



**Bank of
Melbourne**

Term Deposit

**Terms and Conditions,
Fees and Charges
and General Information**

Effective Date: 01 August 2014

Terms and Conditions

This booklet sets out the terms and conditions for Bank of Melbourne Term Deposit Accounts, along with general information about our banking services.

This booklet does not contain all of the Terms and Conditions that apply to you. Further Terms and

Conditions are set out in:

- the Account Confirmation we give you after your Account is established or renewed; and
- the Interest Rates Brochure.

You may contact us:

- by calling **13 82 66**, 24 hours a day, seven days;
- by email: **bankofmelbourne@bankofmelbourne.com.au** or by visiting our website: **bankofmelbourne.com.au**;
- by visiting any of our Corporate & Business Bank branches;
- by writing to us at Locked bag 20037, Melbourne VIC 3001; and
- by faxing us at **03 9982 4182**.

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Section A - Summary of the Features and Benefits, Fees and Charges and important information

Part 1 - Summary of the Features, Benefits and Risks of our Term Deposit

Account Features	Account type Term Deposit
Minimum opening balance	\$5,000
Can open by phone	✓
Funds at call	X
Overdraft facility option	X
Interest Offset facility	X
Statements	✓
ATM mini transaction history	X
Daily interest calculated on full savings balance	✓
Tiered interest rate	X
Choice of terms	✓
Interest payment options	✓
MultiAccess (Visa Debit)	X
Internet Banking	X
Phone Banking	X
Personal Cheque book	X
Periodical payments, direct debits and direct credits	X
BPAY® Payment	X
Branch access	✓
Passbook	X

Risks: We may not allow you to withdraw your funds from a Term Deposit before the end of the agreed deposit term. If we do, we may require no less than 31 days notice and may recalculate all interest (paid or to be paid) on your Term Deposit at a reduced rate. We subtract the difference resulting from the interest recalculation first from accrued interest and then from the principal of your Term Deposit at the time of withdrawal. Please refer to clauses 20.16 to 20.25 for more information on the reduced interest rate applicable.

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Part 2 - Fees and Charges that apply to a Term Deposit

There are no account service fees or transaction fees payable on a Term Deposit.

The following fees and charges may apply if you use a Special Service we provide.

Fee for the issue of a bank cheque at your request, to a third party [#] , when we repay all or part of your Term Deposits ^{##} .	\$10.00 per bank cheque
Bank Cheque Repurchase	\$15.00
Bank Cheque Replacement	\$25.00
Fee for the issue of an RTGS payment at your request, to another Financial Institution, when we repay all or part of your Term Deposit ^{##} .	\$35.00
Certificate of balance of Account	\$16.00 per certificate
Certificate of interest paid or received	\$16.00 per certificate
Audit certificate	\$65.00 per hour or part thereof
Interest recalculation fee (customer request)	\$20.00 per recalculation
Multiple statement fee (for statements printed and issued simultaneously with the original)	\$3.00 per statement
Duplicate account statement (charge per statement cycle period) - staff assisted	\$7.50 per statement

[#]This fee is not payable for bank cheques made out to you.

^{##}Fee deduction from the amount payable to or as directed by you before Special Service Fees are drawn.

Also, we may reduce the interest rate on funds pre-paid under a Term Deposit. Please see clauses 20.16 to 20.25 and the Interest Rate Brochure for more information.

Also, we charge fees for privacy access requests. Please see clause 4.8 for more information about requesting access to the personal information we hold about you.

We do not debit privacy access request fees to your Term Deposit. These fees are as follows:

Category On Access Request Form	Applicable Fee
Name/Address Personal Details	• Free (No Charge)
Card Personal Details	• Free (No Charge)
Account Information	• Any 1 category = \$15.00 • Any 2 categories = \$30.00
Personal Correspondence Details	• Combination of 3 or more categories = \$45.00 (the maximum fee for an Access Request)
Other	

You can get details on the latest fees and charges payable in relation to your Term Deposit at your branch or you can ring the General Customer Enquiries phone number on the outside of the back cover of this booklet.

If we change these fees or introduce any new fee, we will notify you in accordance with clause 3.

Please refer to clause 11 for further information on fees and charges.

Important Note

Nearly all financial services provided by us will be “input taxed” under GST. This means that GST of 10% will not be added to the fee/charge for that service. There are a few services provided by us which will be subject to GST of 10%. In these circumstances, GST of 10% has been included in the fees and charges for the services. Where applicable, the fees stated are GST inclusive.

Section B

General Terms and Conditions that apply to Term Deposits

1 Important Words

Banking Service means any Term Deposit;

Branch means any branch and any branch agency. A branch agency is a Bank of Melbourne agency at which deposits and withdrawals can be made;

Business Day means a day we are open for business, but does not include Saturday, Sunday or any public holiday;

Corporate and Business Banking branch means any of the Bank of Melbourne Corporate and Business Bank branches and Private Bank;

Grace Period - see clause 20.12;

GST means any tax imposed on the supply of any goods, services, real or personal property or other similar things or similar tax;

Interest Rate Brochure means the current interest rate brochure setting out the interest rate that applies to a Term Deposit;

Notice Period - see clause 20.17;

Password means the password or number used in conjunction with your Term Deposit and which is not a PIN or an Internet Banking Password;

Related Entity means a company owned by us;

Small Business means a business having:

- (a) less than 100 full-time (or equivalent) people, if the business is, or includes, the manufacture of goods; or
- (b) in any other case, less than 20 full-time (or equivalent) people, but does not include a business that obtains an Account or Payment Service for use in connection with a business that does not meet the elements in (a) or (b) above;

Third Party Payments include:

- (a) a payment made to a third party; and
- (b) a payment made to an account, in the name of the person authorising the payment, at another financial institution;

we or us or Bank of Melbourne or the Bank means Bank of Melbourne - A Division of Westpac Banking Corporation ABN 33 007 457 141 AFSL 233714 ACL 233714 and its successors and assigns.

2 About the Terms and Conditions

- 2.1 This document sets out all the terms and conditions that govern your Term Deposit.
- 2.2 You should read these Terms and Conditions carefully and any other terms and conditions we give you that we inform you apply to your Term Deposit.
- 2.3 If you are an individual or a Small Business, the relevant provisions of the Code of Banking Practice will apply to the Banking Services you use.
- 2.4 If any other information about a Term Deposit is made available, it may be accessed by calling **13 82 66**, 24 hours a day, seven days, by emailing us at: **bankofmelbourne@bankofmelbourne.com.au**, by visiting our website: **bankofmelbourne.com.au** or by visiting any of our Corporate and Business Bank branches.
- 2.5 We have not taken into account labour standards or environmental, social or ethical considerations for the purpose of selecting, retaining or realising the investment for your Term Deposit.

3 Changes to the Terms and Conditions

- 3.1 The Terms and Conditions can be changed by us at any time if we change it in accordance with any applicable law.

3.2 We will notify you of:

- (a) any change to any of the matters specified in the Terms and Conditions; and
- (b) any event that affects any of the matters specified in the Terms and Conditions, in the way set out below.

3.3 The following table sets out when and how we will notify you about certain changes or events:

Type of change or event	Notification we will give you
<p>A If we:</p> <ul style="list-style-type: none">(a) introduce a new fee or charge (other than a government fee or charge, see clause 4.6);(b) increase any fee or charge (other than a government fee or charge, see clause 3.6 of Section 2);(c) change the method of calculating interest;(d) change the frequency that interest is debited or credited; or(e) change the balance ranges within which interest rates apply to your Term Deposit.	<p>We will give a written notice to you at least 30 days before the change or event affects you.</p>
<p>B If we:</p> <ul style="list-style-type: none">(a) change how and when deposits may be made;(b) change the terms of the Grace Period after maturity of a fixed term;(c) change how and when withdrawals may be made from the Term Deposit (including during a fixed interest rate term); or	<p>We will notify you on or before the day the change takes effect.</p>

3.4 We will notify you in one of the following ways:

- (a) in writing. We may write to you directly or notify you in the media, depending on the change to the Terms and Conditions; or
- (b) in any other way agreed to by you.
- (c) by notifying your agent in any way agreed to by the agent.

- 3.5 If we need to give you written notice, we will regard that notice as given to you 3 Business Days after we post it by ordinary mail to the mailing address we have last recorded. If you change your address and don't tell us, you will be considered to be notified if we write to the old address.
- 3.6 If your Term Deposit is a joint Term Deposit and all Term Deposit holders live at the same address, you agree that one Term Deposit holder will be appointed the agent of the other Term Deposit holders for the purposes of receiving notices from us under this clause. This means that only one notice will be sent for your Term Deposit.
- 3.7 If the Government introduces or changes a government charge payable directly or indirectly by you, you agree to receiving notice in the media or in writing.
- 3.8 We need not give you any notice where a change has to be made to maintain or restore the security of our systems or your Term Deposit.

4 Your privacy

- 4.1 When you apply for a Term Deposit from us, the application form contains a privacy statement which sets out in more detail how we use and when we disclose your personal information in relation to your Term Deposit.
- 4.2 We handle your personal information in accordance with the privacy statement in the application form for your Term Deposit or our privacy brochure, entitled "Protecting Your Privacy". You can obtain a copy of the brochure by asking at any Bank of Melbourne branch or by calling **13 82 66**. Our privacy policy is also available by visiting our website at **bankofmelbourne.com.au**
- 4.3 We acknowledge that, as well as our duties under legislation, we owe a general duty of confidentiality to you. However, in some cases we may disclose your personal information if:
- (a) disclosure is compelled or permitted by law; or
 - (b) there is a duty to the public to disclose; or

(c) our interests require disclosure; or

(d) disclosure is made with your express or implied consent.

- 4.4 You agree that we may disclose information about you in those cases where the Privacy Act 1988 (Cwlth) permits disclosure of such information.
- 4.5 If your Term Deposit is in more than one person's name you agree that each person may use the Term Deposit and have access to information about the Term Deposit without your consent.
- 4.6 On a written request by you, we will provide you with our record of your address, occupation, marital status, age, sex, accounts with us and statements relating to those accounts. We may charge you our reasonable costs of supplying this information. Any fee that may be payable is shown in Part 2 of Section A of this booklet. You may request the correction of any of this information concerning you that we hold. We will deal with your request for access to information or correction of information within a reasonable time.
- 4.7 You must promptly inform us of any change of name or address.
- 4.8 We will use or disclose your personal information to contact you or send you information about other products and services offered by the Westpac Group or its preferred suppliers. Please call us on 13 22 66 or visit any of our branches if you do not wish to receive marketing communications from us.
- 4.9 We are required to identify certain US persons in order to meet account information reporting requirements under local and international laws.

If you or (where you are an entity) any office bearer* of the entity and/or any individual who holds an interest in the entity of more than 25% (a Controlling Person) are a US citizen or US tax resident, you must telephone 1300 663 738 at the time of accepting these Terms and Conditions. When you contact us you will be asked to provide additional information about your US tax status and/or the US tax status of any Controlling Person which will constitute certification of US tax status for the purposes of the application to which these Terms and Conditions relate.

Unless you notify us that you and/or any Controlling Person are a US citizen or US tax resident as specified above, accepting these Terms and Conditions constitutes certification that you and/or any Controlling Person are not a US citizen or US tax resident.

If at any time after account opening, information in our possession suggests that you and/or any Controlling Person may be a US citizen or US tax resident, you may be contacted to provide further information on your US tax status and/or the US tax status of any Controlling Person. Failure to respond may lead to certain reporting requirements applying to the account.

*Director of a company, partner in a partnership, trustee of a trust, chairman, secretary or treasurer of an association or co-operative

5 Problems and disputes

- 5.1 If you believe an error has been made, please notify us by contacting your nearest branch. We will correct any error that is found to be ours as soon as possible.
- 5.2 If you have a problem or complaint about a Banking Service, you should speak to our Customer Service personnel. You can do this by:
- (a) contacting the branch where the problem arose; or
 - (b) phoning the General Customer Enquiries phone number listed on the outside of the back cover of this booklet.
- 5.3 To assist us in resolving your problem or complaint, you should:
- (a) report it promptly;
 - (b) state clearly the nature of the problem or your particular grievance; and
 - (c) have available all documents and background information.
- 5.4 If the matter is not resolved to your immediate satisfaction, you can follow the dispute procedures set out below. Please also refer to our “Customer Satisfaction” brochure for further information about disputes. It is available at any of our branches.

- 5.5 You can lodge a complaint at any of our branches or telephone or write to the Senior Manager, Customer Relations at our head office in Sydney. The relevant details are set out on the outside of the back cover of this booklet.
- 5.6 If we do not immediately resolve your complaint to your satisfaction, we will inform you in writing of our procedures for investigating and handling complaints. We will notify you of the name and contact number of the person who is investigating your complaint.
- 5.7 If it is unclear whether you have contributed to any loss that is the subject of any complaint you make to us, we will consider all reasonable evidence, including reasonable explanations for a transaction occurring.
- 5.8 Normally, we will complete the investigation of your complaint and inform you of the results of our investigation within 21 days of receiving a complaint. Unless there are exceptional circumstances, we will complete our investigation within 45 days.
- 5.9 Where an investigation continues beyond 45 days, we will inform you of the reasons for the delay, give you monthly updates on the progress of the investigation and a date when a decision can reasonably be expected. We will not do this if we have requested a response from you and we are waiting for that response.
- 5.10 We will inform you in writing of our decision relating to any other dispute, unless we agree with you that the notice can be given verbally.
- 5.11 The next available step is the Financial Ombudsman Service (FOS). This is a free, external and independent process for resolving disputes between banks and customers, provided the FOS has the power to deal with your dispute. In addition, if your complaint relates to the way we handle your personal information, then you have the right to complain to the FOS. The address and phone number of the FOS are listed on the outside of the back cover of this booklet.
- 5.12 There are other external avenues for dealing with disputes. Your State or Territory Government has a consumer rights protection agency such as the Department of Consumer Affairs.

6 Trade practices

Nothing in these Terms and Conditions has the effect of excluding, restricting or modifying any rights which by law cannot be excluded, restricted or modified.

6A Appropriate use of our services

You warrant that your use of the services we provide will not breach any law of Australia or any other country.

Where we consider it necessary for us to meet our regulatory and compliance obligations:

- (a) you must provide us with any information we reasonably request;
- (b) we will disclose information we hold to regulatory and law enforcement agencies, other financial institutions, third parties and members of the Westpac Group; and
- (c) we may delay, block or refuse to provide any of our services.

We will not be liable to you or any other person for any loss or damage of any kind that may be suffered as a result of us exercising our rights under this clause.

7 GST

- 7.1 We tell you if any fees we charge you are GST inclusive.
- 7.2 If there is a situation in which we are required to pay GST on a payment you make to us, you agree to increase the amount of the payment to include the GST amount.
- 7.3 We will tell you of any additional GST amount you must pay on a payment.

8 Significant taxation implications

Interest earned on your Term Deposit is taxable. As the circumstances of each customer are different, we encourage you to seek independent tax advice.

Section C - Specific Terms and Conditions that apply to Term Deposits

9 Opening a Term Deposit

- 9.1 When you open a Term Deposit with us, you will need to provide information requested about you and information necessary to enable identification of signatories.
- 9.2 When you open a Term Deposit with us, you may quote us your Tax File Number (TFN) or an exemption if it applies. Collection of TFNs by us is authorised by the tax law. Quotation is not compulsory, but tax may be taken out of your interest if you do not quote your TFN or an exemption.
- 9.3 General descriptive information about TFNs is in Section D of this booklet.
- 9.4 We have the right to refuse to open a Term Deposit for any person, if we comply with all applicable laws.

10 Interest

- 10.1 The interest rate on a Term Deposit at any particular time is set out in the Interest Rate Brochure available at that time. You can obtain a copy of the Interest Rate Brochure on request from any of our Corporate and Business Bank branches, by telephoning the General Customer Enquiries phone number on the outside of the back cover of this booklet and we will send you a copy.
- 10.2 The interest rate on a Term Deposit will not change during the term of the deposit unless:
- agreed between you and us; or
 - you redeem the Term Deposit early.
- 10.3 Interest is calculated daily on the balance of your Term Deposit at the end of each day, including the day of deposit but excluding the day of withdrawal.
- 10.4 Please refer to clauses 20.6, 20.7 and 20.8 for more information on how and when interest is paid.

11 Fees and charges

- 11.1 Part 2 of Section A of this booklet shows current fees and charges on a Term Deposit. You can get details of the most current fees and charges payable on a Term Deposit at any of our Corporate and Business Bank branches, or you can ring the General Customer Enquiries phone number on the outside of the back cover of this booklet and we will send you a copy.
- 11.2 We may debit any Special Service Fee from the amount you withdraw from your Term Deposit or from another account held with us as nominated by you.
- 11.3 We may introduce new fees on a Term Deposit and change any fees on a Term Deposit from time to time. If we do so, we will notify you in accordance with clause 3 of these Terms and Conditions.
- 11.4 No statutory Government charges currently apply to a Term Deposit. We will inform you in accordance with clause 3 of these Terms and Conditions if the government introduces any fees or charges that apply to transactions on a Term Deposit.

12 Adjustment of debits and credits to your Term Deposit

- 12.1 We credit payments to your Term Deposit as soon as practicable after we receive them. This is not necessarily the same day that we receive payment. We do not debit your Term Deposit with a Special Service Fee earlier than the date on which the transaction occurs.
- 12.2 We may subsequently adjust debits and credits to your Term Deposit, and the balance on your Term Deposit, so as to accurately reflect the legal obligations of you and us (for example, because of an error or because a deposited cheque or a direct entry payment is dishonoured). If we do this we may make consequential changes (including to the interest on your Term Deposit).

13 Maturity Notices and account statements

- 13.1 Each time you open a Term Deposit or your Term Deposit is renewed, we will give you a statement setting out the details of the Term Deposit, including the interest rate, the term and the interest payment frequency. The statement forms part of the governing terms of your Term Deposit. From 1 January 2015, the statement will also give you information about changes you can make during the Grace Period.
- 13.2 Copies of account statements are available on request. You may contact us at the contact details on the Page 2 of this booklet and we will send you a copy.
- 13.3 Where a Term Deposit will mature after 1 January 2015, we will give you a Maturity Notice no less than 6 Business Days before the maturity date. It reminds you of the upcoming maturity of your Term Deposit and lets you know your options for what will happen at maturity.
- 13.4 We will send the account statement and Maturity Notice (and any other notice specifically relating to the term deposit) to you in one of the following ways:
- (a) in writing;
 - (b) if you have provided an email address - to that email address
 - (c) in any other way agreed to by you.
- 13.5 If you are a joint Term Deposit holder living at the same address as another joint Term Deposit holder of the same Term Deposit, you agree that one Term Deposit holder will be appointed the agent of the other Term Deposit holders for the purposes of receiving the account statement and one Maturity Notice. This means that only one account statement will be sent for the Term Deposit. If joint Term Deposit holders live at different addresses notified to us, on request we will send the account statement to up to 2 different addresses.
- 13.6 You should check the account statement carefully and promptly report any error or unauthorised transaction to us.
- 13.7 Clauses 13.1, 13.4 and 13.5 of these Terms and Conditions are subject to the requirements of any statute or the Code of Banking Practice.

14 Deposits

- 14.1 Your Term Deposit requires a minimum opening deposit. Please refer to the Summary of Features, Benefits and Risks of our Term Deposit in Part 1 of Section A of this booklet.
- 14.2 We may accept large deposits of coin if they are counted and wrapped. We may accept other deposits of coin, but may ask you to call at a time convenient to the branch. Large deposits of coin cannot be left at the branch for counting in your absence.

15 Withdrawals - general

- 15.1 We may charge you a fee for providing a Special Service. We do not have to give notice to you if a bank cheque bought from us is not presented within a reasonable time after purchase. Please refer to Part 2 of Section A of this booklet.
- 15.2 We may limit cash withdrawals at a branch to a maximum of \$2,000.00 a day for accounts mainly used for domestic or private use and a maximum of \$5,000.00 a day for business accounts. If you require a larger amount you must give 2 working days notice to the branch where you wish to withdraw the amount.
- 15.3 We may not allow a withdrawal unless we have proof of identity of the person making the withdrawal which is acceptable to us. Any withdrawals you make from your Term Deposit at the end of the term or when we agree otherwise to your withdrawing an amount from the Term Deposit will be by transfer to another account with us in your name, bank cheque, cash or RTGS.
- 15.4 Different rules apply to withdrawals where the term of a Term Deposit has expired, has not expired, and during the Grace Period. See clauses 20.9 to 20.25.

16 Passwords

- 16.1 You may choose a Password for your Term Deposit. You may need to use this Password when you operate your Term Deposit at a branch or when making phone enquiries. We can refuse to allow you to access your

Term Deposit if you cannot supply a Password. We strongly recommend that you select a Password that you can remember without needing to make a written record of it or anything which reminds you of it.

- 16.2 The security of your Password is very important you must not disclose your Password to any other person or record it in any manner that would indicate to any other person that it is your Password.
- 16.3 If you require a memory aid to recall your Password you may make such a record provided the record is reasonably disguised. However, we do not consider that the following examples provide a reasonable disguise, and you agree:
- (a) not to record your disguised Password;
 - (b) not to describe your disguised record as a "Password record" or similar;
 - (c) not to disguise your Password using alphabetical characters or numbers: A=1, B=2, C=3, etc;
 - (d) not to select or disguise your Password using any of the following combinations (or parts of them):
 - (i) dates of birth;
 - (ii) family members' names;
 - (e) not to store your Password in any low security electronic device of any kind, such as (but not limited to):
 - (i) calculators;
 - (ii) personal computers;
 - (iii) electronic organisers.

There may be other forms of disguise which may also be unsuitable because of the ease of another person discerning your Password. You must exercise extreme care if you decide to record a memory aid for your Password.

- 16.4 You must tell us as soon as possible if you become aware of the loss, theft or misuse of your Password or a record of the Password, or if you suspect that the Password has become known to another person. You may notify us by telephoning our 24-hour hotline on the outside of the back cover of this booklet. You will need to give us all relevant information you may have. You must confirm in writing any notice you give us by telephone.

- 16.5 If you are unable to report to us because our facilities are unavailable, you must tell us within a reasonable time after our facilities become available again.
- 16.6 If your Term Deposit is only used for business purposes, you may wish to give your Password to other people (such as an authorised employee) so they can make enquiries about your Term Deposit. However, you should be careful not to let an unauthorised person know the Password. Anyone who knows your Password can have access to your Term Deposit (for example, to order cheques if they become available on the account or to make phone enquiries). You should keep a record of who knows the Password and change the Password if the need arises (for example, if any employee who knows the Password leaves the business).

17 Account combination

- 17.1 At the end of the fixed term on your Term Deposit, you acknowledge our right at law any time without notice to you to set off or combine any of the balance of your Term Deposit with the balance of another of the accounts you hold with us, unless:
- (a) the accounts are not held by the same person or persons; or
 - (b) we know that the accounts are held in different capacities (e.g. one is held by you as a trustee); or
 - (c) doing this would breach the Code of Operation for Centrelink Direct Credit Payments.
- 17.2 We will give you notice promptly after we combine your accounts. We need not give any advance notice.

18 Joint Term Deposit

- 18.1 The credit balance of a joint Term Deposit is held jointly by all Term Deposit holders. This means that each Term Deposit holder has the right to all of the balance, jointly with the other Term Deposit holders.
- 18.2 If a joint Term Deposit holder dies, the remaining account holder holds the credit balance and if there is more than one, those remaining Term Deposit holders hold the credit balance jointly.

- 18.3 The joint Term Deposit holders must sign an authority, in the form we require, to tell us the method by which they permit operations on the joint Term Deposit. Any joint Term Deposit holder may ask us in writing to permit operations on the joint Term Deposit only if all joint Term Deposit holders sign. Also, if we are made aware of any dispute on a joint Term Deposit, we may decide to only permit operations on the Term Deposit if all joint Term Deposit holders sign.
- 18.4 We may accept a cheque to open a joint Term Deposit which is payable to any one or more of the joint account holders or partners of a partnership.

19 Authority to Operate

- 19.1 You may nominate a person to operate on your Term Deposit by completing an “Authority to Operate” form or Term Deposit application, available at any of our Corporate Business Bank branches.
- 19.2 By signing an Authority to Operate or Term Deposit application, you instruct us to allow a person to be authorised to operate on your Term Deposit and to conduct any transactions on the Term Deposit that you could, including making withdrawals.
- 19.3 An Authority to Operate or Term Deposit application will remain in force until we receive written notice of cancellation or written notice of the death of the person granting the authority and that written notice has been processed by us (this may take up to two Business Days). Notice of cancellation must be signed by all surviving Term Deposit holders. We may require a new Authority to Operate before we allow further operation on your Term Deposit.
- 19.4 If there is a dispute notified to us about an Authority to Operate or the owner or owners of a Term Deposit, we may refuse to allow operation on your Term Deposit until all parties concerned have signed the necessary authority.
- 19.5 We will not allow a person to operate on your Term Deposit until his or her identity has been verified in accordance with our procedures.

- 19.6 We are not liable for any loss or damage caused to you by persons authorised to operate on your Term Deposit, except where it arises from fraudulent conduct by our employee or if we are liable under a statute or the Code of Banking Practice.
- 19.7 You consent to us giving any person authorised to operate on your Term Deposit information about the account.

20 Term Deposit description

- 20.1 A Term Deposit is a deposit where you agree to leave your funds with us for a fixed term. This means you cannot withdraw the deposit at any time but only when the term has ended, unless we agree.
- 20.2 With a Term Deposit you have a choice of terms from one month to five years. You may only choose the length of the term of your Term Deposit when:
- (a) you open the Term Deposit; and
 - (b) you reinvest the Term Deposit.
- 20.3 We notify you before we reinvest your funds.
- 20.4 You cannot assign your Term Deposit.
- 20.5 The interest rate on a Term Deposit will not change during the term of the deposit, unless agreed between you and us, or unless we agree that you can redeem all or part of the deposit before the maturity date. The interest rate depends on the size of the balance, the term of the deposit and how often you want the interest paid. If we quote you an interest rate, the rate may be different if the deposit is not made on the same day.

Interest

- 20.6 Interest will be paid on maturity or at those times agreed between you and us, depending on how much you invest and for how long. For details of interest payment options and rates please see the Interest Rate Brochure.
- 20.7 If interest due and payable by us to you in respect of a Term Deposit is to be:

(a) paid into an at-call account or a nominated account which is held with us (“Designated Account”); or

(b) reinvested at maturity; or

(c) paid by cheque;

our liability to you on account of that interest is not discharged until the interest has been (as the case may be):

(1) credited to the Designated Account; or

(2) credited to a new investment with us; or

(3) in the case of payment by cheque, credited to our Fixed Term cheques issued general ledger account.

20.8 We may credit or debit the interest payable on your Term Deposit to the account or other accounts in our records before we discharge our liability to pay interest under clause 20.7.

Renewing your Term Deposit

20.9 You can renew your Term Deposit:

(a) for the same length of time or a different one; or

(b) for the same amount or for an increased amount or for part of the previous amount, if you want to renew it.

20.10 If you want any part reinvested it must be at least for the minimum amount required by us depending on the investment option you chose.

20.11 On renewal of a Term Deposit the interest is changed to the rate current as at the maturity date of your maturing Term Deposit for new investments of the amount deposited for the term of the Term Deposit. When you renew a Term Deposit, the terms and conditions that apply to your renewed Term Deposit will be the terms and conditions which are current at the time of renewal. Those terms and conditions may differ from these Terms and Conditions. If a Term Deposit is opened or renewed after 1 August 2014, 31 days notice must usually be given, from 1 January 2015, to close the Term Deposit account before its maturity date. This is explained in clause 20.16 to 20.25.

- 20.12 You must tell us what you want to do with your Term Deposit within 14 days after the end of the term of your Term Deposit (Grace Period). If you do not, we reinvest your funds automatically for the same term as your maturing Term Deposit, at the rate of interest set in accordance with clause 20.11.
- 20.13 On renewal, if you increase the amount of your Term Deposit during the Grace Period, interest on the amount by which your Term Deposit has increased will be paid from the date of the increase at the rate of interest current as at the maturity date of your original Term Deposit for new investments of that type and for the total amount deposited for the term of the Term Deposit.

Withdrawing at the end of the term

- 20.14 If you tell us you want to withdraw, we will pay you the amount of the withdrawal by paying it into an at-call account with us that you nominated, or by giving you a cheque or cash within the limits set out in clause 15.2 or by other means agreed to by us (whichever you choose). If your Term Deposit matures on a day that is not a Business Day, we may transfer the funds you wish to withdraw from the maturing Term Deposit on the next Business Day. If we transfer the funds you wish to withdraw on that next Business Day, we pay interest on the amount you withdraw between the maturity date and the day before the next Business Day at the interest rate that would have applied if your Term Deposit had been renewed automatically under clauses 20.11 and 20.12.
- 20.15 If we receive your withdrawal instructions during the Grace Period, interest for that period will be paid at the interest rate that would have applied if your Term Deposit had been renewed automatically under clauses 20.11 and 20.12. Clauses 20.16 to 20.25 do not apply to a withdrawal during the Grace Period.

Withdrawals during a fixed interest rate period

- 20.16 Except as permitted under clause 20.15, for Term Deposits opened or renewed after 1 August 2014, you can only withdraw during a term if we agree under clause 20.23, and only by closing the Term Deposit account.

- 20.17 For Accounts opened and renewed on or after 1 August 2014, from 1 January 2015, you must provide us with at least 31 days' notice to close your Account prior to maturity, unless hardship applies as defined by Bank of Melbourne. If you have less than 31 days remaining of your term, the earliest you can access funds is after maturity, unless hardship applies as defined by Bank of Melbourne.
- 20.18 The 31 day Notice Period starts on the day (Sydney time) that you give us notice by visiting any branch during opening hours, or calling our Customer Contact Centre on 133 800. The balance of your Term Deposit will be repaid on day 32 (if that day is a Business Day, otherwise the next Business Day).
- 20.19 The Notice Period applies to all Term Deposits unless you can show that you need access to the Account balance earlier due to hardship. If you need earlier access to the Term Deposit balance because of a hardship situation, you will need to provide details to the telephone banking staff who can assess whether your case qualifies for an earlier disbursement under our hardship policy. If you qualify for early disbursement due to hardship, the early closure still means that the interest you receive will be reduced under clause 20.23.
- 20.20 When you give notice, you should give us instructions on how the funds should be disbursed. You can complete a notice of withdrawal/account closure form at the branch if you give us notice at a branch. Alternatively, you can give us notice by telephone and we will record your instructions.
- 20.21 Up until 5.00 pm (Sydney time) on the Business day before the Term Deposit account is to be closed you can cancel or change your instructions by giving us a replacement notice of withdrawal/account closure form. If you cancel the Notice Period, your Term Deposit balance will continue in the same Term Deposit until the end of the term without any interest adjustment, unless you start another Notice Period by asking again to close the Term Deposit account.

- 20.22 If you do not provide a different instruction about repayment of the Term Deposit in the notice of withdrawal/account closure form, we will attempt to contact you to arrange collection of your funds. If no contact is made, we will send a bank cheque for the principal and interest (less the bank cheque fee) to the address that you have most recently advised to us.”
- 20.23 We do not have to repay your Term Deposit before the term has ended. If we do, interest may be paid at a reduced rate from the date of opening your Term Deposit to the day prior to withdrawal. This means that, depending on when a withdrawal is made, the interest generated on your Term Deposit may be recalculated for the part of the fixed interest rate term until the funds were withdrawn. Please refer to the Interest Rate Brochure for more information.
- 20.24 If we agree to you withdrawing the whole Term Deposit balance before the term has ended, the recalculation may apply to the total balance in the Term Deposit for that period.
- 20.25 If interest has already been paid to you and interest is recalculated under this clause 20.18, the difference between the interest already paid and the amount of recalculated interest may be deducted first from accrued interest and then from the principal at the time of the withdrawal.

21. Australian Government Financial Claims Scheme

You may be entitled to payment under the Australian Government's Financial Claims Scheme. Payments under the Financial Claims Scheme are subject to a limit for each depositor.

Information about the Financial Claims Scheme can be obtained from the APRA website at <http://www.apra.gov.au> or by calling the APRA hotline on 1300 55 88 49.

Anti-Money Laundering and Counter-Terrorism Financing Obligations

Please be advised that in order for us to meet our regulatory and compliance obligations we will be increasing the levels of control and monitoring we perform.

You should be aware that:

- transactions may be delayed, blocked, frozen or refused where we have reasonable grounds to believe that they breach Australian law or sanctions (or the law or sanctions of any other country). Where transactions are delayed, blocked, frozen or refused we and our correspondents are not liable for any loss you suffer (including consequential loss) howsoever caused in connection with any deposit product;
- we may from time to time require additional information from you to assist us in the above compliance process; and
- where legally obliged to do so, we will disclose the information gathered to regulatory and/or law enforcement agencies, other banks, other members of the Westpac Group, service providers or to other third parties.

You provide us the following undertakings and indemnify us against any potential losses arising from any breach by you of such undertakings:

- (a) you will not initiate, engage in or effect a transaction that may be in breach of Australian law or sanctions (or the law or sanctions of any other country); and
- (b) the underlying activity for which any deposit product is being provided does not breach any Australian law or sanctions (or the law or sanctions of any other country).

Section D - General Descriptive Information

General Descriptive Information

The following general descriptive information is for the guidance of our customers. It is not a complete statement of the matters it deals with. Some aspects of the law that it covers are not settled. You should seek advice if you have any query on these matters. Also, we can make available to you general information about our account opening procedures, cheque clearing, bank cheques and complaint handling procedures.

Read the Terms and Conditions

We recommend that you read these terms and conditions and the Interest Rates Brochure before you enter into the relevant contract with us.

Tax File Numbers

What is a TFN?

A tax file number (TFN) is a number issued by the Australian Taxation Office for a taxpayer. It appears on your tax assessment notice.

How do you get one?

If you do not have a TFN, you can apply for one at the Australian Taxation Office.

Quoting your TFN

When you open a Term Deposit with us, you may quote us your TFN for that investment.

If you choose not to quote your TFN for that account, then unless you are exempt, tax law requires us to take out an amount for tax at the maximum personal marginal tax rate plus Medicare levy rate from any interest income on the account.

We will notify you of the amount that we take out at the same time that we notify you of any interest paid.

Exemptions

In some cases we do not have to take out tax. Contact the Australian Taxation Office for more information. If you are in an exempt category of persons, you should notify us to avoid tax being taken out of your account.

Joint Accounts

If there is a joint investment by 2 or more persons, each person will only be taken to have quoted if at least 2 of them have either quoted their TFN or are exempt. If at least 2 of them have TFNs, each person will only be taken to have quoted if at least 2 TFNs are quoted.

Partnerships

If the partnership has its own TFN, use this when quoting a TFN. If there is no partnership TFN, follow the rules for joint accounts.

Trust Accounts

If you are a trustee and have a trust TFN, use the trust TFN when quoting a TFN. If you do not have one, use your own TFN.

Accounts held for children

If you are an adult holding an account for a child, you are a trustee. Follow the rules for trust accounts.

How to quote your TFN

If you want to quote your TFN or notify us that you are exempt, forms are available at any branch.

Combinations and Set-Off

We can combine or set-off the balance of two or more of your accounts, even if the accounts are at different branches. This may happen when one of your accounts is overdrawn or is in debit. We will not combine or set-off your accounts if:

- (a) the accounts are not held by the same person or persons; or
- (b) we know that the accounts are held in different capacities (e.g. one is held by you as a trustee).

If you are in Financial Difficulties

If you owe us money, we recommend that you tell us promptly if you are in financial difficulty.

Joint Accounts

If you have a joint account with another person or persons, you will each be liable equally for any amount due to us on the account, unless the contract with us states otherwise. Usually the contract will state that your liability is both joint and several. This means we can sue all of you or any one of you for the whole of the amount owing.

If you die or become bankrupt, your estate will be liable to the same extent as you were. If you die and there is a credit balance on an account you hold jointly with others, the money does not go to your estate (and so to the beneficiaries under your will) but to the other joint account holders.

It will be up to you and the other joint account holders to say how many of you must sign in order to operate the account. For example, you might arrange with us that each of you has to sign a cheque drawn on the joint account. Alternatively, you might arrange that only one of you needs to sign. This arrangement will be part of your contract with us and may be altered at the request of yourself and the other joint account holders.

However, we will normally treat all authorities for operating the joint account as cancelled once we know of your death and certain conditions have been met or of your bankruptcy.

Also, regardless of any authorities to operate, any party to a joint account can require us to operate the account only on the signature of all parties. This might be done if there is a dispute between the joint account holders.

Financial Institution cheques

The term “Financial Institution cheque” (which includes a bank cheque) describes a cheque which is to be paid by the Financial Institution itself, rather than from a customer’s account.

Financial Institution cheques are generally treated by the law in the same manner as ordinary cheques. Although many people regard Financial Institution cheques as cash, you should be aware that in some cases a Financial

Institution cheque may not be paid by the Financial Institution that issues it.

To clarify the position, the banks who are members of the Australian Bankers' Association (including us) have adopted the following policy in relation to bank cheques.

- (a) Forged or unauthorised bank cheques - if the signature of an officer of a bank is forged or placed on a bank cheque without the bank's authority, the bank is not legally liable for it.
- (b) Bank cheque materially altered - a bank will dishonour a bank cheque which has been fraudulently and materially altered. A bank will co-operate with any holder of a cheque, or a person who is about to receive it, who may want to verify that the cheque is a valid bank cheque.
- (c) Bank cheque reported stolen or lost - where a bank is told that a bank cheque is lost or stolen and is satisfied that this is the case, the bank will not honour it if it is presented for payment by a person who has no right to it. The bank may provide a replacement bank cheque for a fee.
- (d) Court order restraining payment - a bank must observe an order of a court restraining the bank from paying its bank cheque which is presented for payment while the order is in force.
- (e) Failure of consideration for the issue of bank cheque - where a bank has not received payment for issuing a bank cheque to a customer (e.g. the customer's cheque to the bank in payment for the bank cheque is dishonoured), the bank will refuse to pay the bank cheque only if the person presenting the bank cheque for payment:
 - (i) has not given the value for it (e.g. the bank cheque is stolen); or
 - (ii) has given value for it but at the time of doing so he or she knows the bank had not been paid for the bank cheque (e.g. that the cheque in favour of the bank had been dishonoured).

Important

For General Customer Enquiries,
please call 24 hours a day,
seven days on 13 22 66.

Disputes

If your complaint is not immediately resolved
to your satisfaction contact:

Senior Manager, Customer Relations

Locked Bag 20037

Melbourne VIC 3001

Telephone (metro): 03 9982 4150

Telephone (non-metro): 1800 266 352

After this, if the matter is still not resolved
to your satisfaction contact:

Financial Ombudsman Service (FOS)

GPO Box 3

Melbourne VIC 3001

Telephone: 1300 780 808

www.fos.org.au



**Bank of
Melbourne**

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BOM03476 08/14