Australian Mutual Bank comes together with Teachers Mutual Bank Limited.	Nothing. You will automatically become a member of TMBL, the merged bank.
<b>22 May</b>	Service outage commences across Australian Mutual Bank's Internet Banking and Mobile App as services are transferred to Teachers Mutual Bank Limited.	You will not be able to access Internet Banking or the Mobile App from 22-24 May while services are being transferred. Please ensure you plan ahead by following the steps above.
<b>On or before the 24 May*</b>	Service outage and transfer of services to Teachers Mutual Bank Limited's systems completes.	If you have been provided with a new member number, you will need to use this to access Internet Banking and to re-register for and access the Mobile App.
<b>25 May</b>	Our combined branch footprint opens to all members.	From today, you'll be able to visit any one of the 13 branches locations in our network. Refer to page 16 for details.

\* The transfer may complete on 23 May 2026.

# Creating an even stronger bank



**Dear Member,**

As CEO of Teachers Mutual Bank Limited, I want to thank you for the support and enthusiasm shown for this merger between our two banks.

This is an exciting opportunity to build a stronger bank together and continue delivering great value and service to our members.

With our shared history of member first values, serving our communities and professions, and a focus on sustainability, I am confident this merger will deliver strong outcomes for our members and the merged bank.

As our banks come together, we will have more capacity to invest in what we know our combined membership values: customer service, competitive financial products, digital banking services, cyber security and fraud protection.

Alongside this investment, we'll remain committed to supporting the communities and professions that support us. This includes continuing Australian Mutual Bank's support of the Australian Mutuals Foundation by giving \$250,000 each year.

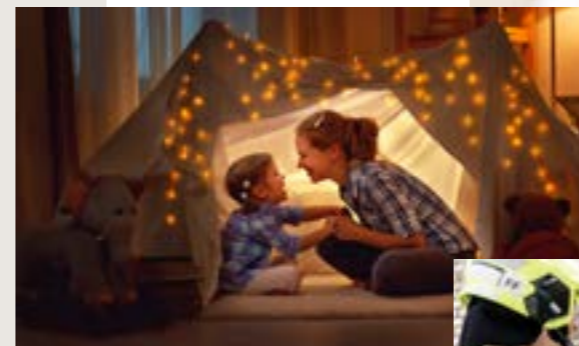
Our focus has always been on supporting members and helping them achieve their financial goals. As we bring our banks together we will continue to focus on delivering trusted service, long-term value and a positive future for our members and communities.

I want to assure you that our aim is to make the transition as seamless as possible. I thank you for your understanding as we take this important step forward and make new services available. If you need support, our team is ready to help you every step of the way.

It is my privilege to be your new CEO from 1 May and I thank you for choosing to bank with us.

*Anthony Hughes*

**Anthony Hughes**  
CEO, Teachers Mutual Bank Limited



<sup>1</sup> Teachers Mutual Bank was named Customer-Owned Institution of the Year in Money magazine's Consumer Finance Awards for 2025.

# Changes to your banking *after the transition of services to Teachers Mutual Bank Limited*

Importantly, you'll remain a member of Australian Mutual Bank.

\*\*\*\*

## Membership number

Some members will receive a new membership number. If your member number is changing, you'll find the new details in the cover letter or email accompanying this booklet. Please retain this information, as it will be required to access Internet Banking and the Mobile App from 24 May 2026 (see page 9).



## Internet Banking

There will be some new features and refreshed layout. If your member number is changing you'll need to use your new member number to log in. There is no need to change your existing password (see page 10). We've enhanced security features, so there is no need to enter your date of birth on login.



## Debit and credit cards

If you're 18 or older, you can continue using your existing Visa card(s). If you're under 18 years old, we'll send you a new card which you'll be able to use from July 2026. The new card includes new card controls to protect you. Until you receive your new card you can continue using your existing card.



## Account numbers and product names

Some members will receive updated account numbers (see page 8). If your account numbers are changing, you will find the new details in the cover letter or email accompanying this booklet. Please retain this information for use from 24 May 2026 for new payments. Some product names are also changing (see the Notice of Change from page 18 for details).



## BSB

Your Australian Mutual Bank BSB number stays the same. Please continue to use 611-100 for new payments.



## Electronic payments

Your existing electronic payments, direct debits, direct credits and customised account nicknames will be automatically migrated for you (see page 11).



## Daily transaction limits

Standard daily transaction limits for BPAY, external transfers and Osko will be \$5,000 per account (see page 11). These can be increased in Internet Banking or by contacting us.



## Mobile App

You can continue using your existing login details to access the Australian Mutual Bank mobile banking app. If your member number is changing you will need to re-register and use your new member number to log in (see page 9). If you don't currently use the app, you can download it from the Apple App Store or Google Play Store.

## Top tips to stay safe online

We want you to be able to bank with confidence. As always we're working around the clock to protect you, your identity and your money. Here are some tips to help you stay safe online:

- ✓ Only access Internet Banking on your private computer.
- ✓ Ensure your contact details are correct for two-factor authentication for Internet Banking and don't share this information with anyone.
- ✓ Never access Internet Banking or your Mobile App while connected to public Wi-Fi.
- ✓ Ensure your antivirus and anti-malware software is up to date.
- ✓ Use unique, long and unpredictable passwords.
- ✓ Update your passwords regularly and don't repeat them.
- ✓ When shopping, look for https:// and a padlock icon in the browser.
- ✓ Use secure payment methods like Apple Pay or Google Pay.
- ✓ Check your statements regularly for unauthorised transactions.
- ✓ Remember that Australian Mutual Bank will never ask you for your banking login details or send you links to login pages by email or text. If you receive a request for your banking login details, please contact us immediately.

# Membership and account numbers

Some members will receive a new member number and/or account number(s).

## Membership number

If your member number is changing, you will find the new details in the cover letter or email provided to you with this Information Booklet. **Please keep the details safe as you will need these to log in to Internet Banking and to access the Mobile App from 24 May 2026 onwards.**

## Account numbers

Each of your Australian Mutual Bank accounts has a BSB (611-100) and a unique account number. These numbers are used to identify your accounts.

Your BSB is not changing, however some members will receive new account numbers for these products:

- Transaction account
- Savings account
- Term deposit
- Home loan
- Personal loan
- Credit Card facility

If your account numbers are changing, you'll find the new details in the cover letter or email provided to you with this Information Booklet.

For any new transactions made on or after 24 May 2026, please use your new account numbers. Transactions using old details may not be processed. Existing scheduled or recurring payments will continue without any action needed from you.

### What if you bank with Australian Mutual Bank and also bank with Teachers Mutual Bank, Firefighters Mutual Bank, UniBank or Health Professionals Bank?

You can retain all of your existing banking arrangements.

Your Australian Mutual Bank accounts will remain separate to your other accounts.

After the transition you can contact us if you want to consolidate your accounts. You can keep them separate if you prefer. This is part of our commitment to stronger, safer banking.

# Australian Mutual Bank mobile banking app

The Australian Mutual Bank mobile banking app provides a seamless everyday banking experience for transferring money, paying your bills and more.

## What's changing?

We've enhanced the Australian Mutual Bank mobile banking app you already know and love with additional features to make your banking simpler.

Here's what you can expect when you log in for the first time after 24 May 2026:

- View your card details including card number, expiry date and CVV.
- Control your digital wallet purchases and access advanced card control functionality.
- Grouped savings, term deposits and loan accounts to give you more visibility of your financial position.
- To view your account details such as your account number, BSB and more in the Mobile App, select the account from the app home screen and tap on the settings cog.

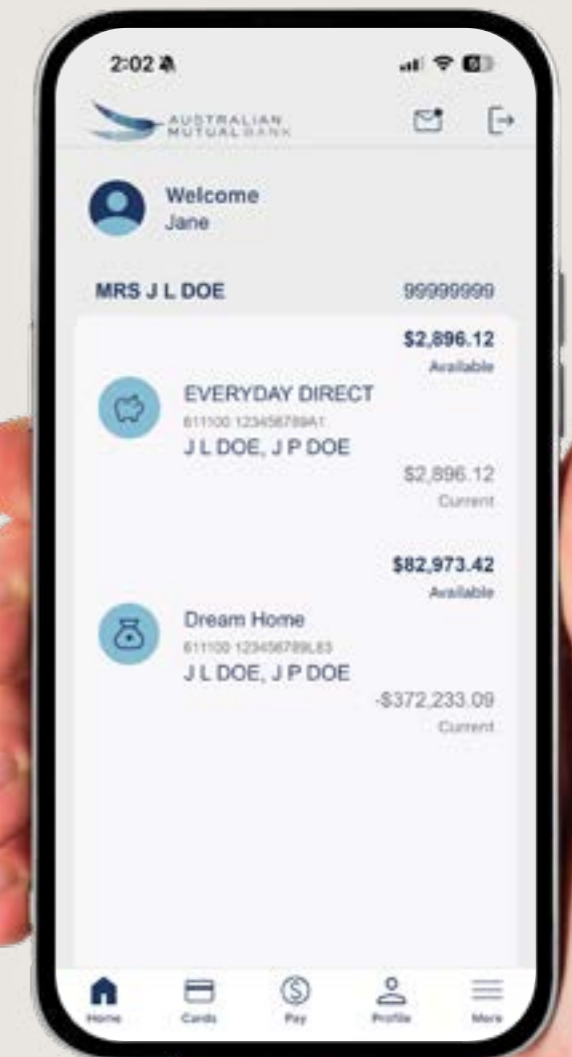
**Existing app users who receive a new member number should follow the steps below from 2b onwards to access the Mobile App after 24 May 2026.**

## How to access the Mobile App from 24 May 2026

- 1 Open the app on your device**
- 2a If your member number hasn't changed**  
OR  
Enter your existing PIN/Pattern or use your existing biometric ID to log in.
- 2b If you have a new member number**
  - Open the app on your device, select *Log in*.
  - Tap on *Let's get started*.
  - Enter your new member number – provided in the cover letter or email that was provided with this booklet.
  - Enter your existing Internet Banking password and tap on *Continue*.
  - You'll be asked to choose a PIN/Pattern to access the app with.
  - Read and accept the Terms of Use.
  - You can also set up biometric ID.
- 3 Enjoy your new Mobile App!**  
If you have any issues logging in or questions about how to use the app, please call us on 13 61 91.

### Resetting your password

If you've forgotten your password you can reset this by following the prompts via the Forgotten password link or by calling us.



# Internet Banking

## What's changing?

We've enhanced Australian Mutual Bank's Internet Banking to give you a better experience.

Here's what you can expect when you log in for the first time after 24 May 2026:

- Refreshed look and feel.
- Improved navigation with quick links for transfers and interest details.
- Grouped accounts and naming to keep everything in one place.
- Account details will be summarised on your account details page.
- You'll no longer be asked to enter your date of birth when logging in, due to enhanced security features.

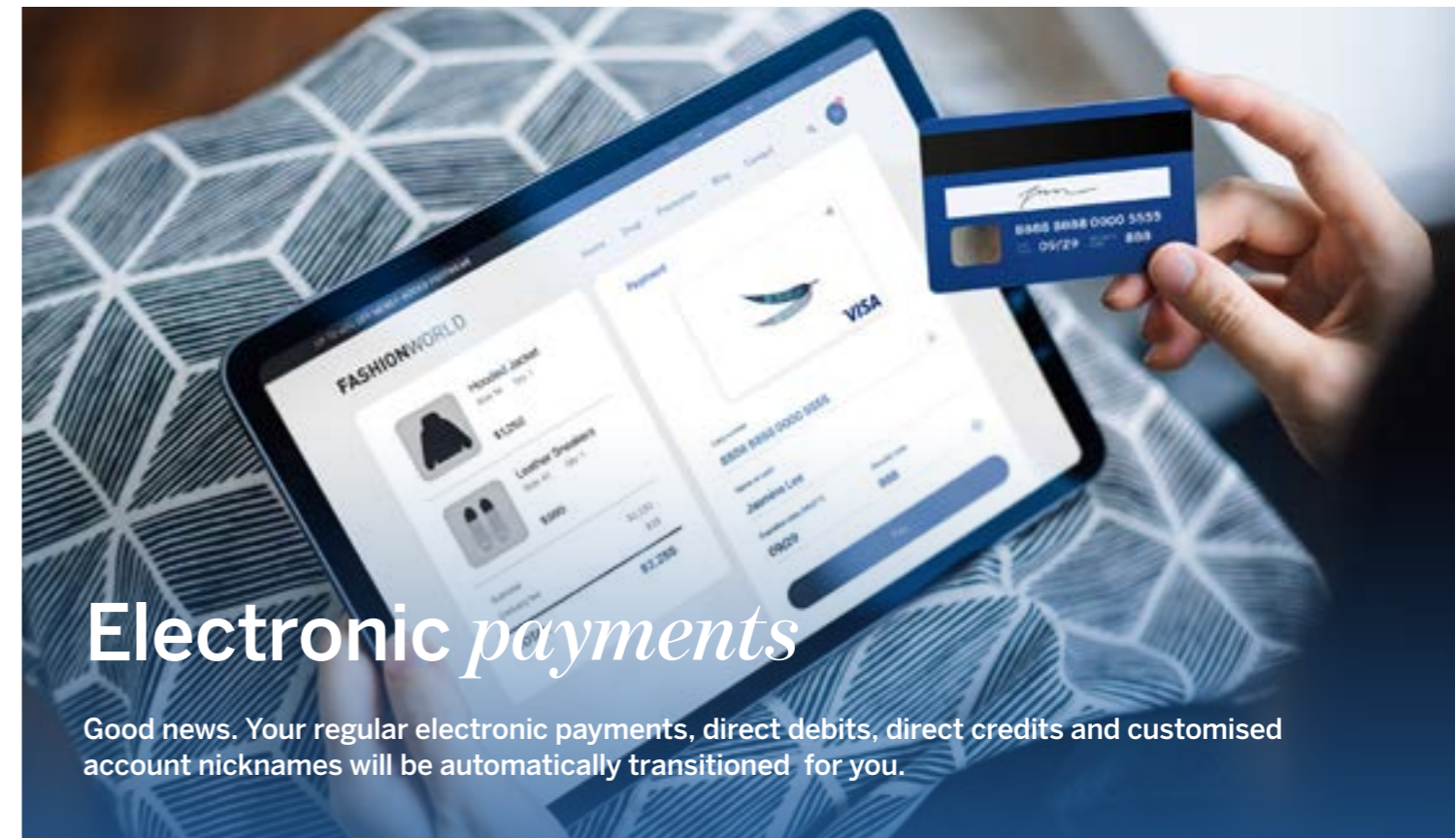
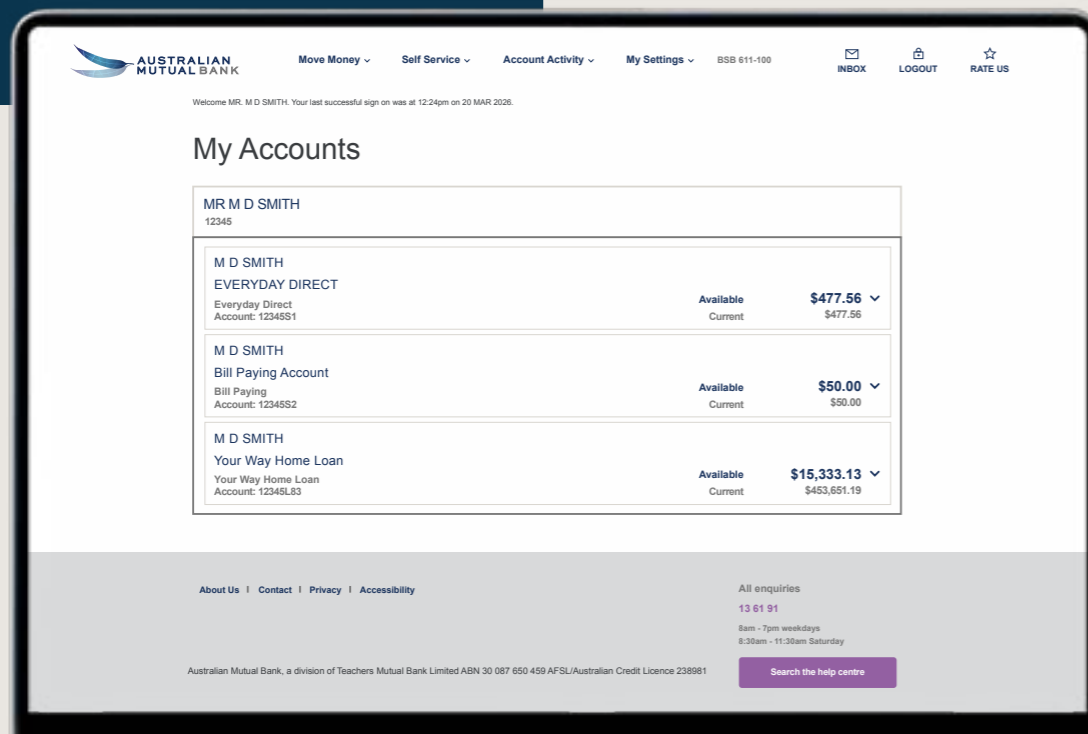
## Resetting your password

If you need to reset your Internet Banking password on or after 24 May 2026, we've strengthened the process and you'll be asked to enter a valid card number (16 digits) as part of the password reset process. To reset your password, simply select the *Forgot Your Password* link on the Internet Banking screen and follow the prompts.

This is part of our commitment to stronger, safer banking.

## How to log in after 24 May 2026

- 1 Go to [australianmutual.bank](https://australianmutual.bank)**  
 Select Log in as normal in the top right-hand corner of the page.
- 2 If your member number hasn't changed**  
 Enter your existing member number and existing Internet Banking password and click Log in.  
 You are no longer required to enter your date of birth at login.  
**If you have a new member number**  
 Enter your new member number – supplied in the cover letter or email that accompanied this booklet.  
 Enter your existing Internet Banking password and then click Log in.  
 You are no longer required to enter your date of birth at log in.
- 3 Enjoy your new Internet Banking!**  
 If you have any issues logging in or questions about how to use Internet Banking, please call us on 13 61 91.



## Electronic payments

Good news. Your regular electronic payments, direct debits, direct credits and customised account nicknames will be automatically transitioned for you.

Any scheduled payments you have set up will continue as normal. There will be some changes to the way you view and process electronic payments.

Payment feature	What's changing from 24 May 2026
<b>Osko payments</b>	Instead of having to select Osko during an electronic payment to ensure faster processing times, this will be the default option.
<b>Balance alerts</b>	Any account balance alerts you have set up on your account will use your available balance (which includes any overdrafts or pending transactions) instead of the current balance (which doesn't include overdrafts or pending transactions).
<b>Account number display on Internet Banking</b>	Your account number for each account will no longer appear on the Internet Banking home page. To view your account numbers, select <i>Account Activity</i> then <i>View Accounts</i> on the <i>Account Details</i> tab. The account details and the account number are displayed in the <i>Account Ref</i> field.  Or, from the home page select the account row to expand to see more transactions, then tap on <i>View all transactions and Account details</i> . Next, click on <i>Account details</i> . The account number is displayed in the <i>Account Ref</i> field.
<b>Transaction history</b>	You can download six-monthly transaction statements for your Australian Mutual Bank accounts, which can assist with loan and passport applications.
<b>Daily transaction limits</b>	The standard daily transaction limit will be set at an account level instead of a membership level. It will be \$5,000 per account per day for external transfers, BPAY and Osko.  If you need to increase this limit for a one-off transaction, you can temporarily increase your daily limit per account by contacting us or by making the change yourself in Internet Banking.
<b>BPAY View™</b>	You'll be able to set up BPAY View™ to receive and see your bills directly in your Internet Banking, instead of getting them by post or email.
<b>Customised account nicknames</b>	If you have a customised account nickname (e.g. 'Bills account') that you use for Internet Banking, this name will automatically display with your account.

# Statements

**You'll keep receiving statements for your Australian Mutual Bank Ltd account and we'll store your past statements in case you need to access them.**

## Additional statement

For tax purposes, we'll send you your end of April statement in early May before the transition to Teachers Mutual Bank Limited (even if you normally receive six-monthly statements). This additional statement will contain your year-to-date interest earned and interest charged information, which usually appears on your end of financial year statement.

Please hold on to this statement for your tax records, we'll still report the full financial year amount to the Australian Taxation Office (ATO). You'll also be issued a separate end of financial year statement from the start of May until the end of June.

## What's changing?

Feature	From 24 May 2026
<b>Statement issue dates</b>	You'll continue receiving your statements at the same time you do now.
<b>Your preferred method of communication</b>	We'll continue to send your statements in the way you requested them – whether that's online statements sent to your email address, or paper statements mailed to you.
<b>Viewing online statements in Internet Banking</b>	After logging in to your Internet Banking, go to the 'Account Activity' menu and tap on Statements. Select the statement you want to access and select 'View'. You can view the statement online or download and save it as a PDF.
<b>Historical statements</b>	<p>We'll continue to hold and store your historical statements for the past seven years, in case you need to access them.</p> <p>Please note that it may take some time for the full seven years to be available in Internet banking after the transition. If you require access to more statements than what's available to view online, please contact us.</p>

### Want to switch to online statements?

If you switch to online statements, we'll notify you by email when you have a new statement available.

Simply follow these steps to make the switch:

- Log in to Internet Banking using your member name and password.
- Go to the **Account Activity** menu.
- Select **Communication preferences**.
- Select the **Statement type**.
- Tick **Electronic**.
- Click **Submit**.

There is no charge for either paper or electronic statements.

# Changes to your member share

On 1 May (i.e. the Merger Date) you'll automatically become a member of Teachers Mutual Bank Limited and will be issued with one Teachers Mutual Bank Limited member share at a \$Nil subscription price. Your Australian Mutual Bank Ltd member share(s) will be canceled and any subscription money you paid on your Australian Mutual Bank Ltd member share(s) will be refunded within 30 days after the Merger Date. If you're already a member of Teachers Mutual Bank Limited, your Australian Mutual Bank Ltd member share(s) will be canceled, but you will not be issued with an additional Teachers Mutual Bank Limited member share.

### You're an Australian Mutual Bank member only

Your Australian Mutual Bank Ltd member share(s) will be cancelled on 1 May 2026 as part of the transition to Teachers Mutual Bank Limited.

We'll refund the paid-up subscription price from 1 May 2026.

We'll issue you one Teachers Mutual Bank Limited member share at a \$Nil subscription price.

### You're a member of Australian Mutual Bank Ltd and also a member of Teachers Mutual Bank Limited

Your Australian Mutual Bank Ltd member share(s) will be cancelled on 1 May 2026 as part of the transition to Teachers Mutual Bank Limited.

We'll refund the paid-up subscription price from 1 May 2026.

As you're already a member of Teachers Mutual Bank Limited, we won't issue you an additional member share.



## Access to *Mobile Bankers, Branches and ATMs*

### Mobile Bankers

Every home loan journey is unique, and we think the advice should be too. From 25 May 2026, we're also extending our network of Mobile Bankers to help you find the right low-interest home loan for your needs.

The expanded network will reach across Greater Sydney, Newcastle, Illawarra, Canberra, Melbourne, Perth and South East Queensland. You can connect with a mobile banker in person, on the phone or via a Teams video call.

Together we'll be an even stronger, more resilient member-owned bank.

## Expanded branch network

From 25 May 2026, you'll have access to more than double the number of branches you do today.

	Address	Trading hours	Withdrawal only ATM	Cash deposits and withdrawals over the counter	Coin deposits	In-branch Lending Manager	Foreign exchange product, service and general banking enquiries	Product, service and general banking enquiries	Bridges Financial Planning
<b>NSW</b>									
<b>Bankstown</b>	Shop SP364, Bankstown Central Shopping Centre, North Terrace, Bankstown, NSW 2200	9am-4:30pm Monday-Friday	No	Yes	Yes	Yes	Yes	Yes	Yes – by appointment only
<b>Campbelltown</b>	Shop U012, Macarthur Square, Gilchrist Drive, Ambarvale, NSW 2560	9am-4:30pm Monday-Friday	No	Yes	Yes	Yes	Yes	Yes	Yes – by appointment only
<b>Charlestown</b>	Shop 2086, Level 2, Charlestown Square, 30 Pearson St, Charlestown, NSW 2290	9am-5pm Monday-Friday	Yes	No	No	Yes	Yes	Yes	No
<b>Parramatta</b>	Level 3, Shop 3007, Westfield Parramatta, 159-175 Church Street, Parramatta, NSW 2150	9am-4:30pm Monday-Friday	Yes	Yes	Yes – via coin machine	Yes	Yes	Yes	Yes – by appointment only
<b>Penrith</b>	29 Riley Street, (corner of High Street) Penrith, NSW 2750	9am-4:30pm Monday-Friday	No	Yes	Yes	Yes	Yes	Yes	Yes – by appointment only
<b>Rhodes</b>	Shop 2 (near Kmart), Rhodes Waterside Shopping Centre, 1 Rider Boulevard, Rhodes, NSW 2138	9am-5pm Monday-Friday	Yes	Yes	Yes – via coin machine	Yes	Yes	Yes	No
<b>Rooty Hill</b>	5 Beames Avenue, Rooty Hill, NSW 2766	9am-5pm Monday-Friday	Yes – accessible within branch hours	Yes	Yes – via coin machine	Yes	Yes	Yes	No
<b>Rouse Hill</b>	Shop GR092A Civic Way, Rouse Hill Town Centre, Rouse Hill, NSW 2155	9am-4:30pm Monday-Friday	No	Yes	Yes	Yes	Yes	Yes	Yes – by appointment only
<b>Sutherland</b>	Suite 44/61-65 Glencoe Street, (entry via Stapleton Avenue) Sutherland, NSW 2232	9am-4:30pm Monday-Friday	No	Yes	Yes	Yes	Yes	Yes	Yes – by appointment only
<b>Sydney CBD</b>	Level 7, 10 Shelley Street, Sydney, NSW 2000	9am-5pm Monday-Friday	Yes	No	No	Yes	Yes	Yes	No
<b>VIC</b>									
<b>Melbourne</b>	33 Flemington Road, Melbourne, VIC 3000	9:30am-4:30pm Monday-Thursday; 9:30am-5pm Friday	Yes – accessible within branch hours	No	No	Yes – by appointment only	Yes	Yes	No
<b>ACT</b>									
<b>Belconnen</b>	C05/4 Grazier Lane, Belconnen, ACT 2617	9am-5pm Monday-Friday	Yes	No	No	Yes – by appointment only	Yes	Yes	No
<b>WA</b>									
<b>West Perth</b>	111 Colin Street, West Perth, WA 6005	9am-5pm Monday-Friday	Yes – accessible within branch hours	No	No	Yes – by appointment only	Yes	Yes	No

# Australian Mutual Bank Ltd

## *Notice of Change*

Important updates to our product terms and conditions

We're making some changes to our product terms and conditions and other documents as we transition to one bank to reflect this upcoming change. As explained further below, some of the changes will take effect from the Merger Date (i.e. 1 May 2026), while others will take effect on completion of the integration of the AMBL and TMBL Core Banking Technology Systems, which is expected to occur on 23 May 2026 (Integration Date). If either the Merger Date or the Integration Date change, we'll notify members of the revised date(s) on our website at [australianmutual.bank](https://australianmutual.bank).

All of our product terms and conditions are being updated to refer to the details of the merged bank listed or described in Part 1 on page 20. The following documents are also being replaced with new versions combining and updating the existing documents of the two banks:

- *Account & Access Facility Conditions of Use*
- *Summary of Accounts & Availability of Access Facilities*
- *Deposit Interest Rates Schedule*
- *Loan Interest Rates Schedule*
- *Fees & Charges and Transaction Limits brochure*
- *Legacy Deposit Interest Rates Schedule*
- *Legacy Summary of Accounts & Availability of Access Facilities*
- *Privacy Policy for APPs & Credit Reporting*
- *Privacy Notification*
- *Resolving Problems brochure*

### Updated terms and conditions and other documents

Copies of the updated product terms and conditions and other documents are available on our website at [australianmutual.bank](https://australianmutual.bank) and in any TMBL branch, including Australian Mutual Bank branches. If you aren't able to access the updated terms and conditions or other documents, call us on 13 61 91 during business hours and we'll send you a copy.

For your convenience, we have listed the most notable changes in the tables below.

**While we have listed the most notable changes below, it's important you read the updated product terms and conditions and other documents for full details of the changes, to familiarise yourself with the updated documents, and to understand how they may impact you.**

There are other terms and conditions that may apply to your accounts or to the way you access and use your accounts. For a copy of these documents, visit our website at [australianmutual.bank](https://australianmutual.bank). You can also call us on 13 61 91 during business hours and we'll send you a copy.

If you would like more information on these changes, please contact us on 13 61 91.

**Please note, not all products will be changing as a result of the merger.**

Products and services that are staying the same have not been referenced in this booklet as they are not undergoing any changes.

**PART 1**

# Changes affecting all products and services

The corporate name of the merged bank will be Teachers Mutual Bank Limited. As noted, TMBL will operate the Australian Mutual Bank brand side-by-side with its other brands.

**With effect from the Merger Date, the following changes will be made to the terms and conditions of all our products and services and all related documents.**

Summary of changes
All references to the Australian Mutual Bank Ltd corporate name, ACN, ABN, Australian financial services licence, Australian credit licence, and registered office address, will be updated to refer to those of the merged bank, Teachers Mutual Bank Limited. Refer to our website at <a href="http://australianmutual.bank">australianmutual.bank</a> for details.
There will be no change to Australian Mutual Bank contact details. All contact details will, however, be updated to include those for the merged bank. Refer to our website at <a href="http://australianmutual.bank">australianmutual.bank</a> for our contact details, including the locations of the merged bank's branches.



**PART 2**

# Changes affecting our Deposit Products

With effect from the Integration Date, the following changes will be made to the terms and conditions of the following Deposit Products.

Summary of changes

All Deposit Products	Page No./ Clause/ Operational change
<p><b>Account &amp; Access Facility Conditions of Use</b> Refer to Part 4 below in relation to changes to the <i>Account &amp; Access Facility Conditions of Use</i>. The <i>Restated Conditions of Use</i> will apply to all Deposit Products from the Integration Date.</p>	The <i>Existing Conditions of Use</i> are being replaced by the <i>Restated Conditions of Use</i> . Refer to Part 4 below.
<p><b>Payment cut-off time</b> We are making a change to the payment cut-off time for all Deposit Products. The payment cut-off time, which is currently 12pm, Sydney time, is changing to 5pm, Sydney time, from the Integration Date.  The timing of your transaction matters - for example, if you have a deposit account eligible for bonus interest where specified interest conditions are met for a calendar month, to ensure you're eligible for bonus interest, we'll need to receive your deposit before 5pm, Sydney time, on the last calendar day of the month. If your deposit is received after this time, you may miss out on bonus interest for that month. Similarly, if you make a withdrawal after 5pm, Sydney time, on the last day of the calendar month, it will generally be treated as occurring in the following month, which means you could lose your bonus interest for that next month.</p>	The <i>Existing Conditions of Use</i> are being replaced by the <i>Restated Conditions of Use</i> . Refer to Part 4 below.
<p><b>Restrictions and other controls on Children's accounts</b> We are making changes to the restrictions and other controls that apply to debit card transactions on deposit accounts held by a person under the age of 18 years. The changes include new restrictions and other controls over access to, and use of, the account, including transaction limits and blocking certain transactions (e.g. certain gambling sites).  We are making these changes for security and risk management reasons and for the general protection of persons under the age of 18 years.  New debit cards will also be issued to cardholders under the age of 18 years shortly after the Integration Date to give effect to these changes.  From the time of opening their account until their 18th birthday, we may transition children through different account types, access facilities (including cards) and modes of account operation.  Refer to the section in the <i>Restated Conditions of Use</i> under the heading <i>Children's accounts</i> for further information.</p>	Restrictions and other controls on Children's accounts.

All Deposit Products	Page No./ Clause/ Operational change
<p><b>Opening new joint accounts online</b> From the Integration Date, members will no longer be able to open new joint accounts online. Joint accounts may be opened in branch or by calling our Contact Centre. This change does not affect existing joint accounts.</p>	Operational change.
<p><b>Authorised persons/signatories and Authorities to operate</b> From the Integration Date, we'll require the consent of the account owner before allowing an authorised person/signatory to do any of the following:</p> <ul style="list-style-type: none"> <li>• open or close an account (other than a Children's account)</li> <li>• change authorised person/signatory operating authorisations</li> <li>• give access or authority to operate the account</li> <li>• change account details, including the mailing address for statements</li> <li>• make enquiries about loan account balances or available credit on a loan account or term deposit (except for transactional or savings accounts)</li> <li>• apply for a loan or credit card</li> <li>• change the account owner's PIN</li> <li>• apply for or process a loan redraw.</li> </ul> <p>Authorised persons/signatories may:</p> <ul style="list-style-type: none"> <li>• carry out withdrawals on the account by any means; and</li> <li>• enquire about account balances and transactions on the account, including any debit balance and whether there is any available credit (including by requesting and receiving a statement of account).</li> </ul> <p>You are responsible for all transactions an authorised person/signatory carries out on your account.</p> <p>Refer to the section in the <i>Restated Conditions of Use</i> under the heading <i>Authority to operate</i> for further information about authorised persons.</p>	Operational change.
<p><b>Acceptance of cheques</b> Our terms and conditions are being updated to reflect we no longer accept:</p> <ul style="list-style-type: none"> <li>• cheques drawn on Australian banks, other than via Bank@Post™; or</li> <li>• cheques drawn on overseas banks.</li> </ul> <p>Bank@Post™ only accepts cheques issued by participating banks and other financial institutions that currently offer cheque services. Bank@Post™ cannot accept cheques issued by a bank or other financial institution that has discontinued cheque services. If a post office declines to accept a cheque, please speak to the issuing bank or financial institution about any change in cheque services that may have impacted you.</p>	The <i>Existing Conditions of Use</i> are being replaced by the <i>Restated Conditions of Use</i> . Refer to Part 4 below.

Transaction Account	Page No./ Clause/ Operational change
<p><b>Product name</b> The name of this product will be changed to "Everyday Direct Account".</p>	Throughout.
<p><b>Account &amp; Access Facility Conditions of Use</b> Refer to Part 4 below in relation to changes to the <i>Account &amp; Access Facility Conditions of Use</i>. The <i>Restated Conditions of Use</i> will apply to this product from the Integration Date.</p>	The <i>Existing Conditions of Use</i> are being replaced by the <i>Restated Conditions of Use</i> . Refer to Part 4 below.
<p><b>Overdraft facility</b> Other than changes to how minimum repayments are calculated (see below), if you have an existing approved Overdraft facility attached to this type of account, there will be no changes to that facility.</p>	Overdraft facility terms and conditions.
<p><b>Minimum repayments on Overdraft facility</b> The terms and conditions of approved Overdraft facilities attached to this type of account will be updated to simplify how minimum repayment amounts are calculated. Currently, minimum repayment amounts on approved Overdraft facilities attached to this type of account are the greater of 2.50% of the overdrawn amount at the cut-off time and a minimum dollar amount of \$20.00. From the Integration Date, the minimum repayment amount on approved Overdraft facilities attached to this type of account will be 2.00% of the overdrawn amount at the cut-off time, with no minimum dollar amount.</p>	Overdraft facility terms and conditions.
<p><b>Eligibility for mortgage offset</b> Currently, this product can't be linked to an eligible loan under an offset facility. From the Integration Date, this product will be eligible to be linked to an eligible loan under an offset facility (subject to the terms and conditions applying to offset facilities).</p>	Summary of accounts and access facilities.
<p><b>Under 18 account owners</b> Where an account owner is under the age of 18 years, account and Visa Card controls applicable to under 18 account owners will apply from the Integration Date. Refer to the <i>Restated Conditions of Use</i> under the heading <i>Children's accounts</i> and our website for further details.</p>	<i>Restated Conditions of Use</i> .
<p><b>Other features</b> This product will have access to the features shown next to the new product name in the <i>Summary of accounts and access facilities</i> in the <i>Restated Conditions of Use</i> (refer to Part 4 as follows).</p>	Summary of accounts and access facilities.

Home Loan Offset Account	Page No./ Clause/ Operational change
<p><b>Product name</b> The name of this product will be changed to "Everyday Direct Account".</p>	Throughout.
<p><b>Account &amp; Access Facility Conditions of Use</b> Refer to Part 4 below in relation to changes to the <i>Account &amp; Access Facility Conditions of Use</i>. The <i>Restated Conditions of Use</i> will apply to this product from the Integration Date.</p>	The <i>Existing Conditions of Use</i> are being replaced by the <i>Restated Conditions of Use</i> . Refer to Part 4 below.
<p><b>Other features</b> This product will have access to the features shown next to the new product name in the <i>Summary of accounts and access facilities</i> in the <i>Restated Conditions of Use</i> (refer to Part 4 below).</p>	Summary of accounts and access facilities.
Mortgage Secured Overdraft Account	Page No./ Clause/ Operational change
<p><b>Product name</b> The name of this product will be changed to "Everyday Direct Account".</p>	Throughout.
<p><b>Account &amp; Access Facility Conditions of Use</b> Refer to Part 4 below in relation to changes to the <i>Account &amp; Access Facility Conditions of Use</i>. The <i>Restated Conditions of Use</i> will apply to this product from the Integration Date.</p>	The <i>Existing Conditions of Use</i> are being replaced by the <i>Restated Conditions of Use</i> . Refer to Part 4 below.
<p><b>Overdraft facility</b> Other than changes to how minimum repayments are calculated (see below), if you have an existing approved Overdraft facility attached to this type of account, there will be no changes to that facility.</p>	Overdraft facility terms and conditions.
<p><b>Minimum repayments on Overdraft facility</b> The terms and conditions of approved Overdraft facilities attached to this type of account will be updated to simplify how minimum repayment amounts are calculated. Currently, minimum repayment amounts on approved Overdraft facilities attached to this type of account are <u>the greater of</u> 1.00% of the overdrawn amount at the cut-off time and a minimum dollar amount of \$10.00. From the Integration Date, the minimum repayment amount on approved Overdraft facilities attached to this type of account will be 2.00% of the overdrawn amount at the cut-off time, with no minimum dollar amount.</p>	Overdraft facility terms and conditions.
<p><b>Eligibility for mortgage offset</b> Currently, this product can't be linked to an eligible loan under an offset facility. From the Integration Date, this product will be eligible to be linked to an eligible loan under an offset facility (subject to the terms and conditions applying to offset facilities).</p>	Summary of accounts and access facilities.
<p><b>Other features</b> From the Integration Date, this product will have access to the features shown next to the new product name in the <i>Summary of accounts and access facilities</i> in the <i>Restated Conditions of Use</i> (refer to Part 4 as follows).</p>	Summary of accounts and access facilities.

Visa Clearing	Page No./ Clause/ Operational change
<p><b>Product name</b> The name of this product will be changed to "Everyday Direct Account".</p>	Throughout.
<p><b>Account &amp; Access Facility Conditions of Use</b> Refer to Part 4 below in relation to changes to the <i>Account &amp; Access Facility Conditions of Use</i>. The <i>Restated Conditions of Use</i> will apply to this product from the Integration Date.</p>	The <i>Existing Conditions of Use</i> are being replaced by the <i>Restated Conditions of Use</i> . Refer to Part 4 below.
<p><b>Overdraft facility</b> Other than changes to how minimum repayments are calculated (see below), if you have an existing approved Overdraft facility attached to this type of account, there will be no changes to that facility.</p>	Overdraft facility terms and conditions.
<p><b>Minimum repayments on Overdraft facility</b> The terms and conditions of approved Overdraft facilities attached to this type of account will be updated to simplify how minimum repayment amounts are calculated. Currently, minimum repayment amounts on approved Overdraft facilities attached to this type of account are <u>the greater of</u> 2.50% of the overdrawn amount at the cut-off time and a minimum dollar amount of \$20.00. From the Integration Date, the minimum repayment amount on approved Overdraft facilities attached to this type of account will be 2.00% of the overdrawn amount at the cut-off time, with no minimum dollar amount.</p>	Overdraft facility terms and conditions.
<p><b>Eligibility for mortgage offset</b> Currently, this product can't be linked to an eligible loan under an offset facility. From the Integration Date, this product will be eligible to be linked to an eligible loan under an offset facility (subject to the terms and conditions applying to offset facilities).</p>	Summary of accounts and access facilities.
<p><b>Other features</b> From the Integration Date, this product will have access to the features shown next to the new product name in the <i>Summary of accounts and access facilities</i> in the <i>Restated Conditions of Use</i> (refer to Part 4 below).</p>	Summary of accounts and access facilities.

Super Savers Club Account	Page No./ Clause/ Operational change
<b>Product name</b> The name of this product will be changed to "Everyday Direct Account".	Throughout.
<b>Account &amp; Access Facility Conditions of Use</b> Refer to Part 4 below in relation to changes to the <i>Account &amp; Access Facility Conditions of Use</i> . The <i>Restated Conditions of Use</i> will apply to this product from the Integration Date.	The <i>Existing Conditions of Use</i> are being replaced by the <i>Restated Conditions of Use</i> . Refer to Part 4 below.
<b>Eligibility for mortgage offset</b> Currently, this product can't be linked to an eligible loan under an offset facility. From the Integration Date, this product will be eligible to be linked to an eligible loan under an offset facility (subject to the terms and conditions applying to offset facilities).	Summary of accounts and access facilities.
<b>Under 18 account owners</b> Where an account owner is under the age of 18 years, account and Visa Card controls applicable to under 18 account owners will apply from the Integration Date. Refer to the <i>Restated Conditions of Use</i> under the heading <i>Children's accounts</i> and our website for further details.	<i>Restated Conditions of Use</i> .
<b>Other features</b> This product will have access to the features shown next to the new product name in the <i>Summary of accounts and access facilities</i> in the <i>Restated Conditions of Use</i> (refer to Part 4 below).	Summary of accounts and access facilities.

Mortgage Offset Account (S50)	Page No./ Clause/ Operational change
<b>Product name</b> The name of this product will be changed to "Everyday Direct Account".	Throughout.
<b>Account &amp; Access Facility Conditions of Use</b> Refer to Part 4 below in relation to changes to the <i>Account &amp; Access Facility Conditions of Use</i> . The <i>Restated Conditions of Use</i> will apply to this product from the Integration Date.	The <i>Existing Conditions of Use</i> are being replaced by the <i>Restated Conditions of Use</i> . Refer to Part 4 below.
<b>Special conditions</b> There are otherwise no changes to this type of account, including to existing account restrictions and other controls, the terms and conditions of any associated construction or other loan, or the terms and conditions of any security for any associated construction or other loan.	Related loan or credit contract.

Mortgage Offset Account (S98)	Page No./ Clause/ Operational change
<b>Product name</b> The name of this product will be changed to "Everyday Direct Account".	Throughout.
<b>Account &amp; Access Facility Conditions of Use</b> Refer to Part 4 below in relation to changes to the <i>Account &amp; Access Facility Conditions of Use</i> . The <i>Restated Conditions of Use</i> will apply to this product from the Integration Date.	The <i>Existing Conditions of Use</i> are being replaced by the <i>Restated Conditions of Use</i> . Refer to Part 4 below.
<b>Other features</b> From the Integration Date, this product will have access to the features shown next to the new product name in the <i>Summary of accounts and access facilities</i> in the <i>Restated Conditions of Use</i> (refer to Part 4 below).	Summary of accounts and access facilities.

PDCU Personal Overdraft	Page No./ Clause/ Operational change
<b>Product name</b> The name of this product will be changed to "Everyday Direct Account".	Throughout.
<b>Account &amp; Access Facility Conditions of Use</b> Refer to Part 4 below in relation to changes to the <i>Account &amp; Access Facility Conditions of Use</i> . The <i>Restated Conditions of Use</i> will apply to this product from the Integration Date.	The <i>Existing Conditions of Use</i> are being replaced by the <i>Restated Conditions of Use</i> . Refer to Part 4 below.
<b>Overdraft facility</b> Other than changes to how minimum repayments are calculated (see below), if you have an existing approved Overdraft facility attached to this type of account, there will be no changes to that facility.	Overdraft terms and conditions.
<b>Minimum repayments on Overdraft facility</b> The terms and conditions of approved Overdraft facilities attached to this type of account will be updated to simplify how minimum repayment amounts are calculated. Currently, minimum the repayment amount on approved Overdraft facilities attached to this type of account are 2.40-2.50% of the overdrawn amount at the cut-off time. From the Integration Date, the minimum repayment amount on approved Overdraft facilities attached to this type of account will be 2.00% of the overdrawn amount at the cut-off time.	Overdraft terms and conditions.
<b>Eligibility for mortgage offset</b> Currently, this product can't be linked to an eligible loan under an offset facility. From the Integration Date, this product will be eligible to be linked to an eligible loan under an offset facility (subject to the terms and conditions applying to offset facilities).	Summary of accounts and access facilities.
<b>Other features</b> This product will have access to the features shown next to the new product name in the <i>Summary of accounts and access facilities</i> in the <i>Restated Conditions of Use</i> (refer to Part 4 below).	Summary of accounts and access facilities.

	Page No./ Clause/ Operational change
<b>Pensioner Aware Account</b>	
<b>Product name</b> The name of this product will be changed to "Pension Advantage Account".	Throughout.
<b>Account &amp; Access Facility Conditions of Use</b> Refer to Part 4 below in relation to changes to the <i>Account &amp; Access Facility Conditions of Use</i> . The <i>Restated Conditions of Use</i> will apply to this product from the Integration Date.	The <i>Existing Conditions of Use</i> are being replaced by the <i>Restated Conditions of Use</i> . Refer to Part 4 below.
<b>Eligibility</b> For new accounts, the account owner must receive an eligible government pension or allowance that is paid directly into the account. Where the eligible payment is not made into the account we reserve the right, acting reasonably, to transfer the account to a product we determine to be similar. This change does not affect existing accounts.	The <i>Existing Conditions of Use</i> are being replaced by the <i>Restated Conditions of Use</i> . Refer to Part 4 below.
<b>Overdraft facility</b> Other than changes to how minimum repayments are calculated (see below), if you have an existing approved Overdraft facility attached to this type of account, there will be no changes to that facility.	Overdraft facility terms and conditions.
<b>Minimum repayments on Overdraft facility</b> The terms and conditions of approved Overdraft facilities attached to this type of account will be updated to simplify how minimum repayment amounts are calculated. Currently, minimum repayment amounts on approved Overdraft facilities attached to this type of account are the greater of 2.50% of the overdrawn amount at the cut-off time and a minimum dollar amount of \$20.00. From the Integration Date, the minimum repayment amount on approved Overdraft facilities attached to this type of account will be 2.00% of the overdrawn amount at the cut-off time, with no minimum dollar amount.	Overdraft facility terms and conditions.
<b>Other features</b> This product will have access to the features shown next to the new product name in the <i>Summary of accounts and access facilities</i> in the <i>Restated Conditions of Use</i> (refer to Part 4 below).	Summary of accounts and access facilities.

	Page No./ Clause/ Operational change
<b>Term Deposits</b>	
<b>Account &amp; Access Facility Conditions of Use</b> Refer to Part 4 below in relation to changes to the <i>Account &amp; Access Facility Conditions of Use</i> . The <i>Restated Conditions of Use</i> will apply to this product from the Integration Date.	The <i>Existing Conditions of Use</i> are being replaced by the <i>Restated Conditions of Use</i> . Refer to Part 4 below.
<b>Grace period for Term Deposits changing from 14 days to 7 days</b> The grace period, that is the period during which you may withdraw funds from your Term Deposit after the maturity date without notice or interest reduction, is changing from 14 days to 7 days. After your Term Deposit matures, you'll have 7 days to: <ul style="list-style-type: none"> <li>• withdraw your funds and close your Term Deposit without notice or interest reduction.</li> <li>• change your investment amount, term or interest payment option.</li> </ul> The 7-day grace period will be set out in the maturity notice for your Term Deposit.	The <i>Existing Conditions of Use</i> are being replaced by the <i>Restated Conditions of Use</i> . Refer to Part 4 below.
<b>31 days' notice required for early withdrawals from Term Deposits</b> To withdraw funds from your Term Deposit before maturity or outside the 7-day grace period, you'll need to provide us with at least 31 days' notice. You can't request an early withdrawal by giving us notice if your Term Deposit has less than 31 days remaining until maturity. We may waive this condition for cases of financial hardship. Where you withdraw funds from a Term Deposit early, a reduced interest rate will apply (see below).	The <i>Existing Conditions of Use</i> are being replaced by the <i>Restated Conditions of Use</i> . Refer to Part 4 below.
<b>Interest reduction on early withdrawals from Term Deposits</b> We are reducing the interest reduction that applies to early withdrawals from Term Deposits. The reduced interest rate is currently 0.05% per annum applied to the balance of the Term Deposit over the full (reduced) term. From the Integration Date, the reduced interest rate will be a rate that is 0.50% lower than the rate specified on the Term Deposit Certificate.	The <i>Existing Conditions of Use</i> are being replaced by the <i>Restated Conditions of Use</i> . Refer to Part 4 below.
<b>Maturity notices for Term Deposits</b> Currently, we send all Term Deposit maturity notices in paper form by post. From the Integration Date, we'll send maturity notices in accordance with each member's communication preference (including by electronic communication).	Operational change.

	Page No./ Clause/ Operational change
<b>iNet Business Saver</b>	
<b>Product name</b> The name of this product will be changed to "Business Saver Account".	Throughout.
<b>Account &amp; Access Facility Conditions of Use</b> Refer to Part 4 below in relation to changes to the <i>Account &amp; Access Facility Conditions of Use</i> . The <i>Restated Conditions of Use</i> will apply to this product from the Integration Date.	The <i>Existing Conditions of Use</i> are being replaced by the <i>Restated Conditions of Use</i> . Refer to Part 4 below.
<b>Other features</b> From the Integration Date, this product will have access to the features shown next to the new product name in the <i>Summary of accounts and access facilities</i> in the <i>Restated Conditions of Use</i> (refer to Part 4 below).	Summary of accounts and access facilities.

Premier Business Account	Page No./ Clause/ Operational change
<b>Product name</b> The name of this product will be changed to "Everyday Business Account".	Throughout.
<b>Account &amp; Access Facility Conditions of Use</b> Refer to Part 4 below in relation to changes to the <i>Account &amp; Access Facility Conditions of Use</i> . The <i>Restated Conditions of Use</i> will apply to this product from the Integration Date.	The <i>Existing Conditions of Use</i> are being replaced by the <i>Restated Conditions of Use</i> . Refer to Part 4 below.
<b>Other features</b> From the Integration Date, this product will have access to the features shown next to the new product name in the <i>Summary of accounts and access facilities</i> in the <i>Restated Conditions of Use</i> (refer to Part 4 below).	Summary of accounts and access facilities.

Deposit Products closed to new business (including Savings Motivator Account, iNet Saver Account, Edvest Account, EMONEY Account, Money Market Account)	Page No./ Clause/ Operational change
<b>Account &amp; Access Facility Conditions of Use</b> Refer to Part 4 below in relation to changes to the <i>Account &amp; Access Facility Conditions of Use</i> . The <i>Restated Conditions of Use</i> will apply to these products from the Integration Date.  Existing account owners can continue to use their accounts as normal.	The <i>Existing Conditions of Use</i> are being replaced by the <i>Restated Conditions of Use</i> . Refer to Part 4 below.

Young Saver Account	Page No./ Clause/ Operational change
<b>Closed to new business</b> The Young Saver Account is closed to new business. Existing account owners can continue to use their accounts as normal.	Refer to the Summary of accounts and access facilities.
<b>Account &amp; Access Facility Conditions of Use</b> Refer to Part 4 below in relation to changes to the <i>Account &amp; Access Facility Conditions of Use</i> . The <i>Restated Conditions of Use</i> will apply to this product from the Integration Date.	The <i>Existing Conditions of Use</i> are being replaced by the <i>Restated Conditions of Use</i> . Refer to Part 4 below.
<b>Transition arrangement on turning 18 years of age</b> Currently, when a child for whom a Young Saver Account has been opened turns 18 years of age, the child is transitioned to a Savings Motivator Account. From the Integration Date, the child will be transitioned to a Starter Saver Account offered by the merged bank (see below). The Young Saver Account can also be closed at any time.	Operational change.

When the account owner turns 30, or if a student at an Australian university, two years after graduation, they will be transitioned from the Starter Saver Account to the Essential Saver Account offered by the merged bank (see below). The Starter Saver Account can also be closed at any time.

Savings Motivator Account	
<b>Current interest rates</b> Effective 1 April 2026	Standard - 0.35% p.a. Bonus - 4.05% All-in rate - 4.40% p.a. (only where bonus interest conditions are met) Variable rate.
<b>Interest conditions</b>	For bonus interest - balance retained, and at least one deposit of at least \$1, during the month, and no withdrawals - otherwise only the standard rate applies.
<b>Eligibility age limit</b>	No.
<b>Funds available</b>	Yes.
Starter Saver Account	
<b>Current interest rates</b>	Up to \$50,000 - 5.00% p.a. Above \$50,000 - 4.00% p.a. Variable rate.
<b>Interest conditions</b>	No interest conditions.
<b>Eligibility age limit</b>	Under age 30, or a university student of any age studying full time or part time at an Australian university.  Once the account holder reaches 30 years of age, the account will be transitioned over to an Essential Saver Account. If the account holder is 30 years of age or older and a student at an Australian university, the account will transition to an Essential Saver two years after graduation.
<b>Funds available</b>	Yes.

Young Saver Account		Page No./ Clause/ Operational change
<b>Essential Saver Account</b>		
<b>Current interest rates</b>	Up to \$250,000 - 4.00% p.a. \$250,000-\$500,000 - 3.75% p.a. \$500,000-\$1M - 3.75% p.a. \$1M-\$5M - 2.75% p.a. Above \$5M - 2.75% p.a. Variable rate.	
<b>Interest conditions</b>	No interest conditions.	
<b>Eligibility age limit</b>	No.	
<b>Funds available</b>	Yes.	
<b>Other features</b>	From the Integration Date, this product will have access to the features shown next to the new product name in the "Summary of accounts and access facilities" in the <i>Restated Conditions of Use</i> (refer to Part 4 below).	Summary of accounts and access facilities.
<b>Christmas Club Account</b>		
<b>Closed to new business</b>	The Christmas Club Account is closed to new business. Existing account owners can continue to use their accounts as normal.	Refer to the Summary of accounts and access facilities.
<b>Account &amp; Access Facility Conditions of Use</b>	Refer to Part 4 below in relation to changes to the <i>Account &amp; Access Facility Conditions of Use</i> . The <i>Restated Conditions of Use</i> will apply to this product from the Integration Date.	The <i>Existing Conditions of Use</i> are being replaced by the <i>Restated Conditions of Use</i> . Refer to Part 4 below.
<b>Interest payment frequency</b>	Currently, interest is paid annually. From the Integration Date, interest will be paid monthly in arrears.	The <i>Existing Conditions of Use</i> are being replaced by the <i>Restated Conditions of Use</i> . Refer to Part 4 below.
<b>Other features</b>	From the Integration Date, this product will have access to the features shown next to the new product name in the <i>Summary of accounts and access facilities</i> in the <i>Restated Conditions of Use</i> (refer to Part 4 below).	Summary of accounts and access facilities.

## PART 3

# Changes affecting our Loan and other Credit Products

With effect from the Integration Date, the following changes will be made to the terms and conditions of the following Loan and Credit Products.

### Summary of changes

All Loan and Credit Products, including Home Loan, Personal Loan, Credit Card and Overdraft facilities	Page No./ Clause/ Operational change
<b>Account &amp; Access Facility Conditions of Use</b> Refer to Part 4 below in relation to changes to the <i>Account &amp; Access Facility Conditions of Use</i> . The <i>Restated Conditions of Use</i> , which concern how you access and use your account, will apply to all Loan and Credit Products from the Integration Date.	The <i>Existing Conditions of Use</i> are being replaced by the <i>Restated Conditions of Use</i> . Refer to Part 4 below.
<b>Payment cut-off time</b> We are making a change to the payment cut-off times for all Loan and Credit Products. The payment cut-off time which is currently 12pm, Sydney time, is changing to 5pm, Sydney time, from the Integration Date.  The timing of your transaction matters - for example, if you make a repayment or withdrawal after 5pm, Sydney time, on the last calendar day of the month, it will generally be treated as occurring in the following month, which may impact minimum repayment amount and interest calculations.	All Loan and Credit Product Terms and Conditions.
<b>Amount available for Redraw</b> We are making a change to our operational practice in relation to Redraw facilities. If your Loan has a Redraw facility, it will be a condition of our consent to any request for Redraw that an amount equal to your next minimum scheduled repayment on your Loan is not available for Redraw. That is, you must remain at least one repayment in advance after any Redraw.	Conditions of our consent to requests for Redraw.
<b>All Loan and Credit Products, including Home Loan and Personal Loan facilities, during Fixed Rate Periods (where applicable)</b>	<b>Page No./ Clause/ Operational change</b>
<b>Limit on advance payments during Fixed Rate Period</b> Currently, members with a Fixed Rate Loan or Credit Product permitted to make advance payments can make advance payments of up to \$20,000 in total during the Fixed Rate Period (between 1 and 5 years). From the Integration Date, where advance payments are permitted, this will change and members will be able to make advance payments of up to a total of \$10,000 for each year during the Fixed Rate Period.	All Loan and Credit Product Terms and Conditions for Fixed Rate Loan and Credit Products.
<b>Break Costs</b> We are making a change to how Break Costs are calculated. If you have a Fixed Rate Loan at the Merger Date, the change will take effect at the end of your Fixed Rate Period.	All Loan and Credit Product Terms and Conditions for Fixed Rate Loan and Credit Products.

**All Loan and Credit Products, including Home Loan and Personal Loan facilities, during Fixed Rate Periods (where applicable)**   **Page No./ Clause/ Operational change**

The new calculation is as follows:

**A - Early Repayments and Break Cost**

A.1 - **Warning:** When you enter into a fixed rate loan, we commit to lend you the funds at that fixed rate for the whole of the Fixed Rate Period. As a consequence, we may incur a loss if an Early Repayment is made to your loan and the Wholesale Interest Rate is, at the time of the Early Repayment, lower than the Wholesale Interest Rate at the commencement of your Fixed Rate Period. In such circumstances, we will calculate the Break Cost in accordance with these terms and conditions.

A.2 - If we suffer any loss as a consequence of such Early Repayment, the Break Cost is due and payable to us promptly as a reasonable estimate of our loss.

**B - Calculation of Break Cost**

B.1 - To calculate the Break Cost, we calculate the difference between:

- a. Our estimation of the present value of the scheduled repayments and End Balance discounted at the fixed interest rate applying to your loan during your Fixed Rate Period, but reduced for the Difference in Wholesale Interest Rates; and
- b. Our estimation of the present value of the scheduled repayments and End Balance discounted at the fixed interest rate applying during your Fixed Rate Period.

B.2 - If an Early Repayment is made which partially reduces the total outstanding balance of your loan, the Break Cost is initially calculated as above, but then reduced in the same proportion that the amount you repaid early bears to the unpaid balance immediately prior to the time of the partial Early Repayment.

B.3 - As we manage our loan funding and interest rates on a portfolio basis, there may not be transactions directly referable to your loan.

**Meaning of certain words and expressions**

In clauses A and B, the following definitions apply:

**Break Cost** is the amount which represents an adjustment to the interest charge for your loan account which is applied if an Early Repayment occurs. The Break Cost is calculated by reference to:

- a. the Difference in Wholesale Interest Rates
- b. your loan balance at immediately prior to the time of Early Repayment
- c. the timing and amount of your remaining scheduled repayments, until the expiry of the Fixed Rate Period
- d. your End Balance.

**Difference in Wholesale Interest Rates means the difference between:**

- a. the Wholesale Interest Rate at the commencement of your Fixed Rate Period, which is fixed for a period equivalent to your Fixed Rate Period; and
- b. the Wholesale Interest Rate at the date of your Early Repayment which is fixed for a period equivalent to the remainder of your Fixed Rate Period.

**All Loan and Credit Products, including Home Loan and Personal Loan facilities, during Fixed Rate Periods (where applicable)**   **Page No./ Clause/ Operational change**

Early Repayment means, during any Fixed Rate Period, where any of the following occurs:

- a. your loan account is repaid in full
- b. your loan interest rate is switched from a fixed rate to another fixed rate or to another fixed rate term or to a variable rate a reduction is made to the total outstanding loan amount as a result of the discharge or substitution of any security
- c. a reduction is made to the total outstanding loan amount in advance of the repayments set out in your loan contract.

**End Balance** means your loan balance which would have applied at the end of the Fixed Rate Period if you had made the scheduled repayments and the Early Repayment had not occurred.

**Fixed Rate Period** is any period that the annual percentage rate under your loan contract is a fixed rate.

**Wholesale Interest Rate** means a rate set by us and which we estimate is a reasonable reflection of the applicable wholesale market interest rate at a particular time and/or for a particular period.

Refer to our website at [australianmutual.bank](http://australianmutual.bank) for further details including examples of Break Cost calculations.

**All Credit Card facilities**   **Page No./ Clause/ Operational change**

**Minimum repayment amount on Credit Card facilities**

The terms and conditions of your Credit Card facility will be updated to simplify how your minimum repayment amount is calculated. Currently your minimum repayment amount is the greater of a specified percentage of the Credit Card balance at the cut-off time and a minimum dollar amount (\$20-\$25, depending on the type of facility). From the Integration Date, your minimum repayment amount will be the specified percentage of the Credit Card balance only, with no minimum dollar amount.

Credit Card facility terms and conditions.

**Credit Card refunds no longer treated as repayments**

From the Integration Date, we'll no longer categorise Credit Card refunds as "Payments". They will instead be categorised separately as "Refunds". This means Credit Card refunds will not be taken into account when calculating whether you have met your minimum repayment requirement for a particular calendar month.

Operational change.

**All Overdraft facilities**   **Page No./ Clause/ Operational change**

**Minimum repayment amount on Overdraft facilities**

The terms and conditions of your Overdraft facility will be updated to simplify how your minimum repayment amount is calculated. Currently your minimum repayment amount is the greater of a specified percentage (between 1.00% and 5.00%, depending on the type of facility) of the overdrawn amount at the cut-off time, and a minimum dollar amount (\$10-\$20, depending on the type of facility). From the Integration Date, your minimum repayment amount will be will be 2.00% of the overdrawn amount at the cut-off time, with no minimum dollar amount.

Overdraft facility terms and conditions.

Personal Loan	Page No./ Clause/ Operational change
<p><b>Product name</b> The name of this product will be changed to either "All Purpose Loan", "Car Loan" or "Green Loan" subject to the purpose of your personal loan product. Note, this is a change of name only. The change of name does not affect the terms and conditions of the product.</p>	Personal loan terms and conditions.

Variable Owner-Occupied Home Loan	Page No./ Clause/ Operational change
<p><b>Product name</b> The name of this product will be changed to "Standard Owner Occupied Home Loan". Note, this is a change of name only. The change of name does not affect the terms and conditions of the product.</p>	Throughout.

Fixed Owner-Occupied Home Loan	Page No./ Clause/ Operational change
<p><b>Product name</b> The name of this product will be changed to "Standard Owner Occupied Home Loan". Note, this is a change of name only. The change of name does not affect the terms and conditions of the product.</p>	Throughout.

Fixed Rate Mort. Loan	Page No./ Clause/ Operational change
<p><b>Product name</b> The name of this product will be changed to "Standard INV Home Loan". Note, this is a change of name only. The change of name does not affect the terms and conditions of the product.</p>	Throughout.

Variable Investment Loan	Page No./ Clause/ Operational change
<p><b>Product name</b> The name of this product will be changed to "Standard INV Home Loan". Note, this is a change of name only. The change of name does not affect the terms and conditions of the product.</p>	Throughout.

Fixed Rate Investment Loan	Page No./ Clause/ Operational change
<p><b>Product name</b> The name of this product will be changed to "Standard INV Home Loan". Note, this is a change of name only. The change of name does not affect the terms and conditions of the product.</p>	Throughout.

Fixed Investment Loan	Page No./ Clause/ Operational change
<p><b>Product name</b> The name of this product will be changed to "Standard INV Home Loan". Note, this is a change of name only. The change of name does not affect the terms and conditions of the product.</p>	Throughout.

Gum Leaf Basic Owner Occupied Loan	Page No./ Clause/ Operational change
<p><b>Product name</b> The name of this product will be changed to "Your Way Owner Occupied Home Loan". Note, this is a change of name only. The change of name does not affect the terms and conditions of the product.</p>	Throughout.

Gum Leaf Standard Owner-Occupied Loan	Page No./ Clause/ Operational change
<p><b>Product name</b> The name of this product will be changed to "Your Way Plus Owner Occupied Home Loan". Note, this is a change of name only. The change of name does not affect the terms and conditions of the product.</p>	Throughout.

Gum Leaf Standard INV Loan	Page No./ Clause/ Operational change
<p><b>Product name</b> The name of this product will be changed to "Your Way Plus INV Home Loan". Note, this is a change of name only. The change of name does not affect the terms and conditions of the product.</p>	Throughout.

Comm. Equity Access	Page No./ Clause/ Operational change
<p><b>Product name</b> The name of this product will be changed to "Line of Credit". Note, this is a change of name only. The change of name does not affect the terms and conditions of the product.</p>	Throughout.

Variable Mortgage LOC	Page No./ Clause/ Operational change
<p><b>Product name</b> The name of this product will be changed to "Line of Credit". Note, this is a change of name only. The change of name does not affect the terms and conditions of the product.</p>	Throughout.

Commercial Variable Secured and Commercial Fixed Secured	Page No./ Clause/ Operational change
<p><b>Product name</b> The names of these products will be changed to "Commercial Loan". Note, this is a change of name only. The change of name does not affect the terms and conditions of the product.</p>	Throughout.
Commercial Unsecured and Commercial Motor Vehicle	Page No./ Clause/ Operational change
<p><b>Product name</b> The name of this product will be changed to "Secured Commercial Personal". Note, this is a change of name only. The change of name does not affect the terms and conditions of the product.</p>	Throughout.
Judgement Loan A/C	Page No./ Clause/ Operational change
<p><b>Product name</b> The name of this product will be changed to "All Purpose Loan". Note, this is a change of name only. The change of name does not affect the terms and conditions of the product.</p>	Throughout.

## PART 4

# Changes affecting our Account & Access Facility Conditions of Use and related documents

From the Integration Date, we'll be updating the terms and conditions that apply to your accounts and access facilities by replacing our existing:

- *Account & Access Facility Conditions of Use*
- *Summary of Accounts & Availability of Access Facilities*
- *Deposit Interest Rates Schedule*
- *Loan Interest Rates Schedule*
- *Fees & Charges and Transaction Limits brochure*
- *Legacy Deposit Interest Rates Schedule*
- *Legacy Summary of Accounts & Availability of Access Facilities*

(**Existing Conditions of Use**) with new restated conditions of use in the form of new:

- *Conditions of Use - Account and Access booklet*, incorporating a Summary of accounts and access facilities
- *Interest Rates - Savings and Investments flyer*
- *Fees and Charges brochure*

(**Restated Conditions of Use**), which you can access on our website at [australianmutual.bank](http://australianmutual.bank).

The *Restated Conditions of Use* will apply to all our Deposit Products (including Term Deposits), as well as all our Loan and Credit Products. **It is important you read the Restated Conditions of Use.** The Restated Conditions of Use will take effect from the Integration Date.

The table below lists the most notable changes being made to the *Existing Conditions of Use*. However, we have not covered all the changes being made. Additionally, these are high level descriptions only and do not cover the full details of changes described. For the full details of these changes and all other changes that have been made you should read the *Restated Conditions of Use*.

## Summary of changes

Account & Access Facility Conditions of Use	Page No./ Clause/ Operational change
<p><b>Document name</b> The document name, <i>Accounts &amp; Access Facility Conditions of Use</i>, will be changed to <i>Conditions of Use - Accounts and Access</i>.</p>	Throughout.
<p><b>Merged bank brands</b> The Conditions of Use have been updated throughout to refer to all brands of the merged bank, namely: Teachers Mutual Bank, Firefighters Mutual Bank, Health Professionals Bank, UniBank, and Australian Mutual Bank.</p>	Throughout.
<p><b>New definitions</b> New definitions of commonly used terms have been added and existing definitions have been updated.</p>	Throughout, including Part B Section 2 of the <i>Restated Conditions of Use</i> .

Account & Access Facility Conditions of Use	Page No./ Clause/ Operational change
<p><b>Summary of Accounts &amp; Availability of Access Facilities replaced</b> The separate <i>Summary of Accounts &amp; Availability of Access Facilities</i> has been replaced by the <i>Summary of accounts and access facilities</i> in the <i>Restated Conditions of Use</i>. The <i>Summary of accounts and access facilities</i> has been updated to include Australian Mutual Bank Deposit Products and access facilities.</p>	Refer to pages 18-19 of the <i>Restated Conditions of Use</i> .
<p><b>Product descriptions</b> The Conditions of Use have also been updated to include short product descriptions of Australian Mutual Bank Deposit Products.</p>	Refer to pages 12-19 of the <i>Restated Conditions of Use</i> .

PART A Opening and operating your Deposit accounts	Page No./ Clause/ Operational change
<p><b>Opening and operation of accounts</b> Provisions relating to the opening and operation of accounts have been updated, including to confirm the merged bank may refuse to provide any banking product or service at its reasonable discretion.</p> <p>Provisions relating to opening an account, needing to be a member to open an account, and activating an account, have been removed as they are addressed in the product application and account opening processes.</p> <p>Provisions relating to what Deposit accounts you can open, including eligibility requirements, are now included in the <i>Summary of accounts and access facilities</i> and product descriptions in the <i>Restated Conditions of Use</i>. They are also addressed in the product application and account opening processes.</p>	Refer to page 10 of the <i>Restated Conditions of Use</i> .
<p><b>Joint accounts</b> The descriptions of the different types of operating instructions for joint accounts have been changed from 'Joint operation' and 'Individual operation' to 'All to sign' and 'Either to sign'. This is a change in the descriptions only. There is no change to your existing operating instructions.</p> <p>Provisions relating to joint accounts have also been updated to:</p> <ul style="list-style-type: none"> <li>Remove reference to 'Individual operation' (now 'Either to sign') being the default rule if no election is made when the account is opened, as all joint account holders must consent to the joint account being operated on an 'Either to sign' basis.</li> <li>Remove references to account suspensions, and appointments of third-party signatories, and to our ability to unilaterally change or cancel operating instructions in certain circumstances, as these matters are dealt with separately in other sections of the <i>Restated Conditions of Use</i>.</li> <li>Remove the statement that some access facilities may not be available if a joint account operates on a 'Joint operation' (now 'All to sign' basis), as these matters are dealt with separately in other sections of the <i>Restated Conditions of Use</i>.</li> <li>Update provisions relating to the treatment of joint business accounts.</li> </ul>	Refer to page 3 of the <i>Existing Conditions of Use</i> .
<p><b>Trust accounts</b> Provisions relating to trust accounts have been updated to include an indemnity by the account holder(s) in relation to any claim made upon us in relation to, or arising out of the relevant trust, except to the extent that the loss is caused by our fraud, negligence or wilful misconduct (including that of our employees or agents).</p>	Refer to pages 12-19 of the <i>Restated Conditions of Use</i> .

PART A Opening and operating your Deposit accounts	Page No./ Clause/ Operational change
<p><b>Fees and charges (general information)</b> The <i>Fees &amp; Charges and Transaction Limits brochure</i> is replaced by the <i>Fees and Charges brochure</i>.</p> <p>Provisions relating to fees and charges have been updated to include the following additional disclosures:</p> <ul style="list-style-type: none"> <li>Your account may have specific account related fees and charges, for example, a monthly account fee.</li> <li>Non-standard fees, e.g., fees if you overdraw an account, may apply in particular situations, and that general information about how to avoid or minimise non-standard fees is available on our website at <a href="http://australianmutual.bank">australianmutual.bank</a>.</li> </ul>	Refer to page 20 of the <i>Restated Conditions of Use</i> and the <i>Fees and Charges brochure</i> .
<p><b>Interest rates (general information)</b> The <i>Deposit Interest Rates Schedule</i> is replaced by the <i>Interest Rates - Savings and Investments flyer</i>.</p> <p>Provisions relating to interest have been updated to:</p> <ul style="list-style-type: none"> <li>Include additional disclosures about how we calculate interest and that some products have tiered interest rates.</li> <li>Confirm interest earned will be credited to your account on or about the last day of each month (other than for Term Deposits, which are addressed separately).</li> <li>Confirm the end of the day is the time we set for our end of day transaction processing on your account.</li> </ul>	Refer to pages 20-21 of the <i>Restated Conditions of Use</i> and the <i>Interest Rates - Savings and Investments flyer</i> .
<p><b>Tax residency</b> Provisions relating to residency for tax purposes have been removed as they are addressed in the product application and account opening processes.</p>	Refer to page 4 of the <i>Existing Conditions of Use</i> .
<p><b>Third-party access and authority to operate</b> Provisions relating to third-party access and authority to operate your account(s) have been updated, including to:</p> <ul style="list-style-type: none"> <li>Provide notice to revoke the authorised person's authority does not need to be in writing but does need to be given within the merged bank's business hours.</li> <li>Include additional disclosures noting that if you authorise another person to perform transactions on your account(s), then, in order to transact electronically on your account, that person must login using their own identifier and login details; and will be able to view historical transaction information when accessing your account(s).</li> </ul>	Refer to page 20 of the <i>Restated Conditions of Use</i> .

PART A Opening and operating your Deposit accounts	Page No./ Clause/ Operational change
<p><b>Introductory, bonus or promotional interest rates</b> Additional disclosures have been added noting:</p> <ul style="list-style-type: none"> <li>Some products may attract higher or additional introductory, bonus or promotional interest if certain specified conditions/criteria are satisfied during certain specific periods, which may be calculated and paid in a different manner to the standard interest. If you make withdrawals from these accounts during a specified period or you close your account before the end of a specified promotional or introductory period, you may lose your eligibility for the higher rate or additional interest.</li> <li>The "timing of your transactions matters", and that: <ul style="list-style-type: none"> <li>To ensure you're eligible for bonus interest, the merged bank must receive your deposit before 5pm, Sydney time, on the last calendar day of the month - if your deposit is received after this time, you may miss out on bonus interest for that calendar month.</li> <li>Similarly, if you make a withdrawal after 5pm, Sydney time, on the last day of the calendar month, it will generally be treated as occurring in the following month, which means you could lose your bonus interest for that next month.</li> </ul> </li> </ul>	
<p><b>How to make deposits</b> Provisions relating to how to make deposits have been updated, including to note that:</p> <ul style="list-style-type: none"> <li>We may impose limits on cash deposits at branches from time to time for security reasons.</li> <li>Cheques drawn on Australian banks are not accepted, other than via Bank@Post™.</li> <li>Cheques drawn on overseas banks are not accepted.</li> </ul>	Refer to page 21 of the <i>Restated Conditions of Use</i> .
<p><b>Deposits using electronic equipment</b> Provisions relating to deposits using electronic equipment have been removed.</p>	Refer to page 4 of the <i>Existing Conditions of Use</i> .
<p><b>Depositing cheques</b> Provisions relating to depositing cheques have been removed.</p>	Refer to page 4 of the <i>Existing Conditions of Use</i> .
<p><b>How to make withdrawals and transfers</b> Provisions relating to how to make withdrawals and transfers have been updated, including to note that:</p> <ul style="list-style-type: none"> <li>We may impose limits on cash withdrawals at branches from time to time for security reasons. From the Integration Date, cash withdrawals at branches above \$5,000 will require advance notice.</li> <li>Transfers can be made using the Pay Anyone feature (including OSKO or using a PayID) in Internet Banking and the Mobile App.</li> </ul>	Refer to pages 21-22 of the <i>Restated Conditions of Use</i> .
<p><b>Debiting transactions</b> Disclosures relating to debiting transactions have been simplified.</p>	Refer to page 22 of the <i>Restated Conditions of Use</i> .
<p><b>Transaction limits</b> Disclosures relating to transaction limits have been simplified. Refer also the <i>Fees and Charges brochure</i> for information on transaction limits.</p>	Refer to page 24 of the <i>Restated Conditions of Use</i> and the <i>Fees and Charges brochure</i> .

PART A Opening and operating your Deposit accounts	Page No./ Clause/ Operational change
<p><b>Overdrawing a Deposit account</b> Provisions relating to overdrawing a Deposit account have been updated to include additional disclosures noting:</p> <ul style="list-style-type: none"> <li>We do not provide any credit on your account unless we have agreed in writing with you to make an Overdraft facility available to you and you have agreed to our Overdraft facility terms and conditions, and that you must keep sufficient cleared funds in your account to cover all debit transactions.</li> <li>How interest is calculated if we honour a transaction that overdraws your account.</li> <li>Available funds are the proceeds of cash deposits and direct credits, and that any outstanding card transactions are subtracted from the available balance.</li> </ul>	Refer to page 22 of the <i>Restated Conditions of Use</i> .
<p><b>Sweep service</b> Disclosures relating to our "sweep service" have been simplified and updated, including to note the service is not activated by an electronic withdrawal transaction, such as ATM, eftpos, Bank@Post™, or any fees and charges debited.</p>	Refer to page 22 of the <i>Restated Conditions of Use</i> .
<p><b>Statements of account</b> Provisions relating to statements of account have been updated to include additional disclosures noting:</p> <ul style="list-style-type: none"> <li>The circumstances where we may not give you a statement of account, which include when your account is dormant.</li> <li>An explanation of when an account may be considered dormant.</li> <li>A statement of account includes all your Deposit accounts and credit contracts, except credit card contracts.</li> <li>For joint accounts, the first named account owner agrees to act as agent for all other joint account owners in receiving statements, which will be sent to the first named account owner only. Other joint owners can request a separate statement.</li> <li>How you may elect to be sent statements of account in paper form and the associated fees (as set out in the in the <i>Fees and Charges brochure</i>), and when we'll take you as having made such an election.</li> <li>How we'll notify you by electronic means when a new statement of account is available in Internet Banking.</li> </ul>	Refer to pages 24-25 of the <i>Restated Conditions of Use</i> .
<p><b>Dormant accounts</b> Provisions relating to dormant accounts have been updated to note we may give you notice of your dormant account and the steps you need to take by way of a message in our mobile banking app or a notification in Internet Banking or by mail.</p>	Refer to pages 25-26 of the <i>Restated Conditions of Use</i> .
<p><b>Account combination</b> Provisions relating to our rights to combine accounts have been updated to include additional disclosures relating to when we can exercise such rights, which includes on termination of your membership.</p>	Refer to page 26 of the <i>Restated Conditions of Use</i> .

PART A Opening and operating your Deposit accounts	Page No./ Clause/ Operational change
<p><b>Closing accounts, cancelling access facilities, and delaying, blocking, freezing or refusing transactions</b> Provisions relating to closing accounts, cancelling access facilities, and delaying, blocking, freezing or refusing transactions have been updated, including to:</p> <ul style="list-style-type: none"> <li>• Include additional disclosures relating to what happens when you or we close an account.</li> <li>• Update the circumstances in which we can close or restrict access to an account, or block or suspend transactions, without notice, including where we reasonably suspect the account is being used or operated in an illegal, fraudulent or improper manner, we believe that the closure or other action is necessary to protect the security or integrity of our systems or to prevent you or us suffering any loss or damage, or where such action is reasonably necessary to comply with our regulatory or legal obligations.</li> <li>• Confirm we'll not be liable to you or any other party for any decision made in good faith to block or suspend transactions, close or restrict access to an account, or cancel access facilities, except to the extent the loss is caused by our fraud, negligence or wilful misconduct (including that of our employees or agents).</li> </ul>	Refer to pages 26-27 of the <i>Restated Conditions of Use</i> .
<p><b>Financial and other abuse</b> Provisions relating to our zero tolerance for financial and other forms of abuse and other unacceptable behaviours have been updated and expanded. We want to provide a safe banking environment for all our members. Our products and services are no place for financial or other forms of abuse or harm. Some of the key changes include:</p> <ul style="list-style-type: none"> <li>• Inclusion of examples of unacceptable conduct, including financial abuse.</li> <li>• An express requirement that you not engage in unacceptable conduct, including financial abuse, using our products or services.</li> <li>• An overview of the types of action we may take if we reasonably believe that unacceptable conduct has occurred or is occurring, including that we may take additional steps if we reasonably believe an account holder is in a vulnerable position due to illness, cognitive impairment, domestic violence, elder abuse, or other vulnerable circumstances.</li> <li>• How to contact us if you're affected by unacceptable conduct and how we may be able to assist you.</li> </ul>	Refer to pages 23-24 of the <i>Restated Conditions of Use</i> .
<p><b>Children's accounts</b> Provisions have been added setting out special conditions relating to children's accounts, including additional disclosures noting:</p> <ul style="list-style-type: none"> <li>• Where an account is opened for a child, the child is the account owner and legal and beneficial owner of the funds in the account, irrespective of whether they are a signatory to the account.</li> <li>• We do not open trust accounts with a child as beneficiary.</li> <li>• We may set rules for the operation of children's accounts.</li> <li>• From the time of opening their account until their 18th birthday, we may transition children through different account types, access facilities (including cards) and modes of account operation. Refer to our website at <a href="http://australianmutual.bank">australianmutual.bank</a> for details.</li> <li>• Where a child who is an account owner attains the age of 18 years, the child (then adult) member becomes the sole signatory on the account.</li> <li>• A child's account may be closed by the child, if they're a signatory on the account; or an adult relative who is a signatory on the account.</li> </ul>	Refer to pages 10-11 of the <i>Restated Conditions of Use</i> .

PART A Opening and operating your Deposit accounts	Page No./ Clause/ Operational change
<p><b>Transaction account descriptions</b> Short account descriptions of transaction accounts have been added.</p>	Refer to page 12 of the <i>Restated Conditions of Use</i> .
<p><b>Mortgage offset facilities</b> Provisions have been added setting out terms and conditions that apply to mortgage offset facilities.</p>	Refer to pages 12-13 of the <i>Restated Conditions of Use</i> .
<p><b>Savings account descriptions</b> Short account descriptions of savings accounts have been added.</p>	Refer to pages 14-16 of the <i>Restated Conditions of Use</i> .
<p><b>Term Deposits</b> Terms and conditions applicable to Term Deposits have been updated.  The requirement that all new Term Deposits be for a minimum of \$5,000 has been removed. Refer to our website at <a href="http://australianmutual.bank">australianmutual.bank</a> for minimum deposit amounts.</p>	Refer to pages 16-17 of the <i>Restated Conditions of Use</i> .
<p><b>Term Deposit product description</b> The product description for Term Deposits has been updated.</p>	Refer to pages 16-17 of the <i>Restated Conditions of Use</i> .
<p><b>31 days' notice required for early withdrawal of Term Deposits and reduced early withdrawal interest rate</b> Provisions have been added:</p> <ul style="list-style-type: none"> <li>• Requiring that 31 days' notice be given for withdrawal or transfer of funds from a term deposit before maturity.</li> <li>• Noting the reduced early withdrawal interest rate is currently 0.50% lower than the rate specified on your Term Deposit Certificate.</li> </ul>	Refer to pages 16-17 of the <i>Restated Conditions of Use</i> .
<p><b>Maturity notices</b> Provisions have been added noting a communication will be sent to you at least 5 business days prior to maturity setting out details of your investment and what will happen at maturity.</p>	Refer to pages 16-17 of the <i>Restated Conditions of Use</i> .
<p><b>7-day grace period for Term Deposits</b> Disclosures have been added noting we allow a 7-day grace period following reinvestment on maturity for you to withdraw or transfer your deposit without incurring a fee or reduction in interest. While not previously addressed in the <i>Existing Conditions of Use</i>, as a matter of practice, up to 14 days was allowed previously.</p>	Refer to pages 16-17 of the <i>Restated Conditions of Use</i> .
<p><b>Term Deposit maximum deposit amounts and balance limits</b> The limit of \$1,000,000, from which Term Deposits are subject to acceptance by the Bank and rates are by negotiation, has been removed. Refer to our website at <a href="http://australianmutual.bank">australianmutual.bank</a> for maximum deposit amounts and balance limits over which Term Deposits are subject to acceptance by the bank and rates are by negotiation.</p>	Refer to pages 16-17 of the <i>Restated Conditions of Use</i> .

PART A Opening and operating your Deposit accounts	Page No./ Clause/ Operational change
<p><b>Change fees, charges, interest rates and other conditions in the Conditions of Use</b> Provisions relating to our rights to change fees, charges, interest rates and other conditions in the Conditions of Use have been updated, including to require 30 days' notice (instead of 20 days) in relation to increasing or adding any fee or charge. Notice may be given in writing (which may be on or with your statement of account), electronically or by national media advertisement.</p> <p><b>How we'll notify you of changes</b> Provisions relating to how we'll notify you of changes have also been updated, including to provide for us to give you a shorter period of notice than the notice periods specified or no notice where changes are necessary to avoid or reduce a material increase in our risk or loss, or in order to comply with our legal or regulatory requirements.</p>	<p>Refer to pages 4-5 of the <i>Restated Conditions of Use</i>.</p>
<p><b>How we'll give you notices, statements and other documents and communications</b> Provisions relating to how we'll give you notices, statements and other documents and communications have been updated, including to provide for us to give you notices etc. and communicate with you in any manner allowed by law, including by electronic means, and instead of sending you a notice, statement or other document, making it available on our website at <a href="http://australianmutual.bank">australianmutual.bank</a> or in Internet Banking for you to retrieve, and notifying you by mail or email or other electronic means that it is available and how to retrieve it.</p> <p>Subject to applicable laws, including the Customer Owned Banking Code of Practice and the ePayments Code, you agree that we may give you written notices and other communications and documents:</p> <ul style="list-style-type: none"> <li>• by post</li> <li>• electronically (for example: by email, SMS text message, push notification, secure messages in Internet Banking, or secure messages in the Mobile App, or by publishing it on our website at <a href="http://australianmutual.bank">australianmutual.bank</a> and notifying you by email, SMS text message or push notification that it is available)</li> <li>• by including it in or with a statement of account; or</li> <li>• by national media advertisement.</li> </ul> <p>Unless the account is a 'digital only' product (refer to the <i>Summary of accounts and access facilities</i>), you may elect to receive notices and other communications and documents we are required to give you in writing in paper form by post at any time by changing your communication preference in Internet Banking or contacting us by phone.</p>	<p>Refer to page 5 of the <i>Restated Conditions of Use</i></p>
<p><b>Direct debits</b> Provisions relating to direct debits have been updated, including to:</p> <ul style="list-style-type: none"> <li>• Remove reference to us cancelling a direct debit within 1 business day and to provide instead that if you use secure messages in Internet Banking, the Mobile App or contact us by phone, we'll promptly take action to cancel a direct debit facility.</li> <li>• Provide that if you believe a direct debit initiated by a remitter is wrong, you may contact us or the remitter. If you give us the information we require, we'll forward your claim to the remitter. However, we are not liable to compensate you for your remitter's error.</li> <li>• Provide that if you have authorised a remitter to debit your account as a direct debit and the remitter migrates the direct debit arrangement to PayTo, the direct debit arrangement will cease to be a direct debit arrangement and will instead be treated as a PayTo Payment Agreement (refer to Section 25 of Part B of the <i>Restated Conditions of Use</i> for more information about PayTo).</li> </ul>	<p>Refer to Part B Section 27 of the <i>Restated Conditions of Use</i>.</p>

PART A Opening and operating your Deposit accounts	Page No./ Clause/ Operational change
<p><b>Electronic credits</b> Provisions have been added relating to electronic credits on your account, including the following terms and conditions:</p> <ul style="list-style-type: none"> <li>• Electronic credits to your account are credited in accordance with the rules and procedures of the relevant funds transfer system.</li> <li>• Direct credits (excluding NPP Payments) received daily are generally processed by 9am the next business day. NPP Payments will be credited to your account as soon as reasonably practicable.</li> <li>• We are not liable for any delay in the crediting of your payment to your nominated account.</li> <li>• Payments made to accounts in error may be recalled by the remitting institution. We do not accept liability for funds credited in error to accounts due to incorrect account number and/or account name being supplied by the remitter. <ul style="list-style-type: none"> <li>• Where there are sufficient funds to cover the recalled amount, we'll debit the account credited for the amount of the incorrect credit.</li> <li>• Where there are insufficient funds to cover the recalled amount, you agree to incur and repay the debt up to the amount of the recalled amount and any associated fees incurred in retrieving these funds where the amount exceeds the balance of the account credited.</li> </ul> </li> </ul> <p>We may also exercise discretion based on an appropriate weighting of your interests and the information reasonably available to us about the circumstances of the payments made in error, in deciding whether we should pursue the return of the funds to the total value of the payment made in error, pursue a return of the partial amount of the total value of the payment made in error or not pursue a return of the funds (whether partial or total).</p> <ul style="list-style-type: none"> <li>• Payments received with invalid account details will be either credited to the correct account, where the account can be identified, or returned to the remitter.</li> <li>• We may hold, delay crediting or reject an electronic credit for your account: <ul style="list-style-type: none"> <li>• to comply with our legal or regulatory obligations.</li> <li>• where we reasonably suspect fraudulent, illegal or improper conduct, to investigate whether the electronic credit is associated with fraudulent, illegal or improper conduct.</li> <li>• where you do not provide information to us that we reasonably request in relation to the electronic credit; or where doing so is reasonably necessary to avoid you or us suffering loss or to otherwise protect our legitimate business interests.</li> </ul> </li> </ul>	<p>Refer to Section 26 of the <i>Restated Conditions of Use</i>.</p>

PART B Electronic Access Facilities and ePayments Conditions of Use	Page No./ Clause/ Operational change
<p><b>Contactless transactions</b> Provisions relating to contactless transactions using payWave have been added, including a warning to check that the transaction details are correct before tapping. You can still use your PIN if you do not wish to use payWave to transact.</p>	Refer to Section 1 of the <i>Restated Conditions of Use</i> .
<p><b>Important information you need to know before using a device to make electronic payments</b> The information provided in the text box headed <i>Important Information About Protecting Your Access Cards, Devices and Passcodes</i> has been updated and is now headed "Important information you need to know before using a device to make electronic payments".</p>	Refer to Section 1 of the <i>Restated Conditions of Use</i> .
<p><b>Issue of Visa Cards</b> Provisions relating to the issue of Visa Cards have been updated to note we may choose not to give you a Visa Card if your banking history with us is not satisfactory or if you are under 13 years of age.</p>	Refer to Section 1 of the <i>Restated Conditions of Use</i> .
<p><b>Important Information about Chargebacks for Visa Card</b> The information provided in the text box headed <i>Important Information about Chargebacks for Visa Card</i> has been updated and is now headed <i>Important information about disputed transactions for Visa Cards</i>.</p>	Refer to Section 1 of the <i>Restated Conditions of Use</i> .
<p><b>Confirmation of Payee</b> Provisions relating to the Confirmation of Payee service have been updated, including to:</p> <ul style="list-style-type: none"> <li>• add a number of definitions for commonly used terms.</li> <li>• remove or simplify descriptive content also available on our website at <a href="http://australianmutual.bank">australianmutual.bank</a>.</li> <li>• confirm that for payments using a BSB and account number, it is your responsibility to ensure the BSB and account number you want to pay to are correct.</li> <li>• add additional disclosures relating to your privacy and the use and disclosure of your account details in connection with the Confirmation of Payee service.</li> </ul>	Refer to Section 29 of the <i>Restated Conditions of Use</i> .
<p><b>Accounts and transactions</b> Provisions in Part B Section 3 relating to accounts and transactions have been updated to provide that if you authorise a user to perform a transaction on an account of yours to which the ePayments Conditions of Use in Part B apply, then, in order to perform transactions on that account, the user must login using their own identifier and login details.</p>	Refer to Section 3 of the <i>Restated Conditions of Use</i> .
<p><b>Biometric identifiers</b> Provisions have been added concerning Biometric identifiers, providing that when you log in to the Mobile App using your biometric identifier, you instruct us to perform any transactions requested during the mobile banking app session.</p> <p>Section 3 also includes the following warning: If you enable the biometric identifier login option, then any of the biometric identifiers stored on your device can be used to log into the Mobile App. You must ensure that only your biometric identifier (and not any other persons) is stored on the mobile device to access the Mobile App. We strongly recommend that all times you use your passcode to access the Mobile App.</p>	Refer to Section 3 of the <i>Restated Conditions of Use</i> .
<p><b>When you are not liable for loss arising from an unauthorised transaction</b> Paragraph 4.1(b) of Part B Section 4, which concerns when you are not liable for loss arising from an unauthorised transaction, has been removed.</p>	Refer to para. 4.1(b) of Part B Section 4 of the <i>Restated Conditions of Use</i> .

PART B Electronic Access Facilities and ePayments Conditions of Use	Page No./ Clause/ Operational change
<p><b>When you are liable for loss arising from an unauthorised transaction</b> Paragraph 5.2(b) of Part B Section 5, which concerns when you are liable for loss arising from an unauthorised transaction, has been updated to confirm you are not liable for the portion of losses caused by our fraud, negligence or wilful misconduct (including that of our employees, contractors and agents).</p> <p>We have also inserted a note confirming a breach of the pass code security requirements in itself is not sufficient to make a consumer liable for loss from an unauthorised transaction. We must prove on the balance of probability that the user's breach contributed to the loss.</p>	Refer to para. 5.2(b) of Part B Section 5 of the <i>Restated Conditions of Use</i> .
<p><b>Pass code security requirements</b> Paragraph 6.1 of Part B Section 6, which concerns pass code security requirements, has been updated to confirm any liability for losses resulting from unauthorised electronic transactions will be determined by the ePayments Code, rather than these passcode security requirements in Part B Section 6. A number of additional explanatory notes and examples have also been added in Part B Section 6.</p>	Refer to para. 6.1 of Part B Section 6 of the <i>Restated Conditions of Use</i> .
<p><b>Mistaken internet payments</b> Part B Section 9, which concerns mistaken internet payments, has been updated, including to:</p> <ul style="list-style-type: none"> <li>• Add new, and update, definitions of commonly used terms, including to include NPP Payments that, as a result of the user's error, are directed to the wrong account, in the definition of "mistaken internet payment".</li> <li>• Confirm a mistaken internet payment does not include payments made using BPAY or PayTo Payments.</li> </ul> <p>A number of additional explanatory notes and examples have also been added in Part B Section 9.</p>	Refer to Part B Section 9 of the <i>Restated Conditions of Use</i> .
<p><b>Using electronic banking</b> Section 10 has been added to Part B relating to <i>Using electronic banking</i>. Please read the new Section 10 carefully. It covers, among other things:</p> <ul style="list-style-type: none"> <li>• External transfers</li> <li>• Osko Payments</li> <li>• Fast Payments</li> <li>• Other Transfers</li> <li>• Suspension of Transfers</li> <li>• Transaction limits</li> <li>• Failed Transfers</li> <li>• Mistakes and issues with Transfers</li> <li>• Refunds and chargebacks</li> </ul> <p>Section 10 is set out in the Schedule to this notice in full.</p>	Refer to the Schedule to this notice and Section 10 of the <i>Restated Conditions of Use</i> .
<p><b>Information about a receiving ADI's obligations after we request return of funds</b> The information provided in the text box headed <i>Information about a receiving ADI's obligations after we request return of funds</i> has been updated, including by confirming that:</p> <ul style="list-style-type: none"> <li>• The information does not give you any contractual entitlement to recover the mistaken payment from us or to recover the mistaken payment from the receiving ADI.</li> <li>• If you are not satisfied with the outcome of a complaint in relation to a mistaken payment, you can complain to AFCA about the sending ADI.</li> </ul>	Refer to pages 47-48 of the <i>Restated Conditions of Use</i> .

PART B Electronic Access Facilities and ePayments Conditions of Use	Page No./ Clause/ Operational change
<p><b>How to report loss, theft or unauthorised use of your access card or pass code</b> Part B Section 11, which concerns <i>How to report loss, theft or unauthorised use of your access card or passcode</i>, has been updated, including to:</p> <ul style="list-style-type: none"> <li>• Confirm you can use secure messages in Internet Banking of the Mobile App to contact us.</li> <li>• Update contact details for the Visa Card Hotline.</li> <li>• Provide that if the loss, theft or misuse, occurs Outside Australia must notify an organisation displaying the Visa sign and also then confirm the loss, theft or misuse of the card: a) with us by telephone or priority paid mail as soon as possible; or b) by telephoning the Visa Card Hotline for the country you are in. The information in the text box under the heading <i>Our Conditions of Use require you to report these events to us immediately</i> has been removed.</li> </ul>	<p>Refer to pages 47-48 of the <i>Restated Conditions of Use</i>.</p>
<p><b>International Transaction Fees</b> Existing Part B Section 14 headed <i>International Transaction Fees</i> has been removed and replaced with new Part B Section 14 headed <i>Using Visa for foreign currency transactions</i>. The new Section provides:</p> <ul style="list-style-type: none"> <li>• You agree to reimburse us for any costs, fees or charges arising out of a failure to comply with any exchange control requirements or tax laws.</li> <li>• All transactions (including purchases, cash withdrawals and electronic transfers and other payments) made in foreign currency (irrespective of where the transaction occurs) on a Visa Card: <ul style="list-style-type: none"> <li>• will be converted into Australian currency by Visa Worldwide and calculated at a wholesale market rate selected by Visa from within a range of wholesale rates OR the government mandated rate that is in effect 1 day prior to the Central Processing Date (that is, the date on which Visa processes the transaction); and</li> <li>• are subject to a currency conversion fee (in the <i>Fees and Charges brochure</i>) payable to Cuscal Limited as the principal member of Visa Worldwide under which we provide you with the Visa card.</li> </ul> </li> <li>• A warning that some overseas merchants and ATMs charge a surcharge for making a transaction using your Visa Card, and that once you have confirmed the transaction you will not be able to dispute the surcharge.</li> <li>• A warning that some merchants and terminals allow the cardholder the option at the point of sale to convert the transaction into Australian dollars at point of sale. This is known as "Dynamic Currency Conversion." If you choose this option, then once you have confirmed the transaction you will not be able to dispute the exchange rate applied.</li> </ul>	<p>Refer to Part B Section 14 of the <i>Restated Conditions of Use</i>.</p>
<p><b>Additional access cards</b> Part B Section 15, which concerns <i>Additional access cards</i>, has been updated, including to provide that:</p> <ul style="list-style-type: none"> <li>• To cancel an additional access card you must notify us in writing; and that cancellation may not be effective until the additional access card is returned to us or you have taken all reasonable steps to have the additional access card returned to us.</li> <li>• You will not be liable for the continued use of the additional access card from the date that you have: a) notified us that you want it cancelled; and b) taken all reasonable steps to have the additional access card returned to us.</li> </ul> <p>A note has also been added provided that if you are unable to return the additional access card to us, we may require you to make a written statement describing the steps you have taken to return the card.</p>	<p>Refer to Part B Section 15 of the <i>Restated Conditions of Use</i>.</p>

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<p><b>Cancellation of access cards or of access to electronic banking service or BPAY</b> Part B Section 18, which concerns <i>Cancellation of access cards or of access to electronic banking services or BPAY</i>, has been updated, including to provide that:</p> <ul style="list-style-type: none"> <li>• You may cancel your access card, your access to electronic banking or BPAY at any time by notifying us using secure messages in Internet Banking, the Mobile App or in writing.</li> <li>• In order for us to protect our legitimate business interests we may immediately cancel or suspend your access card or your access to electronic banking or BPAY at any time without giving you notice if you cease to be a member or we reasonably believe that you have not complied in a material respect with our Conditions of Use, including in the circumstances of the examples given.</li> <li>• We'll not be liable to you or any other person for any loss or damage which you or such other person may suffer as a result of such denial, except to the extent that the loss is caused by our fraud, negligence or wilful misconduct (including that of our employees or agents).</li> </ul>	<p>Refer to Part B Section 18 of the <i>Restated Conditions of Use</i>.</p>
<p><b>BPAY View® service</b> Terms and conditions for the BPAY View® service have been added in Section 23.</p>	<p>Refer to Part B Section 23 of the <i>Restated Conditions of Use</i>.</p>
<p><b>Using Osko® to make payment</b> Former Sections 23, 24 and 25, which concerned using Osko® to make payments, have been removed and replaced with clauses 10.10 to 10.14 in Section 10 (referred to above).</p>	<p>Refer to para. 10.10 to 10.14 Part B Section 10 of the <i>Restated Conditions of Use</i>.</p>
<p><b>Authority to recover mistaken or misdirected Osko® NPP payments</b> Former Section 27, which concerned our authority to recover mistaken or misdirected Osko® NPP payments, has been removed.</p>	<p>Refer to Part B Section 27 of the <i>Existing Conditions of Use</i>.</p>
<p><b>PayTo</b> Section 25 of the <i>Restated Conditions of Use</i>, which is headed <i>PayTo</i>, has replaced Sections 28 to 36 of the <i>Existing Conditions of Use</i>, which also concerned PayTo.</p> <p>PayTo allows payers to establish and authorise Payment Agreements with Merchants or Payment Initiators who offer PayTo as a payment option.</p> <p>You should read the new Section 25 carefully and ensure you understand the terms and conditions, including your rights and obligations, that apply in relation to "PayTo".</p> <p>The new Section 25 includes information on:</p> <ul style="list-style-type: none"> <li>• creating a Payment Agreement</li> <li>• PayTo Payments</li> <li>• amending a Payment Agreement</li> <li>• pausing or resuming a Payment Agreement</li> <li>• transferring a Payment Agreement</li> <li>• cancelling a Payment Agreement</li> <li>• migration of direct debits</li> <li>• general PayTo obligations</li> <li>• liability for PayTo.</li> </ul> <p>While it is important you read the new Section 25 in full, key things to note include:</p>	<p>Refer to Part B Section 25 of the <i>Restated Conditions of Use</i>.</p>

**PART B** | **Electronic Access Facilities and ePayments Conditions of Use** | Page No./ Clause/ Operational change

- You should not set up a Payment Agreement using only your BSB and member number without the unique account code (e.g. S1). If you do, we'll reject the Payment Agreement.
- If you tell us that you approve a Payment Agreement, it will be active once we record your approval in the PayTo Mandate Management Service.
- Payment requests may be made by a Merchant or Payment Initiator immediately after you have approved a Payment Agreement - so do not approve a Payment Agreement unless you are sure all the details are correct.
- By approving a Payment Agreement, you:
  - Authorise us to collect, use and store your name and account details and other details about you and the Payment Agreement from and in the Mandate Management Service.
  - Acknowledge that these details may be disclosed to NPP Australia Limited (who operates the Mandate Management Service) and the financial institution or payment processor for the Merchant or Payment Initiator for the purposes of creating payment instructions and constructing NPP Payment messages, enabling us to make PayTo Payments from your account and for related purposes.
  - Consent to us, other financial institutions and payment processors, NPP Australia Limited, Merchants and Payment Initiators using and disclosing such of your personal information as is contained in a Payment Agreement record in the Mandate Management Service as contemplated by the NPP regulations and procedures.
  - You instruct us to make PayTo Payments from your relevant account in accordance with the Payment Agreement each time a PayTo Payment is requested by the Merchant or Payment Initiator who is a party to the Payment Agreement or their financial institution or payment processor.
- It is your responsibility to ensure you have sufficient funds in your account to process each PayTo Payment.
- Your other obligations include to:
  - Ensure that you carefully consider any Payment Agreement creation request or amendment request made in respect of your Payment Agreement and promptly respond to such requests.
  - Ensure that all information and data you provide to us or to any Merchant or Payment Initiator that is authorised to use PayTo is accurate and up-to-date.
  - Not use PayTo to send threatening, harassing or offensive messages to a Merchant, Payment Initiator or any other person.
  - Comply with all applicable laws in connection with your use of PayTo.
  - Immediately notify us if you no longer hold or have authority to operate the account from which payments under a Payment Agreement you have approved or permitted to be created are being or are to be made.
  - Promptly notify us if you receive a Payment Agreement creation request or amendment request or become aware of PayTo Payments being processed from your account that you are not expecting, or experience any other activities that appear suspicious, fraudulent or erroneous.
  - Promptly notify us if you become aware of a PayTo Payment being made from your account that is not permitted under the terms of your Payment Agreement or that was not approved by you.
  - Comply with any direction we give you where doing so is necessary for us to comply with our obligations relating to PayTo including under the NPP regulations and procedures.

**PART B** | **Electronic Access Facilities and ePayments Conditions of Use** | Page No./ Clause/ Operational change

- You are responsible for complying with the terms of any agreement that you have with the Merchant or Payment Initiator who is a party to a Payment Agreement (including any payment and notice giving obligations or termination requirements) and for dealing with the Merchant or Payment Initiator in relation to any concerns or complaints you have in relation to any goods or services relating to the Payment Agreement.
- If you notify us of a PayTo Payment being made from your account that is not permitted under the terms of your Payment Agreement or that was not approved by you and submit a claim, we'll acknowledge your claim within 1 business day and provide a formal response to your claim within 30 business days. If the claim is founded, we'll refund the PayTo Payment to your account.

**Liability for PayTo**

To the maximum extent permitted by law, we'll not be liable to you or any other person for any loss suffered as a result of:

- a. processing PayTo Payments under a Payment Agreement which you have approved or are deemed to have approved;
- b. you failing to properly consider or promptly respond to any Payment Agreement creation request or amendment request we send you;
- c. you failing to properly consider and action any notification we send you in relation to any Payment Agreement;
- d. you or a Merchant or Payment Initiator pausing, resuming or cancelling a Payment Agreement; or
- e. any delay or failure in respect of a Payment Agreement or a PayTo Payment being processed due to the unavailability or failure of the PayTo Service;
- f. except to the extent such loss is caused by us failing to comply with our obligations relating to PayTo under these terms and conditions or our fraud, negligence or wilful misconduct (including our employees, contractors and agents).

**Privacy and PayTo**

Former Section 35, which concerned privacy and PayTo, has been removed and replaced with clause 25.11 (outlined above).

Refer to Section 35 of the *Existing Conditions of Use*.

**Our authority for PayTo instructions**

Former Section 36, which concerned our authority for PayTo instructions, has been removed.

Refer to Section 36 of the *Existing Conditions of Use*.

**Digital wallets**

Former Section 37, which concerned digital wallets has been removed. A new section headed *Mobile wallets* has been added on page 29. The new section provides:

Refer to Pages 29-31 of the *Restated Conditions of Use*.

- We may allow your Visa Card to be used via a mobile wallet such as Apple Pay, Google Pay, Samsung Pay or any other mobile wallets that we may approve from time to time.
- You should read and understand the terms and conditions governing the use of the mobile wallet issued by the mobile wallet provider and your telecommunications provider. You will be bound by those terms.
- We are not the mobile wallet provider and we are not liable for the use of the mobile wallet. You can find the terms and conditions governing mobile wallets on our website at [australianmutual.bank](http://australianmutual.bank).

The new section also includes the following warning: "Your mobile device(s) may be linked to other devices by a common account. Under these circumstances, if you add your Visa Card to a mobile wallet using the mobile device, your Visa Card may also be accessible to other users of those devices and they may make transactions with your Visa Card".

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<p><b>Complaint and dispute resolution procedures</b> Disclosures about our dispute resolutions procedures and how to make a complaint have been updated. Refer to page 7 of the <i>Restated Conditions of Use</i> for details.</p> <p>If you want to make a complaint, use secure messages in Internet Banking or the Mobile App, or phone us or contact our staff at our offices.</p>	Refer to Page 7 of the <i>Restated Conditions of Use</i> .
<p><b>Customer Owned Banking Code of Practice</b> Disclosures about the Customer Owned Banking Code of Practice (Code) have been updated and expanded, including by adding the seven promises underpinning the Code and updating contact and other details for the Code Compliance Committee.</p>	Refer to page 74 of the <i>Restated Conditions of Use</i> .
<p><b>Security features or other protective measures provided by third parties</b> Provisions have been added setting out terms and conditions that apply to any security features or other protective measures provided by third parties we may use or make available to review the account details entered by a user into Internet Banking or the Mobile App against the available payment information of those third parties.</p>	Refer to Part B Section 28 of the <i>Restated Conditions of Use</i> .
<p><b>Interest rates, and fees, and charges and transaction limits</b> Refer to Parts 5 and 6 of this notice.</p>	Parts 5 and 6 of this notice.

## PART 5

# Changes to fees, charges and transaction limits

### No fees and charges have increased as a result of the Merger.

As outlined in the Member Information Booklet for the Merger, as a benefit of the Merger, we are adopting a “best-of-both” approach to lower fees and charges across a range of products and services - meaning that where one bank has a lower fee, this fee will be taken forward by the merged bank.

Effective from the Integration Date, the *Fees & Charges and Transactions Limits brochure* will be replaced by the merged bank's *Fees and Charges brochure*.

We have updated our fees, charges and transaction limits that apply to our products and services, including the *Fees and Charges brochure*, which includes transaction limits, to combine the AMBL and TMBL fees, charges and transaction limits (as required)). The new combined *Fees and Charges brochure* is available on the Australian Mutual Bank website at [australianmutual.bank](http://australianmutual.bank). The combined *Fees and Charges brochure* will take effect from the Integration Date.

### Changes to fees and charges

The following changes to our fees and charges, which apply to all of our products and services, will take effect from the Integration Date:

### Summary of changes

Fees and charges		
Fee type	From (current)	To (effective 23 May 2026)
Bank@Post withdrawals	\$3.00 (first four free)	\$0.00
Bank@Post cash deposits	\$3.00 (first four free)	\$0.00
Bank@Post cheque deposit	\$3.00 (first four free)	\$0.00
Bank@Post inward cheque dishonour	\$16.53	\$0.00
Large cash withdrawal (in excess of \$5,000)	\$35.00 + \$0.90 per \$1,000.00 (or part thereof)	\$0.00
International Visa transaction fee	3.00% of transaction (value in AUD)	2.90% of transaction (value in AUD)
Visa International Emergency Card whilst overseas	USD \$200.00 per card	\$0.00
Visa International Emergency Cash whilst overseas	USD \$200.00 per request	\$0.00
Visa International Cancellation fee for an Emergency Card or Cash request	USD \$50.00	\$0.00

Fees and charges		
Fee type	From (current)	To (effective 23 May 2026)
Copy of a Visa merchant voucher	\$25.00	\$0.00
Visa card replacement fee (not renewal)	\$10.00	\$0.00
Statement retrieval fee	\$2.00 per statement page	\$0.00
Dormancy fee	\$20.00 per annum per account	\$0.00
Direct Debit external account	\$17.50	\$0.00
Direct debit dishonour fee due to insufficient funds available	\$12.00	\$0.00
Direct debit honour fee (insufficient cleared funds)	\$7.50	\$0.00
Telegraphic Transfers: Transfers within Australia to an account holder at another financial institution	\$13.62	\$13.00
Cash Passport (per debit card or reload)	\$10.00	Nil for initial card issue. The lesser of \$10 or 1% of the purchase value for reload.
Cash Passport redemption fee	\$10.00	\$0.00
Foreign currency (order)	1% of the purchase or \$15.00, whichever is greater	1% of the purchase or \$10, whichever is greater
Telegraphic transfer (Internet Banking/self-service)	\$20.00	\$0.00
Telegraphic transfer (staff-assisted and sent in foreign currency)	\$30.00	\$25.00
Telegraphic transfer (staff-assisted and sent in AUD)	\$60.00	\$40.00
Bank Draft (deposit only)	\$12.50	\$0.00

Credit cards		
Fee type	From (current)	To (effective 23 May 2026)
Visa credit card annual fee	\$30.00	\$0.00
Credit Card Late Payment Fee	\$15.00	\$10.00

Home Lending		
Fee type	From (current)	To (effective 23 May 2026)
Loan establishment fees – mortgage (new)	\$900.18	\$850.00
Fixed rate lock fee	\$1,000.00	0.10% of the total amount financed
Mortgage discharge processing fees	\$470.18	\$250.00
Certificate of title production fee	\$50.00	\$0.00

Home Lending		
Fee type	From (current)	To (effective 23 May 2026)
Variation Fee – All other types of variation (including Switching Fee)	\$300.00	\$200.00
Letter of demand	\$50.00	\$0.00
Annual package fee Your Way Plus	N/A	\$300.00 Home loan package available only with your Way Plus Home Loan. This fee is applicable for new loans funded from 9 May 2026

Commercial Deposits and Lending		
Fee type	From (current)	To (effective 23 May 2026)
Monthly fee	\$6.00	\$0.00
Bank@Post withdrawals	\$3.00 (first four free)	\$0.00
Bank@Post cash deposits	\$3.00 (first four free)	\$0.00
Bank@Post cheque deposit	\$3.00 (first four free)	\$0.00
Bank@Post inward cheque dishonour	\$16.53	\$0.00
Large cash withdrawal (in excess of \$5,000)	\$35.00 + \$0.90 per \$1,000.00 (or part thereof)	\$0.00
Statement retrieval fee	\$2.00 per statement page	\$0.00
Dormancy fee	\$20.00 per annum per account	\$0.00
Direct Debit external account	\$17.50	\$0.00
Direct debit dishonour fee due to insufficient funds available	\$12.00	\$0.00
Direct debit honour fee (insufficient cleared funds)	\$7.50	\$0.00
Telegraphic Transfers: Transfers within Australia to an account holder at another financial institution	\$13.62	\$13.00
Cash Passport (per debit card or reload)	\$10.00	Nil for initial card issue. The lesser of \$10.00 or 1% of the purchase value for reload.
Cash Passport redemption fee	\$10.00	\$0.00
Foreign currency (order)	1% of the purchase or \$15.00, whichever is greater	1% of the purchase or \$10.00, whichever is greater
Telegraphic transfer (Internet Banking/self-service)	\$20.00	\$0.00

Commercial Deposits and Lending		
Fee type	From (current)	To (effective 23 May 2026)
Telegraphic transfer (staff-assisted and sent in foreign currency)	\$30.00	\$25.00
Telegraphic transfer (staff-assisted and sent in AUD)	\$60.00	\$40.00
Bank Draft (deposit only)	\$12.50	\$0.00
International Visa transaction fee	3.00% of transaction (value in AUD)	2.90% of transaction (value in AUD)
Visa International Emergency Card whilst overseas	USD \$200.00 per card	\$0.00
Visa International Emergency Cash whilst overseas	USD \$200.00 per request	\$0.00
Visa International Cancellation fee for an Emergency Card or Cash request	USD \$50.00	\$0.00
Copy of a Visa merchant voucher	\$25.00	\$0.00
Visa card replacement fee (not renewal)	\$10.00	\$0.00
Letter of demand	\$50.00	\$0.00

### Changes to transaction limits

The following changes to our transaction limits, which apply to all our products and services, will take effect from the Integration Date:

### Summary of changes

Transaction limits	Page No./ Clause/ Operational change
<p><b>Transaction limits for Internet Banking/Mobile App transfers or payments</b> Currently, the <i>Fees &amp; Charges and Transaction Limits brochure</i> includes specific transaction limits for standard external transfers, self-serve external transfers, NPP/Osko transactions, and BPAY transactions. From the Integration Date these specific transaction limits will be replaced with the following general transaction limits:</p> <p><b>Online banking</b> A daily limit of \$5,000 on electronic funds transfers to other Australian financial institutions through Internet Banking (including BPAY® payments, Fast Payments and Osko) is automatically applied to each account. You can change this limit to a level that meets your daily transactional needs. If you require an increase or decrease in your online banking electronic funds transfer limit you can do this in Internet Banking.</p> <p><b>Card</b> Our Visa Debit card and Credit card have debit transaction limits of \$2,000 per card, per day for ATM, EFTPOS and Australia Post Bank@Post™ transactions. This is only available for members aged 18 years or older. Visa Debit card and Visa Credit card also have transaction limits of up to \$100 per payWave transaction (without a PIN).</p> <p>For members aged 13 to 17 years, our Visa Debit card has a debit transaction limit of \$1,000 per card, per day for ATM, EFTPOS and Australia Post Bank@Post™ transactions. Visa Debit card has a transaction limit of up to \$100 per payWave transaction (without a PIN).</p>	<i>Fees and Charges brochure</i>

## PART 6

# Changes to interest rates

Effective from the Integration Date, each of the:

- *Deposit Interest Rates Schedule*
- *Loan Interest Rates Schedule*; and
- *Legacy Deposit Interest Rates Schedule*

will be replaced by the merged bank's:

- *Interest Rates - Savings & Investments* flyer; and
- *Interest Rates - Loans* are on our website.

We have updated our interest rate schedules to combine the AMBL and TMBL interest rate brochures. The new combined interest rate brochures are available on the Australian Mutual Bank website at [australianmutual.bank](http://australianmutual.bank). The combined interest rate brochures will take effect from the Integration Date.

The following interest rate changes, which apply to our products and services, will take effect from the Integration Date.

### Summary of changes

Interest rates	Page No./ Clause/ Operational change								
<p><b>Interest on overdrawn Deposit accounts</b> The overdraft interest rate applicable to debit balances on all Deposit accounts, where we honour a transaction that overdraws, or increases the debit balance of, your account (in accordance with the section of the <i>Restated Conditions of Use</i> headed "Overdrawing an account"), other than those referred to below, will be 12.64% p.a. from the Integration Date. This change does not apply to approved Overdraft facilities.</p>									
<p><b>Premier Business Account (renamed Everyday Business Account from the Integration Date)</b> <b>Interest on overdrawn accounts</b> The overdrawn interest rate applicable to debit balances on accounts that are overdrawn (excluding approved Overdraft facilities) attached to this type of account is reducing from 14.51% p.a. to 12.64% p.a. This change does not apply to approved Overdraft facilities.</p>	<i>Interest Rates - Savings &amp; Investments flyer</i>								
<p><b>Pensioner Aware Account (renamed Pension Advantage Account from the Integration Date)</b> <b>Interest on overdrawn accounts</b> The overdrawn interest rate applicable to debit balances on accounts that are overdrawn (excluding approved Overdraft facilities) attached to this type of account is reducing from 14.46% p.a. to Nil. This change does not apply to approved Overdraft facilities.</p>	<i>Interest Rates - Savings &amp; Investments flyer</i>								
<p><b>Pensioner Aware Account (renamed Pension Advantage Account from the Integration Date)</b> <b>Interest rate</b> From the Integration Date, the interest rates for this account will change as follows:</p> <table border="1"> <thead> <tr> <th>Current interest rate (effective 1 April 2026)</th> <th>New interest rate from the Integration Date</th> </tr> </thead> <tbody> <tr> <td>\$0.00-\$1,999.99 - 0.01% p.a.</td> <td>\$0.00-\$50,000.00 - 2.75% p.a.</td> </tr> <tr> <td>\$2,000.00-\$49,200.00 - 1.50% p.a.</td> <td>Above \$50,000.00 - 2.75% p.a.</td> </tr> <tr> <td>Above \$49,200.00 - 2.00% p.a.</td> <td></td> </tr> </tbody> </table>	Current interest rate (effective 1 April 2026)	New interest rate from the Integration Date	\$0.00-\$1,999.99 - 0.01% p.a.	\$0.00-\$50,000.00 - 2.75% p.a.	\$2,000.00-\$49,200.00 - 1.50% p.a.	Above \$50,000.00 - 2.75% p.a.	Above \$49,200.00 - 2.00% p.a.		
Current interest rate (effective 1 April 2026)	New interest rate from the Integration Date								
\$0.00-\$1,999.99 - 0.01% p.a.	\$0.00-\$50,000.00 - 2.75% p.a.								
\$2,000.00-\$49,200.00 - 1.50% p.a.	Above \$50,000.00 - 2.75% p.a.								
Above \$49,200.00 - 2.00% p.a.									

## PART 7

# Changes to our Privacy & Credit Reporting Policy

Effective from the Integration Date, each of the:

- *Privacy Policy for APPs & Credit Reporting*, and
- *Privacy Notification*.

will be replaced by the merged bank's:

- *Privacy and Credit Reporting Policy*, and
- *Privacy Notice*.

We have updated our Privacy and Credit Reporting Policy and other privacy disclosures to combine the AMBL and TMBL privacy policies and other privacy disclosures. The new Privacy and Credit Reporting Policy and other privacy disclosures are available on the Australian Mutual Bank website at [australianmutual.bank](https://australianmutual.bank). The new Privacy and Credit Reporting Policy and other privacy disclosures will take effect from the Integration Date.

Refer to the new Privacy and Credit Report Policy for information on how we use and protect your personal information. By continuing to bank with us after the Integration Date, you agree to our new Privacy and Credit Reporting Policy and other privacy disclosures.

### Credit reporting changes

From the Integration Date, the merged bank will adopt the credit reporting practices of Teachers Mutual Bank Limited.

This means that, in addition to reporting payment defaults to credit reporting bodies, we may also disclose certain information about your credit accounts to credit reporting bodies as part of Australia's comprehensive credit reporting regime.

From the Integration Date, we may disclose certain information about your credit accounts to credit reporting bodies on an ongoing basis. This information may include:

- financial hardship information, where an arrangement has been made with us to vary or provide relief from your credit obligations
- default information, and
- serious credit infringement information.

We may disclose this information to credit reporting bodies, including:

- Equifax Australia Information Services and Solutions Pty Ltd, and
- Experian Australia Credit Services Pty Ltd.

Credit reporting bodies may include this information in credit reports that they provide to other credit providers to assist them in assessing applications for credit.

Further information about how we collect, use and disclose credit information is available in our **Privacy and Credit Reporting Policy** available on our website at [australianmutual.bank](https://australianmutual.bank).

### We're here to help

If you have any questions, please send us a secure in-app message anytime, or call our Australian-based Contact Centre on 13 61 91, Monday to Friday, 8am-7pm and Saturday 8:30-11:30am.

After 30 May, Saturday hours change to 9am-3pm, Sydney time.

# Schedule

# Section 10 of the Restated Conditions of Use

## Using electronic banking

10.1 We do not warrant that:

- the information available to you about your accounts through our electronic banking service is always up to date;
- you will have 24 hours a day, 7 days per week, access to electronic banking.
- data you transmit via electronic banking is totally secure.

## External transfers

10.2 When you tell us to transfer funds to another person using electronic banking, you must provide us with the information we request including the details for the account to which the funds are being transferred which can be:

- the BSB number and the account number for the account; or
- a PayID which has been created for the account.

10.3 You must ensure that the BSB and account number or PayID you tell us are correct. We'll not be liable for any loss you suffer as a result of you telling us the wrong information.

10.4 If you instruct us to transfer funds using a PayID, and we display the PayID Name registered to that PayID to you, you must ensure that the name reasonably represents the intended recipient of the funds before you confirm your instruction. You must cancel the instruction if the PayID Name that we display to you as being registered to the PayID is not the intended recipient.

10.5 Where we allow you to include a transfer reference or description with a transfer, you must ensure it does not contain, reference or link to:

- any swearing, profanity, offensive, discriminatory, threatening or abusive content;
- any information that is confidential or must be kept secret;
- sensitive personal information of any person (including information or an opinion about a person's racial or ethnic origin, political opinions or membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual orientation or practices, criminal record, health information);

- anything which infringes the intellectual property rights of any person; or
- anything which is illegal or seeks to promote illegal activity.

Where we consider it appropriate to do so, we may disclose the information you include in a transfer reference or description to appropriate law enforcement authorities or, in the case of personal information about another person, to the person the personal information relates to.

You should keep in mind that any transfer reference or description you include with a transfer will be able to be seen by all accountholders for the recipient account.

- We are not required to process a transfer if you do not give us all the required information or if any of the information you give us is inaccurate or incomplete.
- Subject to the events described in Clause 10.21, we'll immediately debit the amount of a transfer and any applicable fees to your nominated account when we accept your transfer instruction.
- A transfer instruction you give us using electronic banking is irrevocable and you cannot stop or cancel a transfer instruction once we have accepted it.

## Processing of External Transfers

10.9 Where it is possible to effect a transfer through different payment channels or systems, and subject to these ePayments conditions of use, we'll choose which payment channel or system to use in effecting transfers.

## Osko Payments

- If the financial institution at which the recipient account is held is an Osko subscriber and advises us that the recipient account is able to receive Osko Payments, then, subject to the events described in Clause 10.21, we'll process the transfer as an Osko Payment. We'll tell you if your transfer is being sent as an Osko Payment at the time we accept your instruction.
- Subject to the events described in Clause 10.21, where we process a transfer as an Osko Payment, we'll process the transfer immediately and the funds will usually be available to the payee immediately.
- You can see within your Internet Banking records details of Osko Payments we have processed on your behalf including whether an Osko Payment has been successfully processed or has failed for any reason.

10.13 We'll tell you if, for any reason, we cease to be able to offer you Osko Payments.

10.14 Where we process a transfer as an Osko Payment, we may need to disclose your personal information to BPAY Pty Ltd, the operator of Osko. By requesting a transfer, you consent to us disclosing your personal information to Osko and such other Osko participants as necessary to effect the transfer as an Osko Payment.

## Fast Payments

10.15 Where we cannot process a transfer as an Osko Payment, we may still be able to process as a Fast Payment, if the financial institution at which the recipient account is held is able to receive NPP Payments.

10.16 Subject to the events described in Clause 10.21, where we process a transfer as a Fast Payment, we'll process the transfer immediately and the funds will be available to the recipient as soon as the recipient's financial institution makes them available.

10.17 Where possible, we may show you in Internet Banking if a transfer we have processed as a Fast Payment is successful or fails.

## Other transfers

10.18 Where we do not send a transfer as an Osko Payment or a Fast Payment we'll send it as a standard transfer.

10.19 Where we process a transfer as a standard transfer:

- If you instructed us on a business day (in Sydney), before the cut-off time, we'll generally process it on that day; and
- If you instruct us after the cut-off time, or on a day that is not a business day (in Sydney), we'll process it on the next business day.

10.20 Funds sent by standard transfer will generally not be available to the recipient until 1-2 business days after the day we process the transfer.

## Delays

10.21 Delays may occur in processing transfers where:

- we experience a services disruption or systems outage which prevents us or our service providers from processing transfers;
- we are required to delay processing a transfer to comply with any applicable laws (including any laws in relation to anti-money laundering and sanctions);
- you fail to comply with any of your obligations under any relevant terms and conditions;

- the financial institution at which the recipient account is held or the recipient fails to comply with their obligations or is experiencing a services disruption which prevents them from processing transfers;
- the financial institution at which the recipient account is held decides to delay processing; or
- we delay processing to investigate and review the transfer instruction to ensure it is not fraudulent, illegal or improper or to confirm that it has been properly authorised by you.
- an account is operated on a two or more to sign basis and a transaction has been initiated by one of the signatories using Internet Banking, but we have not received authorisation from the other signatory or signatories.

10.22 We'll not be liable to you for any delay in a transfer being processed or the funds being received by the recipient for any reason, except to the extent that the loss is caused by our fraud, negligence or wilful misconduct (including that of our employees or agents).

## Suspension of the transfers

10.23 We may suspend your right to make transfers using electronic banking at any time without prior notice to you if you are suspected of acting in an illegal, fraudulent or improper manner or if we believe doing so is necessary to protect the security or integrity of our systems or to prevent you or us suffering any loss or damage.

## Transaction limits

10.24 We may decline any transfer request or instruction from you where accepting it would cause you to exceed any applicable transaction or period limit we have imposed. Please refer to the *Fees and Charges brochure* for details of current transaction limits.

## Failed transfers

10.25 If we are advised that a transfer cannot be processed or it fails and cannot be completed for any reason we'll advise you of this where practicable and credit your account with the amount debited in relation to the transfer. Where we have transferred funds to another financial institution as part of processing the transfer, we'll not credit your account with the amount until the funds have been returned to us from the other financial institution.

## Mistakes and issues with transfers

10.26 If you make a transfer and later discover that:

- the amount you transferred was greater than the amount you needed to pay, you must contact the recipient to obtain a refund of the excess. If we processed the transfer as an NPP Payment, we may be able to request that the funds, or just the overpaid amount, be returned on your behalf if you ask us to do so. However, the amount may not be returned to you unless the recipient consents to their financial institution returning the funds; or
- the amount you transferred was less than the amount you needed to pay, you will need to make another transfer for the difference between the amount you actually transferred and the amount you needed to pay.

10.27 You should notify us immediately if you think that:

- you have made a mistake when transferring funds;
- you did not authorise a transfer that has been debited to your account or you think a transfer has not been processed in accordance with your instructions;
- you become aware that a transfer was made using a PayID from your account
- was directed to an incorrect recipient; or
- you were fraudulently induced to make a transfer.

The timing of your report may impact on our ability to assist you to recover funds (where possible).

10.28 See section 9 for information about how Mistaken Internet Payments will be dealt with.

10.29 Where we consider it appropriate and we are reasonably able to do so, we may request that the financial institution to whom the funds were transferred returns the funds to us, on your behalf. However, depending on the circumstances, the financial institution may not return the funds to us unless the recipient consents.

10.30 Where the transferred funds are returned to us, we'll credit them to your account and make them available to you as soon as practicable.

Note: Confirmation of Payee Service is available to you from the date we announce on our website at [australianmutual.bank](https://www.australianmutual.bank) and when you choose to transfer funds to another person using the BSB number and the account number for that person's account. See Section 29 below for terms and conditions that govern this service.

10.31 You indemnify us against, and will be liable to us for, any direct or indirect loss, damage, charge, expense, fee or claim we may suffer or incur as a result of the return of funds to us where we have requested that transferred funds be returned on your behalf, except to the extent that the loss is caused by our fraud, negligence or wilful misconduct (including that of our employees or agents). We may debit any such loss, damage or cost to any account you hold with us.

## Refunds and chargebacks

10.32 Except as provided in Section 9 (Mistaken Internet Payments) and clause 10.29 above, refunds cannot be processed in respect of funds transferred by electronic banking.

10.33 Where a transfer has been correctly completed but you have a dispute with the recipient, you will need to resolve the dispute directly with that person.

10.34 No "chargeback" rights are available in relation to funds transferred by electronic banking, even if the transfer has been made from a credit card account or another account with an access card linked to it.

## How to *contact us*



**Website**

[australianmutual.bank](http://australianmutual.bank)



**Phone**

13 61 91

Overseas: +61 2 9678 2111

Monday to Friday, 8am-7pm, or Saturday, 8:30-11:30am, Sydney time.

After 30 May, Saturday hours change to 9am-3pm, Sydney time.



**Branch**

For the opening hours, services and locations of our branches, please go to [australianmutual.bank/branches](http://australianmutual.bank/branches)



**Secure message**

Message us in Internet Banking or the Mobile App. Simply log in and tap the envelope in the top right-hand corner to begin your enquiry.



**LinkedIn**

[linkedin.com/company/australian-mutual-bank-ltd](https://linkedin.com/company/australian-mutual-bank-ltd)