

General Descriptive Information about Operation of Accounts & Account Facilities

Opening an account

Becoming a member

With some minor exceptions, mutual banks and credit unions can only open accounts for people only if they are members. Almost everybody is eligible to become a member and to become a member you should:

- > find a mutual bank or credit union where you are eligible to become a member - there are many, each with different eligibility criteria;
- > apply for membership - you can usually apply for membership over the counter at a branch; and
- > take up shares - the shares are for a nominal amount, usually \$10.00. If you cease to be a member, you return the shares and receive the money back.

For further information about which mutual banks or credit unions you might be eligible to join, ring Service & Sales on 13 63 73.

Names

The law does not allow you to open an account using a false name. However, if you are commonly known by more than one name, you can open an account in any one of those names, but you must give us all the other names that you use.

These same rules apply to becoming a signatory to an existing account.

If you change your name, for example upon marriage, you will need to give us a change of name statement. We will give you guidance on the procedure to change the name of your account.

Laws for proof of identity

All financial institutions must apply procedures to prove your identity when you:

- > open a new savings, investment or loan account

or

- > become a signatory.

On these occasions, we will need to complete a full check of your identity.

Quoting your tax file number

We will ask for your tax file number when you open an account. You are not required to give your tax file number. However, under the law, if you choose not to provide your tax file number we must deduct withholding tax on any interest you earn on the account. The Government sets the withholding tax rate and may vary it any time.

The deduction of withholding will form part of your normal income tax, just as when your employer deducts tax from your salary or wages. When you fill out your tax return, including your interest earned along with your regular income, you can claim the withholding tax paid on the interest as tax already paid together with the tax your employer deducts from your salary or wages.

If you give your income tax file number, we will not deduct any withholding tax on any interest that you earn on your account. However, you will still be required to disclose any interest you earn on the account as income when you complete your tax return at the end of the financial year.

Joint accounts

A joint account is an account in the name of more than one person. If you open a joint account with another person, you will be jointly liable for any money that you or the other person owes on the account.

You will be asked how you wish to be able to withdraw funds from the account. For example, you may wish to limit withdrawing funds unless all signatories to the account sign a withdrawal slip. On the other hand, you may wish to be able to withdraw funds with only



BankVic

members matter

police, health, emergency & public services

one signature. You will be required to give us written instructions about how you wish to be able to withdraw funds from the joint account. You will be able to vary those instructions. You should ask us how to vary the instructions.

You should also read the terms and conditions of the account. The terms and conditions will explain the nature of your liability for any money that the other signatories to the account withdraw.

Terms and conditions

We have terms and conditions governing your savings accounts, term deposits and loans. You should always read these terms and conditions before opening the account or taking the loan. The terms and conditions set out your rights and obligations. It is important that you understand these rights and obligations. We will give you terms and conditions when you open an account or take out a loan.

Account combination or set off

In certain circumstances, we may have the right to use any credit balance in any savings account you have with us to repay any debt that you owe to Police Financial Services Limited.

You should check the terms and conditions of your account to see if we reserve the right to do this. However, even if we do not reserve the right in the terms and conditions of your account, the law sometimes permits us to do it anyway.

We will give you a notice promptly after exercising any right we have to combine your accounts.

Corporate cheques

One of the ways you can withdraw funds from your account is by asking us to issue a corporate cheque. We will advise you if we charge a fee for issuing a corporate cheque.

If you lose a corporate cheque or somebody steals it, you can ask us to stop payment on the corporate cheque.

You will need to provide evidence of the loss or theft of the cheque. You may also have to give us an indemnity -the indemnity protects us if someone else claims that we wrongfully stopped the cheque.

We will not stop payment on a corporate cheque if you use the cheque to buy goods or services and you are not happy with them. You must seek compensation or a refund directly from the provider of the goods or services. You should contact your Government Consumer Agency if you need help.

Additional cards

If you have a credit card or debit card with us you may ask us to issue an additional card to someone else.

We will only issue an additional card to a person who is over the age of 15 years. Giving somebody an additional card gives the person access to the money in your account, or in the case of an account with an authorised credit limit, access to your credit limit. You will be liable for any money that the additional cardholder withdraws from your account using the additional card.

You may always cancel an additional card by giving us written notice. However, subject to the ePayments Code of Conduct you remain liable for any money that the additional cardholder withdraws using the additional card even after you cancel the card. You must surrender the additional card to us before the cancellation is effective.

You should read the terms and conditions of your credit card or debit card. The terms and conditions will explain your rights and obligations in relation to any additional card. The terms and conditions will also explain the nature of your liability for any money that the additional cardholder withdraws using the additional card.

Financial difficulty

You should always contact us promptly if you are ever in financial difficulty, especially if you are repaying a loan or have an overdraft account. In certain circumstances, the law says that we must take reasonable steps to assist you if you are finding it difficult to meet your financial commitments. For example, we may permit you to reduce your repayments and increase the term of your loan.

Even if you are only experiencing temporary difficulties, we may be able to reduce your repayments or give you a payment free period until you back on your feet.

Please visit our website or ask us about our financial hardship process.

What to do if you have a complaint

Please refer to our 'Complaints and Dispute Resolution Guide' which is available on our website or on request from a branch or by calling 13 63 73.

Managing your personal information

Confidential customer information

Apart from any duty of confidentiality under legislation, we have a general duty of confidentiality towards you except where:

- > disclosure is required by law;
- > there is a duty to the public to disclose;
- > our interests require disclosure; or
- > disclosure is made with your express or implied consent.

Subject to that, we may not disclose information about you to another person without your consent.

Other personal information

Some of your personal information may not be confidential, for example your name and address where it is publically available. We will comply with the requirements of the Privacy Act 1988, including any Privacy Principles and Credit Reporting Code of Conduct in managing your personal information.

For further details on how we manage your personal information, including your right to access information we hold about you, please ask for a copy of our Privacy Policy.