

NOTICE OF CHANGES TO TERMS & CONDITIONS

Effective on and from 18 January 2016, Terms & Conditions of this account are updated as follows:

- Availability upon application of a Visa Debit Card to access Australian and Overseas ATM's, EFTPOS + retail purchases in stores, by mail, phone or online
- New and replacement Cashcards are no longer available. For card access to your account please apply for a Visa Debit Card.

Please read this information in conjunction with the Auswide Bank 'Guide to Banking Services' and the other terms and conditions applicable to your account type including fees and charges. These terms and conditions are available on application from Auswide Bank branches or our website www.auswidebank.com.au

FEATURES:

FEATURES AT-A-GLANCE

Visa Debit Card (access ATM's, EFTPOS, Bank@Post etc)	✓ ~
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FEES AND CHARGES:

CARD BANKING WITHIN AUSTRALIA – VISA DEBIT CARD

Online/Phone retail purchase	FREE
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CARD BANKING OVERSEAS – VISA DEBIT CARD

ATM Withdrawal

Using your Visa Debit Card at an overseas ATM to withdraw from your account.

\$5 each +
3% Currency
Conversion Fee

EFTPOS or online/phone retail purchase

Using your Visa Debit Card to pay for purchase and with

3% Currency
Conversion Fee

BANK@POST – Cashcard*/Visa Debit Card Required

Cash withdrawal or transfer

When you make a withdrawal or transfer from your account at an Australia Post Bank@Post outlet

\$2 each

Cash or cheque deposit

When you deposit cash or a cheque into your account at an Australia Post Bank@Post outlet

Free

Balance enquiry

When you request an account balance at a Bank@Post outlet

\$0.20 each

* New or Replacement Cashcards no longer available

~ Visa Debit Card allows access to Australian and Overseas ATM's and EFTPOS, Bank@Post and purchases by mail, phone or internet.

Small things. Big difference.

NOTICE OF CHANGES TO ACCOUNT TERMS & CONDITIONS

Effective on and from 1 April 2015, and following Wide Bay Australia Ltd becoming Auswide Bank Ltd, the terms & conditions on this account are updated as follows:

- All references to Wide Bay Australia Ltd, Wide Bay, WBA or similar references are replaced with the words 'Auswide Bank Ltd'.

These terms and conditions will not be reissued with the Auswide Bank Ltd brand as this account is no longer available to new applicants.

Small things. Big difference.

your guide to
wide bay australia's

FLEXI-LOAN & OPTI-LOAN ACCESS ACCOUNTS

Issued by Wide Bay Australia Ltd ABN 40 087 652 060 /
Australian Financial Services & Australian Credit Licence 239686

effective from **JANUARY 2015**



**wide bay
australia**
banking your way

this document is part of the
terms and conditions for the
FLEXI-LOAN & OPTI-LOAN ACCESS ACCOUNTS



Wide Bay Australia's Terms and Conditions contain important information for customers considering opening either of these accounts and utilising their related banking services.

they consist of these documents:

- **Guide to Flexi-Loan & Opti-Loan Access Accounts (this one)**
- + **Guide to Banking Services**
- + **Privacy Policy**

You should read these documents - together with your credit contract - before making a decision to open an account with us, acquire any banking services or make transactions. Information in this guide is for reference purposes only. It does not form part of your credit contract. Additional terms and conditions relating to accounts regulated by the National Credit Code will be notified in conjunction with your credit contract.

This information has been designed to effectively help you:

- decide if our accounts and banking services meet your needs
- compare all the features, terms, conditions, fees and charges of our accounts and banking services with those of others

In issuing these Terms and Conditions, Wide Bay Australia ('we'/'our'/'us'/'WBA') hasn't taken into account your particular personal objectives, financial situation or needs - so it's possible that a facility may not suit you specifically.

updating these terms and conditions

The information in these Terms and Conditions is current as at the effective date and may change from time to time. Where required by law or where we are participating in a Code of Conduct, we will notify you in advance of any changes in accordance with the requirements of that law or code.

You can also find out more about our current Terms and Conditions by:

- talking to one of our helpful consultants at any branch or phone 1300 943 322
- looking online at www.widebayaust.com.au

CONTACTING US



1300 943 322
during business hours



visit your nearest branch
see our website for locations



07 4152 3499



wide bay australia house, 16-20 barolin street
or po box 1063, bundaberg queensland 4670



email: widebay@widebayaust.com.au website: widebayaust.com.au

FLEXI-LOAN & OPTI-LOAN ACCESS ACCOUNTS

PRODUCT SUMMARY

features

- an account providing access to a continuing credit facility secured by approved property
- this account is **no longer available to new accountholders** from 7 January 2015 however **sub-accounts for existing accountholders** are allowed
- only available to Wide Bay Australia borrowers with a Flexi-Loan or Opti-Loan Line of Credit and only when arranged in conjunction with an approved third party such as a financial planner
- monthly statements
- access to a range of banking services - electronic payments, direct crediting, cheque book etc
- branch access
- multiple access accounts to help separate borrowings for different purposes eg. personal/business

▶ Cheque book by arrangement with Westpac Banking Corporation ABN 33 007 457 141.

interest

- a variable interest rate is charged monthly on your outstanding daily debit balance
- no interest is payable on credit balances
- current interest rates available by contacting WBA

product risks

- interest rates applicable to this account are determined from time to time by us and are subject to change
- this type of account may not suit the particular objectives, financial situation or needs that are unique to you

CONDITIONS FOR USE OF OUR BANKING SERVICES

for terms and conditions on banking services used in conjunction with your Flexi-Loan or Opti-Loan Access account, refer to the 'Guide to Banking Services'

FEATURES AT-A-GLANCE

entity use	personal + business customers
passbook account option	✗
statement account option	✓
account service fee	✓
cleared funds on-call	✓
interest charged	monthly - on whole of debit balance
interest calculated	on daily balances
minimum opening balance	n/a
minimum balance to be retained	
branch access	✓
WBA cheques or financial institution 'bank' cheques	✓
cheque book	✓
telephone banking	✓
internet and mobile banking (including BPAY View®)	✓
Cashcard (access ATM's, EFTPOS)	✗
Visa Debit Card access	✗
BPAY BPAY® to pay bills	✓
direct credits (wages, pension, rent, dividends etc)	✓
direct debits (to other financial institutions and organisations)	✓
internal transfer (to other WBA accounts)	✓
external payment (to another financial institution)	✓
RTGS *same day* payment to an external bank account	✓
transfer to an overseas bank account	✓
auto-sweep facility	✓
sub-accounts	✓
account labels (eg. 'personal')	✓

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FEES AND CHARGES

FLEXI-LOAN & OPTI-LOAN ACCESS ACCOUNTS

administrative fees

account service fee to levy costs we incur providing your account and its related services	\$10/month
dormant account fee when you haven't initiated any withdrawals or deposits for over 2 years your account is classified 'dormant' and this fee will then be levied at 6-monthly intervals from the date that your account is classified dormant	NIL

transaction fees

BRANCH STAFF ASSISTED and CHEQUE BANKING	
cash deposit	FREE
cash withdrawal a withdraw of cash over the counter at a WBA branch/agency	
transfer to another Wide Bay Australia account a transfer between 2 WBA accounts at a WBA branch/agency	
balance enquiry when you request an account balance at a WBA branch/agency	
coin counting when WBA is required to count coin at your request and is based on whether the coin is sorted into denominations or not	sorted: NIL if deposited to WBA OR 10% of value if NOT deposited to WBA not sorted: 10% of value if deposited to WBA OR not offered if NOT deposited to WBA
coin supply for the regular supply of coin to levy the costs of our cash supplier	charge to be advised per coin request
cash handling may apply if WBA is being utilised as a cash 'clearing house' to levy the costs we incur in handling physical cash (eg. security)	0.5% of the total deposit amount (WBA will contact you prior to charging to discuss the application, amount and timing of any charge)
cheque deposit processing charged per cheque deposited at a WBA branch or by mail	FREE
cheque withdrawal using chequebook when you write a cheque and it is presented on your account	
'WBA' cheques or financial institution 'bank' cheques available for one-off purchase by accountholders	\$12/'WBA' OR financial institution 'bank' cheque
cheque 'stop payment' when WBA arranges, at your request, for the payment to be halted on a cheque you have drawn	\$7/notice on a personal cheque \$10/notice on a 'WBA' OR financial institution 'bank' cheque
special clearance of a cheque when you request WBA to expediate clearing a cheque deposited	as advised by WBA's bankers
purchase - foreign currency cheque draft a cheque made payable in a foreign currency	\$12.50/cheque
deposit - foreign currency cheque draft each time a foreign currency cheque/draft is deposited	as advised by applicable financial institution

- Upon your request this fee is waived if you also hold an eligible WBA mortgage or shareholder package.
- Unless the 'coin counting' or 'cash handling' fee applies. Excludes deposits by customers under 18 years of age.
- The scenario that would deem this fee applicable is where you regularly deposit cash to a WBA account and subsequently transfer all, or the substantial portion of, the account balance to another financial institution.
- Based on the date the cheque is debited from your account.
- A dishonour fee applies when there are insufficient 'clear' funds in the account to be debited - refer to page 4.
- After receiving your written request, we will advise our requirements and confirm whether the cheque has been presented to your account. If the cheque has already been presented to your account we will be unable to proceed with your request.

these symbols let you know that the fee will be DEBITED FROM YOUR ACCOUNT at:
 the end of the calendar month the time it is incurred/when a particular service is used
 Please note: if there are insufficient funds in your account at these times WBA will overdraw it until fees/charges are recovered from you.

ELECTRONIC PAYMENTS - INTERNAL (to and from WBA accounts)	
internal transfer a pre-arranged one-off or regular automatic payment to another WBA account	FREE
auto-sweep a pre-approved 'sweep' to automatically transfer funds between nominated WBA accounts, should you not have sufficient 'clear' funds in the account to be debited for a direct debit, external payment or cheque written	\$0.50/sweep
ELECTRONIC PAYMENTS - EXTERNAL (to and from a WBA account and an external bank)	
BPAY® pay your bills bearing this symbol - at our branches or with phone/internet/mobile banking	FREE
direct credit a payment to your account from another party's approved account at another financial institution (eg. wages from your employer)	
direct debit an automatic payment, initiated externally, to the account of an organisation such as your phone or insurance provider	\$0.50 each
external payment a one-off or regular automatic payment, initiated through us, from your WBA account to an account at another financial institution	
RTGS 'same day' payment - outward high value, time critical payment from your account to another financial institution on a real time basis for 'same day' payment	\$20 each
RTGS 'same day' payment - inward to your account from another financial institution	FREE
telegraphic transfer an electronic transmission of funds to a nominated account at an overseas bank	\$AU \$50/transfer OR foreign \$30/transfer
INTERNET and MOBILE BANKING	
BPAY	FREE
external payment a one-off or regular automatic payment to an account at another financial institution	\$0.50 each
internal transfer a one-off or regular transfer from one WBA account to another	FREE
balance or transaction enquiry	
TELEPHONE BANKING	
BPAY	FREE
internal transfer a transfer between WBA accounts under the same client number	
balance or transaction enquiry	

continued >>

- When a sweep occurs, the fee will be levied against the account/s being swept from. If sweeps are required from more than one account to cover insufficient funds, each account that is being swept from will attract the fee.
- BPAY & BPAY View registered to BPAY Pty Ltd ABN 69 079 137 518
- The financial institution from which you are remitting funds may charge a fee.
- Many overseas banks will levy other processing charges, that may vary between banks and countries, which will result in the beneficiary receiving a lesser amount than transmitted.
- The fee applies to only one of the multiple access accounts. If a particular access account is closed or there is insufficient credit limit available, the account service fee, or part thereof will be levied on any subsequent access accounts held under your account number.

FEES AND CHARGES

FLEXI-LOAN & OPTI-LOAN ACCESS ACCOUNTS

transaction fees continued

CARD BANKING WITHIN AUSTRALIA - CASHCARD and VISA DEBIT CARD		
▲ eftpos using your card to pay for purchases and make withdrawals at retail outlets with an EFTPOS facility	EFTPOS	
▲▲ WBA or Westpac ATM withdrawal using your card at a "Wide Bay" or "Westpac" branded ATM to withdraw from your account		
▲▲ WBA or Westpac ATM balance enquiry using your card at a "Wide Bay" or "Westpac" branded ATM to check your account balance		
▼ non-WBA or non-Westpac ATM withdrawal using your card to withdraw from your account at an ATM that is not "Wide Bay" or "Westpac" branded		n / a
▼ non-WBA or non-Westpac ATM balance enquiry using your card to check your account balance at an ATM that is not "Wide Bay" or "Westpac" branded		
▼ online/phone retail purchase using your Visa Debit Card to shop over the internet or phone		
▼ replacement Cashcard/Visa Debit Card when a new card is issued to replace a lost, stolen or damaged card		
CARD BANKING OVERSEAS - VISA DEBIT CARD ONLY		
▲ ATM fee ▼ conversion fee	ATM withdrawal using your Visa Debit Card at an overseas ATM to withdraw from your account	
▼	EFTPOS or online/phone retail purchase using your Visa Debit Card to pay for purchases and withdraw cash at overseas retail outlets with an EFTPOS facility, or to make purchases from overseas outlets over the internet or phone	n / a
BANK@POST® - CASHCARD REQUIRED		
▲ ✕	cash withdrawal or transfer when you make a withdrawal or transfer from your account at an Australia Post Bank@Post outlet	
✕	cash or cheque deposit depositing cash or a cheque at an Australia Post Bank@Post outlet	n / a
▲ ✕	balance enquiry when you request an account balance at a Bank@Post outlet	

statement fees

	statement of account interest earned or paid at your request - for the current or previous financial year	FREE
▼ one-off ▲ regular	statement issued on an account with a passbook	\$7.50/statement
	statement issued on an account with no passbook	1/month FREE
▲ ATM (where option is available) ▼ via branch ▲ phone banking	additional statement at your request - any statement in addition to your account type's free limits	\$7.50/statement

dishonour & reject fees

CHEQUE DISHONOURS		
▼	cheque written when you write a cheque but there are insufficient "clear" funds in the account when it is to be debited	\$25/dishonour
▼ ✕	cheque deposited - Bank@Post when a cheque deposited to your account at an Australia Post Bank@Post outlet dishonours	n/a
ELECTRONIC DEBIT REJECTS		
▼	direct debit when you've arranged this payment to an external financial institution/organisation but there are insufficient "clear" funds in your account	\$25 / rejection
▼	external payment when you've arranged this payment to an account at another financial institution but there are insufficient "clear" funds in your account	
▼	internet or mobile banking - external payment when you've arranged this payment to an account at another financial institution but there are insufficient "clear" funds in your account	

information services

▼	audit certificate when WBA prepares an audit certificate on your behalf by request	\$15/certificate
▼	company and business search when an ASIC company or business name search is performed by WBA prior to opening a new company account	\$25/search
▼	document search may apply if WBA is required to conduct a search for documents associated with an account or archived account transactions	\$50/hour (\$30 minimum charge)

government charges

▼	non-resident withholding tax levied on accounts held by a non-resident of Australia and where an Australian Tax File Number has not been quoted to WBA	n / a
▼	withholding tax may be levied on accounts where an Australian Tax File Number or exemption code has not been quoted to WBA	

▲ Debited from your account at the end of calendar month OR ▼ at the time it is incurred/when a particular service is used.

◆ List available on request or at www.widebayaust.com.au.

✕ Limits apply on withdrawals. Some Australia Post outlets do not have an electronic link to the Bank@Post network. Bank@Post is only available on personal accounts on selected account types using a Cashcard. Cheque deposits will only be accepted if they are made payable in the name of the cardholder; to Wide Bay Australia for the credit of the cardholder; to Wide Bay Australia or to Cash. Cheques made payable to third parties or joint account holders will not be accepted. Bank@Post and its associated device marks are trademarks (registered or otherwise) of the Australian Postal Corporation ABN 28 864 970 579 - all rights reserved.

✕ It is your responsibility (at your discretion) to recover this fee from the cheque-writer.

✕ To help avoid **dishonour fees for cheque payments**, we recommend that you ensure you have sufficient "clear funds" in your account prior to writing a cheque. To help avoid **reject fees** for pre-arranged date sensitive **electronic payments** (eg. direct debits) - we recommend that you have sufficient "clear" funds in your account at least 2 working days before the expected debit date. Another method of avoiding some of these fees is to arrange for an automatic sweep from another WBA account to the account that is to be debited with your cheque, direct debit or external electronic payment.