

PRODUCT FACT SHEET (PFS): OSKO

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: 6761 2332 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 ● 73 Maitland Street, Narrabri 2390 ● 252 Conadilly Street, Gunnedah 2380</p>
Definitions	<p>Account: we agree you may use to make an Osko payment. Available balance: Account cleared funds or unused portion of overdraft. Business Day: day on which Sydney Banks effect settlement through Reserve Bank of Australia. Business Member: non-personal Member with a valid Australian Business Number (ABN). Daily transaction limit: amount that may be transferred using Osko. Osko: real-time payment service, provided by BPAY Pty Ltd ABN 69 079 137 518, Level 1, 255 George Street Sydney NSW 2001. Password: code used with Member number for Service access. PayID: unique identifier for Account linked for Osko. Service: Online Banking across all devices. Transaction: payment initiated via Osko. We/our/us/NICU: Northern Inland Credit Union Ltd. You/your/User: Member/authorised signatory.</p>
Risks and restrictions	<p>1. What is Osko: NICU subscribes to Osko under the BPAY scheme. In near real-time, you can receive and make Osko payments. 2. To obtain access to Osko: you need to be an Online Banking user with second level authentication and contact us: see us in branch or call 02 6763 5111. Business Members need to meet certain additional requirements. We must verify your identity and check your account/services for Osko eligibility. 3. Eligible accounts: you may elect one account from which you can access Osko payments. Eligible account types include: On Call Savings, Project Savings, Budget Savings, Pension Plus, Portfolio Investment, smartAccess, Offset, Commercial Overdraft, Commercial Offset, Future Plus. You must comply with the terms & conditions applying to the Account to which you request us to credit or debit an Osko payment, and the service you use to participate in Osko, to the extent that those account terms are not inconsistent with or expressly overridden by these Osko terms. If there is an inconsistency, the Osko terms apply to the extent of the inconsistency. 4. Daily transaction limits: for payments being sent are \$3000 per day via Online Banking and \$1000 per day via Mobile Banking and smartPAY app per eligible Account registered for Osko. We may vary transfer limits for operational reasons at any time. 5. PayID: can be your email address, phone number, ABN or organisational ID. You can have more than one PayID provided they are linked to different Memberships or Accounts. You warrant you have the authority to use the PayID you submit to us and you advise us if your situation changes, and/or close your PayID via Online Banking. We must approve your PayID as accurately reflecting the account holder name, and we may close your PayID if we reasonably believe you no longer have a right to use the PayID or it is being used for fraudulent purposes, or if we cannot verify you are still the owner of the PayID, or if you are not using your PayID regularly. If your PayID changes or is closed you must advise those who may use the PayID to make payments to you, as the PayID may be registered to another user. You can apply to transfer your PayID between accounts and institutions. You do not have to create a PayID to use Osko. When you direct an Osko payment to a PayID connected to a joint account, other account holders may be able to see the messages/notifications associated with the Payment. Similarly, other account holders on your Account may be able to see messages/notifications. 6. Check PayID details: when you enter the PayID to initiate the Transaction, check the corresponding PayID name before authorising the Transaction. See also Mistaken Payments. 7. Osko payment direction: you must give us certain information for us to debit your Account with the amount of the Osko payment from your Available Balance, on the date requested. Subject to the ePayments Code, we treat your instruction to make an Osko payment as valid (i) if you provide us with (a) the amount of the Osko payment, and (b) the details of the intended recipient's account to be credited, or the intended recipient's PayID, and (ii) we are able to verify your identity by your use of access/security features of the Service, and (iii) your Account has an Available Balance sufficient to honour the payment. We are not obliged to effect an Osko payment if you do not provide us with all necessary information or if you provide us with inaccurate information. We may not process future-dated transactions if the recipient PayID changes before the transaction is processed. If we suspect your Service security or access has been compromised, we may contact you and/or hold your Transaction. You can ask us to lock and unlock a PayID that you own, should you wish to stop and restart your use of Osko with that PayID. A locked PayID cannot receive payments, have its details updated nor be transferred to another Account. 9. Managing Payments: is via Online Banking and the smartPAY app. You can view, sort, delete, track and manage payments you have received and sent. 10. Report suspected spam: to privacyofficer@nicu.com.au or contact us on 02 6763 5111. 11. Osko availability: we advise you if we are no longer able to offer you Osko, which means you can neither receive nor send payments. Where possible we advise of any delays in processing payments and when a payment is likely to be completed, and give you the opportunity to cancel a payment if it is delayed. Delays may be caused by technical/payment systems issues that are outside our control. Your access to Osko may be suspended and/or cancelled if we suspect fraud or unauthorised use.</p>
Business Members only	<p>Coming soon: Ability to use Osko marks: we may give authorised Business Members a non-transferable licence to use the Osko Marks, including the BPAY name. At registration we provide you with these terms and the Standards Manual, and you must comply with their requirements. (i) You agree BPAY owns the Osko marks and you agree (a) not to contest or impair BPAY's rights, and (b) to include a statement on any packaging/promotional/advertising materials used in connection with Osko that Osko Marks are used by you under the control of and with the authorisation of BPAY and acknowledging BPAY ownership of the Osko Marks. (ii) You must use the appropriate legend of trademark registration in connection with the Osko Marks. (iii) You must not use the Osko Marks to create an impression that your goods/services are sponsored/produced/offered/sold by us or BPAY. You must not adopt 'Osko' or any other Osko Mark as any part of your business name. (iv) You must notify us immediately on becoming aware of any potential or actual infringement of the Osko Marks, and where it results in a third party bringing a claim/proceedings against you or us, BPAY may take over the defence. (v) If any claim/legal proceedings is commenced against you for alleged infringement of any rights held by a third party by reason of the use of the Osko Marks, then when you become aware of that claim/proceedings you must: (a) provide prompt written notice of such claim/proceedings to us, and (b) keep us informed of all developments. (vi) You must only use literature/promotional materials provided/approved by us or in accordance with the Standards Manual. Termination of sub-licence: occurs if we cease to offer access to Osko, or your Osko access is cancelled, or you are not compliant with these terms and the Standards Manual. Consent: you consent to the use of your name and main trading logo in lists of Payers published by us, BPAY or other financial institutions who offer access to Osko.</p>
Mistaken payment	<p>A Mistaken Payment (MP) is where funds are paid to the account of an unintended recipient because the payer enters a Bank/State/Branch (BSB) number and/or identifier (such as an incorrect PayID) that does not belong to the named and/or intended recipient, as a result of either the payer's error, or having been told the wrong BSB number and/or identifier. Take care to verify all details before authorising a Payment as we cannot cancel an Osko payment once it has been processed. It may not be possible to recover funds from an unintended recipient as payments occur in real time. Make a report: contact us as soon as possible. Call us on 02 6763 5111 in business hours or use Online Banking to send us an email via the secure link. We acknowledge receipt of your report. We investigate the matter. If we are satisfied a MP has occurred, we send the receiving financial institution a request for return of funds. If the receiving financial institution is not satisfied a MP has occurred or is unable to obtain further information or cannot recover the funds, they are not required to take further action. If the receiving financial institution returns the funds, we will return them to your account. If you receive a payment by mistake: we may withdraw those funds from your account and return them to the payer's financial institution without notice to you. Time limits & process: apply to reporting MPs and response times between us and the receiving institution. Where the sending and receiving institutions accept an MP has occurred and there are sufficient credit funds in the unintended recipient's account to the value of the MP: a. If the MP is reported within 10 days of the MP occurring: the receiving institution returns the funds 5-10 business days of receiving the request, or as soon as practicable; b. If the MP is reported between 10 business days and 7 months of the MP occurring: the receiving institution completes investigations within</p>

Mistaken payments	10 business days of receiving the request, then allows the recipient 10 days to respond, then returns the funds within a further 2 business days, or as soon as practicable; c. If the MP is reported after 7 months of the MP occurring: the receiving institution seeks consent of the unintended recipient to return the funds. Where the receiving institution is not satisfied a MP has occurred it may seek the consent of the unintended recipient to return the funds, and return the funds to the sending institution as soon as practicable. Recovery of MP funds is subject to the Code of Operation for Centrelink Direct Credit Payments. We keep you advised of the progress of the investigation. Not all payments in error are mistaken payments covered by the ePayments Code: these include payments made by Business Members, over payments and repeated payments. Error payments: are payments to unintended recipients made by Business Members using Osko. Trace/recovery fees apply. Contact us for assistance. Over payment and repeated payments: contact the recipient to make arrangements. Liability for mistaken payments and other payments is governed by the terms in this document, the terms of use for Online Banking and the ePayments Code.
Limits, variations to conditions	Osko payments require use of second level authentication methods and the daily limit is \$3000 per day via Online Banking and \$2000 per day via Mobile Banking per eligible Account registered for Osko. We may vary limits at any time. Merchants/other institutions may impose additional restrictions. We are not required to give advance notice of reduction/cancellation of daily limits, and/or changes to Conditions, in order to immediately restore/maintain security or prevent criminal activity including fraud. We may introduce new security features at any time. We may change these terms and conditions 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 notify you in our next contact with you after the change takes place. For all other changes we notify you: b. by notice on our website and in branches or in writing (including by SMS or email) at least 20 days before, <i>unless</i> the change is reasonably necessary to (i) comply with any law; (ii) accommodate changes in the operation of the BPAY scheme or Osko; (iii) accommodate changes in our operations or systems; (iv) comply with BPAY's or our security policies/procedures. For joint accounts we may provide one direct notice addressed to the first-named accountholder. You must immediately repay any overdrawn amount: see your Account PFS. We charge 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 accounts to enable a direct/periodical/cheque payment but are under no obligation to do so. We may delay, block or freeze a transaction/account if we reasonably believe it is in breach of the law. You agree we incur no liability if we take such action and you indemnify us against any loss we suffer as a result of taking such action. You agree to provide us with additional information to allow compliance with anti money laundering and other legislation.
Fees & charges	We debit your account for any fees/government/third party charges incurred. Some fees may be rebated. See PFS Fees & Charges/Member Loyalty Program. Optional & additional security features: Online Banking security one-time password via SMS or Smart Phone application: free . Security Token rental \$2 per month, first Token free , replacement/additional token device - each device \$20 , failure to return token on Membership closure - \$20 per device. You incur the cost to access the Service via a modem or device. Normal transaction fees apply to accounts you access using the Service.
1 Cancellation/termination of access to Osko	To comply with federal law we confirm your identity to: open an account, be made a signatory or process a transaction. Cancel your Osko access: at any time in writing. Allow us 3 business days to process your cancellation. NICU cancellation/closure of your access to Osko and/or PayID: we may cancel at any time if (i) we suspect you and someone acting on your behalf is being fraudulent; (ii) we suspect you are using Osko in a manner likely to affect our ability to continue providing Osko to you or other customers; (iii) you breach the terms & conditions which govern Osko, Online Banking or your Account; (iv) we believe it reasonably necessary for security reasons; (v) you close your Account (vi) we reasonably believe you are using the service in an inappropriate or threatening manner. We notify you of cancellation if our subscription to Osko is suspended/ceases. If during cancellation you make a Transaction, you are liable for that Transaction. Cancellation of your access to Osko does not prejudice any claims either party may have against the other in respect of any then subsisting breaches of terms & conditions, and does not otherwise affect the accrued rights or remedies of either party.
Security	Have up to date anti virus & anti spyware software and a firewall on your computer. We offer optional and additional security features. See security information on our website. Keep your codes confidential: Don't keep a record of your code with any part of your access method unless you take reasonable steps to disguise it. Don't select an obvious code, as you may be liable for losses resulting from unauthorised code use before you notify us the code has been misused/is no longer secret. Don't disclose the code to anyone, including family and friends. Use care to stop anyone seeing the details you use to access the Service. Change codes regularly. Immediately notify us of any address change. Tell us if your device/phone is stolen so access can be frozen. <i>The guidelines contained in this box provide examples only of security measures and will not determine your liability for any losses resulting from unauthorised Transactions. Liability for unauthorised transactions is determined in accordance with these Conditions, the Conditions for Online Banking and your Account, and the ePayments Code. If unauthorised access to your account occurs and you have not been careful with your codes you may be liable for some or all of the loss you suffer.</i> Contact us immediately if you suspect unauthorised access or if you have made a mistaken payment of any kind. Change your code immediately by following Online Banking prompts. Use the Fraud After Hours telephone number via 02 6763 5111 to cancel Osko and Online Banking access if you suspect unauthorised activity.
Privacy	In order to provide you with access to Osko, we may need to disclose personal information to BPAY and/or its service providers. Your PayID name may be shown to anyone who looks up your PayID. For Business Members, you consent to the inclusion of your name and other details relating to you which we must provide to BPAY for the purposes of monitoring and managing Osko fraud. We may retain certain information as to PayIDs you use in order to provide you with better service, for example, to facilitate scheduled payments. For more information, see our Privacy Policy on our website.
More info	Complaints: see your Account PFS. We comply with the ePayments Code and each relevant provision of the Customer Owned Banking Code which applies to this product.
PFS date	This PFS was prepared on 25 August 2020 . Information is up to date at time of issue. For PFS updates, see www.nicu.com.au .