

PRODUCT FACT SHEET (PFS): ON CALL SAVINGS ACCOUNT (\$1) & PENSION PLUS ACCOUNT (\$10)

Product Issuer	<p>Northern Inland Credit Union Ltd ABN 36 087 650 422 AFSL 235022 Australian credit licence 235022 Web: www.nicu.com.au Fax: 6766 5535 Tel: 02 6763 5111 Email: info@nicu.com.au Calling from overseas: +612 6763 5111 Lost/stolen cards: 02 6763 5111 Head office: 481 Peel Street Tamworth 2340 • Mail: PO Box 652 Tamworth 2340 • Branch hours: Mon/Wed/Thu/Fri: 9.00 am - 5.00 pm; Tues 9.30 - 5.00 pm Branches: • 481 Peel Street Tamworth • Shop 22, Tamworth Shoppingworld • 73 Maitland Street, Narrabri 2390 • 252 Conadilly Street, Gunnedah 2380</p>
Definitions	<p>Associated entity: with whom we conduct business to provide a product/service. Available balance: cleared funds in your account or unused portion of overdraft if applicable. Billor: third party to whom you give authority to deduct funds from your account. Direct credit: electronic transfer of funds from Supplier's account to your account. Direct debit: transfer of funds from your account to a Biller's account with another financial institution. Supplier: third party who can make a direct credit to your account. We/our/us/Northern Inland: Northern Inland Credit Union Limited. You/your: Member/account holder.</p>
Benefits	<p>On Call Savings: day-to-day transaction account with easy at-call access to funds with a full range of payment services. Subsidiary accounts available. For personal or commercial use. Pension Plus: at-call facility with a graded and higher scale of interest than Northern Inland's standard operating account, for eligible Centrelink pensioners. Subsidiary accounts available. For personal use only.</p>
Risks & restrictions	<p>To get the best from your account, minimise certain transactions to avoid fees, transfer large balances to an account with a higher interest rate, and keep sufficient funds in your account to avoid overdrawing it. Pension Plus Account eligibility criteria applies: produce your full Centrelink pension card. We may vary availability of accounts and account balance limits from time to time. We may close your account/Membership if you do not transact upon it within 6 months of opening it.</p>
FCS	<p>We are regulated by ASIC and APRA. No significant risks apply to this product. Funds deposited are repayable on demand. This account is eligible for Financial Claims Scheme (FCS) protection, limited to \$250,000 per depositor per banking institution: http://www.fcs.gov.au.</p>
Access	<p>Access your account funds/information by: Counter access, card, Phone and Online Banking, smartPAY app, SMS alerts, BPAY®, direct debit/credit, periodical payments, payroll split. Ask for a PFS.</p>
Withdrawals, overdrawn & combining accounts	<p>Generally you can withdraw money at any time: Maximum cash withdrawal: \$3000 (over counter) or \$2000 (by card) per day. Amounts may differ at other ATMs. For larger amounts give us 24 hours notice. We may refuse and instead provide funds by bank or corporate cheque. We require acceptable proof of identification. You must immediately repay any overdrawn amount. Overdrawn amounts are charged interest at 15.75%pa calculated daily on the closing balance & debited from your account on the last day of each month or on account closure. Failure to levy the interest does not constitute a waiver. We may charge any reasonable legal fees incurred in obtaining payment from you. We may take a credit balance from any of your accounts toward repayment of a debt you owe us. We may transfer funds between your accounts to enable a direct debit/periodical payment/cheque payment but are under no obligation to do so. We may delay/block/freeze a transaction/account if we reasonably believe it breaches the law, threatens security or creates risk. You agree we incur no liability if we take such action. You indemnify us against any loss we suffer as a result of taking such action. You agree to give us additional information to allow compliance with anti-money laundering and other legislation.</p>
Interest	<p>Rates subject to change. Interest Rate Update sheet lists all products. On Call Savings: 0.0%pa. Pension Plus: Tier A Under \$2,000: 0.01%pa; Tier B \$2,000.00-\$50,000: 1.00%pa; Tier C \$50,000.01-\$150,000.00: 2.00%pa; Tier D \$150,000.01+: 2.30%pa, calculated daily at the relevant Tier rate for the proportion of funds falling within each Tier, as at close of business, divided by 365. Paid on the last day of each month.</p>
Fees & charges	<p>For transaction fees relating to payment services, see the PFS for that service. We debit your account for any fees and any government/third party charges incurred. Some fees may be rebated: see PFS Fees & Charges/Member Loyalty Program. Counter withdrawal: \$2.50; Counter cheque: \$5; Counter cheque encashment: \$2.50; Manual electronic payment & external periodical payment: \$2.50; Cheque deposit per cheque: \$1.25; Direct debit: \$0.50; Paper account statements: \$7; Direct debit dishonour fee: \$12.50; Direct debit reinstatement fee: \$12.50; Manual transfer of funds to honour direct debit: \$10; Dishonour fee on cheque deposit: \$7.50; Document retrieval: electronic- \$1.25 per page, all other documents \$30 per hour; Dormant accounts 2 years & older annual fee: \$10.</p>
Cheque	<p>Cheques deposited are credited conditionally, and are debited if cheque is not paid. Credited amount is available when cheque clears. Cheques deposited must be in account holder's name. No stale cheques (15 months or older) may be deposited. Interest on dishonoured deposited cheques is reversed.</p>
Joint account and signatories	<p>Balance (debit or credit) is held jointly by account holders. If two or more signatures are needed to operate the account, all signatories must change authority to operate instructions (eg reversion to either to sign) in writing. Some facilities may not be available. In disputes we may require all account holders to sign the necessary authority before processing any instruction. If the primary account holder dies we require the surviving account holder to transfer all funds/facilities into a Membership in their own name within a 3 month period or to close the Membership. Written notifications to us of bankruptcy or mental incapacity of one joint account holder causes the account to be frozen until certain evidence/instructions can be provided. You may authorise a person (signatory) to operate on your account. Your signatory has access to all savings and investment accounts under your Membership. You are liable for any debits, credits, fees, charges & interest incurred on the account by the signatory. Your authority is in force until we process your written cancellation or get written notification of your death. Your signatory's identity must be verified before we accept your authority. We are not liable for any damage/loss caused by any authority you issue, or delay in processing your cancellation of authority. You authorise us to freeze such accounts for such time as we deem necessary. In cancelling an authority you should request cancellation of the signatory's codes & electronic addresses for receipts.</p>

Direct debits, direct credits, PPS	For direct debit, credit and periodical payments you must give correct Membership and account information to Billers and Suppliers. We determine the order of payments made. We are not liable to you or any other person should we fail or refuse to make a payment. Your payment can only draw on the available balance. If you have insufficient funds you may incur a fee and we may cancel your access to the payment service. To change your nominated savings account or to stop a payment, give us written notice 3 working days before the payment is due. Direct Credit: the Supplier may require your written authorisation to commence making a payment. We may refuse deposits from a Supplier who is not registered in the Direct Entry Scheme with a current supplier number. The Supplier must provide sufficient funds to us to credit your Account and comply with conditions that we may impose from time to time. We may reverse a direct credit if we are instructed to do so by the Supplier via their financial institution or if the credit has been made in error. Direct debit: to set up, complete a Biller's request form to lodge with that Biller. We do not verify your authorisation before making the payment. You authorise us to act on the Biller's instructions. Periodical payment: if you have insufficient funds on the payment due date, a multiple payment may automatically occur on the next payment date.
Dynamic Sweep	To cover member cheques, periodical payments and direct debit payments which would otherwise fail/be dishonoured due to insufficient funds, set up a sweep between eligible accounts within/between related Memberships. Eligible accounts from which funds can be swept: S1, S2, S3, S5, S9, S10, S11, S25, S28, S29, S30, S31, S32, S33, S35, S40, S45, S50. You elect 5 accounts from which available funds are swept. Once established you cannot quarantine payment methods from the sweep. To cancel, give us written notice. Allow 3 working days for cancellation processing.
D	To comply with federal law we confirm your identity to: open an account, be made a signatory or process a transaction.
Tax	Under <u>Income Tax Assessment Act 1997</u> tax is payable on interest earned on deposited monies. All accountholders need to supply a Tax File Number (TFN) or exemption or we must deduct withholding tax at the highest marginal rate. If you disclose your TFN you still need to disclose any interest earned in your tax return.
Variations to interest, fees, charges, terms & conditions	We may change these terms & conditions, interest rate, interest calculation method, interest payment frequency and amount of fee/charge that applies to any of our products/services. If there is a change: a) if the change is one that results in a reduction in your obligations – we will notify you in our next contact with you after the change takes place. For all other changes we will notify you: b) by notice on our website and in our branches or in writing at least 30 days before we introduce a new or increase an existing: fee/charge, interest calculation method or frequency of interest payment; c) by newspaper advertisement (national or local), member newsletter, account statement or by direct written notice of the introduction or change of a government charge payable by you (directly or indirectly), <i>unless</i> the change is publicised by government; d) by notice on our website and in our branches or by newspaper advertisement (national or local), member newsletter, account statement or by direct written notice, no later than the day we change any other term or condition or thing that affects you. You are taken to have been notified on the day which the advertisement is published or the notice displayed or the second day after we have mailed notification to you. For joint accounts we may provide one direct notice addressed to the primary joint Member.
Account closure	You can close an account at any time if outstanding fees, charges & debits are paid. If you have a VISA product you are liable for any transactions, fees or charges which are received after the account has been closed. We can close an account giving you reasonable notice and repaying any credit balance. All automatic payments and payment instruments (cheque book, card etc) must also be cancelled.
Statements documents	Via online banking: free ; paper statements: \$7 . We may not send a statement if you have not transacted on the account for 6 months. You agree to receive statements electronically unless you have made other arrangements with us. Check statement entries: notify us of any errors or unauthorised transactions. For a joint Membership the statement is sent to the primary joint Member only. Advise us of change of contact details. Our Annual Report is available on our website. Some documents are only retained for 7 years after date of issue. Refer requests to the Privacy Officer.
Security	PIN: issued on request for ATM/EFTPOS access. Access code: issued on request for Online and Phone Banking. Take care with your card/access methods. Keep your PIN/codes confidential. If unauthorised access to your account occurs and you have not been careful with your PIN/codes you may be liable for some or all of the loss you suffer. Contact us immediately if you lose a card or suspect unauthorised access. <i>Liability for any losses resulting from unauthorised transactions is determined in accordance with the ePayments Code.</i>
Dispute	If you think a transaction is wrong/unauthorised or your statement shows possible unauthorised use/errors, immediately notify us. Time limits apply for recovery attempts. We are responsible for complaint resolution. As soon as you can, give us: • your name, Account & Card numbers as relevant • details of transaction • copy of the statement in which error/transaction first appeared • why you think it is unauthorised/in error • dollar amount of the transaction. If your complaint concerns authorisation, we may ask for more information. We investigate. We reply to you in writing. If unable to fix it immediately, we advise of the investigation/resolution process. Within 21 days of receiving complaint details we complete our investigation and advise results, or if we require more time. We complete investigations within 45 Days unless there are exceptional circumstances. If unable to resolve it within 45 Days, we let you know reasons for the delay and give monthly updates on progress and likely resolution date, except where we wait on your response and you have been so advised. If we find an error, we make appropriate Account adjustments including interest/charges and advise the amount. When advising you of the outcome, we give reasons for our decision by referring to these Conditions. If you are not satisfied, or you think we have breached the Customer Owned Banking of Practice (see the Complaints Factsheet/Form for details) contact our dispute resolution centre, Australian Financial Complaints Authority: GPO Box 3, Melbourne VIC 3001; Phone 1800 931 678; www.afca.org.au. If we decide you are liable for all/any part of loss, we give you copies of documents/evidence we relied upon. If we fail to comply with this process or cause unreasonable delay we may be liable for part/all of the amount of the disputed transaction where failure/delay has prejudiced the outcome.
More info	General descriptive information referred to in the Customer Owned Banking Code of Practice and other written material mentioned in this PFS is available. We comply with the ePayments Code and each relevant provision of the Customer Owned Banking Code which applies to this product. We confirm the opening or closing of all products/services in writing; order a confirmation notice by contacting us.
PFS date	This PFS was prepared on 1 November 2018 . Information is up to date at time of issue. For updates, see www.nicu.com.au. © BPAY is registered to BPAY Pty Ltd ABN 69 079 137 518.