

PRODUCT FACT SHEET (PFS): **PHONE BANKING**

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 NICU from overseas: +612 6763 5111 Lost/stolen cards: 02 6763 5111 Calling PhoneBanking within Australia: 1300 65 64 28 Calling PhoneBanking from overseas: +612 6763 5109 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>Access & Access Method: method we authorise for making Phone Banking transactions. Account/s: any account which we agree you may access to make Phone Banking transactions. Associated entity: organisation with whom we conduct business to provide a product/service. Available balance: cleared funds in your Account or unused portion of overdraft. Banking Business Day: day on which Sydney Banks can effect settlement through Reserve Bank of Australia. EFT: Electronic Funds Transfer. Secret code: your PIN/s or password/s. Service: Phone Banking facilities. Transaction: initiated via Phone Banking, accessed by a landline or mobile phone. We/our/us/NICU: Northern Inland Credit Union Limited. You/your: Member or authorised signatory.</p>
Terms & conditions including risks & restrictions	<p>Always maintain sufficient funds in your account to cover payments. We may vary availability of service from time to time. 1. Using the Service: You must register for Phone Banking. We are not required to effect a Transaction if you do not give us all information requested or if information is inaccurate. We debit/credit the value of the transfers requested from the Account where available and any applicable fees. Third party organisations may impose additional restrictions on your Access and use. 2. Processing Transactions: a Transaction may be irreversible. We treat your instruction as valid if you use your Access Method. Notify us if you find a mistake/error. A delay may occur processing a Transaction if: a) there is a public/bank holiday the day after you instruct us to make the Transaction; b) you tell us to make a Transaction on a day which is not a Banking Business Day; or c) a third party does not comply with its obligations. If we are advised your Transaction cannot be processed we inform you and take reasonable steps to assist your making a BPAY payment where possible. Be careful to tell us the correct amount you wish to pay. 3. Refusing Transaction directions: We may refuse for any reason to effect any instruction you give about a Transaction. We are not liable to you or any other person for any loss/damage you or they suffer as a result. 4. Your liability for Transactions: You are liable for all Transactions made by you or with your consent. If you make a Transaction mistake and we cannot recover the amount from the person who received it within 20 Banking Business Days of your reporting the mistake to us, you will be liable for that Transaction. You are not liable for losses caused by unauthorised Transactions: a) where it is clear that you have not contributed to the loss; b) that are caused by the fraudulent/negligent conduct of our employees or agents or any Related Entity involved in the Service; c) relating to a forged, faulty, expired or cancelled Access Method; d) resulting from unauthorised use of the Access Method (before you receive that Access Method; or after you notify us that your Access Method has been misused, lost, stolen or used without authorisation); e) that are caused by the same Transaction being incorrectly debited more than once to your Account. You are liable for any loss arising from unauthorised Transactions if the loss occurs before you notify us that your Access Method has been misused, lost or stolen or used without your authorisation and if we prove, on the balance of probabilities, that you contributed to the loss through: f) your fraud or, if your Access Method includes a secret code/s your failure to keep that code secure in accordance with "Security"; g) unreasonably delaying in notifying us of misuse, loss, theft or unauthorised use of the Access Method and the loss occurs between the time you did, or reasonably should have, become aware of these matters and the time of notification to us. However, you will not be liable for: h) the portion of the loss that exceeds any applicable daily or periodic transaction limits; i) the portion of the loss on your Account which exceeds the balance of your Account (including any prearranged credit); or j) all losses incurred on any account which you had not agreed with us could be Accessed. Where a secret code is required to perform the unauthorised Transaction, your liability for any loss arising from an unauthorised Transaction, if the loss occurs before you notify us that the Access Method has been misused, lost, stolen or used without your authorisation, is the lesser of: k) \$150; l) the balance of your Account, including any prearranged credit; or m) the actual loss at the time you notify us that your Access Method has been misused, lost, stolen or used without your authorisation (except that portion of the loss that exceeds any daily/periodic transaction limits applicable to the use of your Account). You indemnify us against any loss or damage we may suffer due to any claim, demand or action of any kind brought against us arising directly or indirectly because you did not observe any of your obligations under these terms & conditions or acted negligently or fraudulently under this agreement. When notifying us of an unauthorised Transaction you must provide a written consent to obtain information from any party to investigate or rectify that Transaction. Notwithstanding any of the above provisions your liability will not exceed your liability under the ePayments Code. 5. Malfunction: we are not be liable for any loss you suffer because the Service accepted your instructions but failed to complete or cancel a Transaction. In the event of a breakdown/interruption to any Service system where you should have been aware that the Service system was unavailable for use, we are only liable for correcting errors in your Account and refunding any fees/charges imposed on you as a result. 6. Consequential damage: a) This clause does not apply to the extent that it is inconsistent with or contrary to any applicable law or code of practice to which we have subscribed. b) We are not liable for any consequential loss or damage you suffer as a result of using the Service, other than loss due to our negligence or in relation to any breach of a condition or warranty implied by the law of contracts for the supply of goods and services which may not be excluded, restricted or modified at all, or only to a limited extent.</p>
Withdrawals and transfers	<p>We may limit the number of Accounts you can access using Phone Banking. We may limit the amount of Transactions you may make on any one day at any time for operational reasons. We may set/vary individual transaction limits on the maximum amount you can transfer from your Membership in an individual transaction. See: Variations. No notice is required when changes relate to system security. You must immediately repay any overdrawn amount: see the PFS for the account. 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 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.</p>

Fees & charges	We debit your account for any fees and any government or third party charges incurred. Some fees may be rebated: see the PFS Fees & Charges/Member Loyalty Program. We do not charge a fee for: issuing your Access Method or any additional/replacement Access Method, using your Access Method, any Transaction, giving you Access to the Service, or any other facility provided in relation to the Service. You incur a call cost using the Service within Australia from a landline or mobile telephone.
ID	To comply with federal law we confirm your identity to: open an account, be made a signatory or process a transaction. For more information, ask us for a brochure.
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), 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), 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.
Access cancellation	You may cancel your facility at any time by giving us written notice. We may cancel your facility at any time for security reasons, if you close your Account, and if you breach terms and conditions governing the facility or your Account. If during Access cancellation you make a Transaction using the Access Method, you are liable for that Transaction. If you instruct us to make a Transaction, but close the Account to be debited before the Transaction is processed, you are liable for any dishonour fees incurred in respect of that Transaction. You can access the Emergency After Hours service by calling 02 6763 5111.
Security	Access code: issued on request. Take care: Keep your codes confidential: * Do not access the Service via a phone line that records all outbound telephone call digits dialled, such as PABX systems as used in hotels/motels, private hospital rooms & other premises with user-pays systems. * If your mobile telephone is stolen we are not liable for any unauthorised access to your Account/s that occur as a result. * Don't keep a record of your code with any part of your Access Method unless you have taken reasonable steps to disguise it to prevent unauthorised access. * Don't select a code representing your birth date or a part of your name or any other obvious code. If you do use an obvious code you may be liable for losses resulting from unauthorised code use before you notify us that the code has been misused or is no longer secret. * Don't tell or show the code to anyone else, including family and friends. Use care to prevent anyone seeing the details you enter to access Phone Banking * Change codes at regular intervals. * Immediately notify us of any change of address. * If unauthorised access occurs and you have not been careful with your codes you may be liable for some or all of the loss you suffer. Liability for unauthorised transactions is determined in accordance with this PFS and the ePayments Code. Contact us immediately if you suspect unauthorised access: if you become aware of any delays/mistakes in processing your Transactions or any unauthorised Transactions, or think you have been fraudulently induced to make a Transaction. We acknowledge your notification by giving you a reference number verifying date/time you contacted us. If you believe an unauthorised Transaction has occurred, change your code immediately by following Phone Banking prompts. Use the Fraud After Hours telephone number via 02 6763 5111 to cancel Phone Banking access if you suspect unauthorised activity.
Disputes	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. See the PFS for your Northern Inland account
More information	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. Your confirmation of receipt of this financial product is your Phone Banking password. Confirmation of closure is provided on request.
PFS date	This PFS was prepared on 01 July 2020 . Information is up to date at the time of issue. For PFS updates see www.nicu.com.au © BPAY is registered to BPAY Pty Ltd ABN 69 079 137 518.