



Bank of
Melbourne

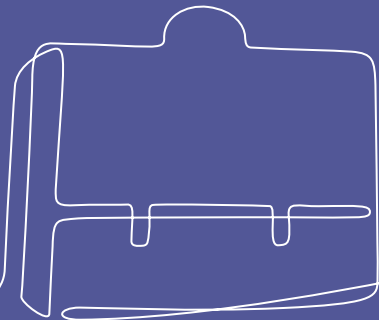
Business Accounts and Payment Services.

Fees and charges and how to minimise them.

Terms and conditions, and general information.

Accounts no longer for sale.

Effective date 18 December 2020.



This booklet sets out the terms and conditions applying to our transaction and savings accounts listed in Part A that are available for business customers.



Different accounts have different features. The features that apply to our accounts are set out in Part A.

Separate terms and conditions apply to other banking services we offer, such as Internet and Phone Banking, Business Banking Online, or any linked business lending facility.

This is only general information – it does not take your circumstances into account. Read this booklet carefully and consider which product is right for you before making a decision.

If you would like to find out more, you can contact us at any time:



Call us on 13 82 66



Visit one of our branches



Visit bankofmelbourne.com.au



Part A: Fees and charges and how to minimise them.....	5
Business accounts: Features.....	6
Business accounts: Everyday banking fees and charges.....	10
Corporate accounts: Features.....	22
Corporate accounts: Everyday banking fees and charges.....	24
More about fees and charges that may apply to your account.....	31



Part B: Terms and conditions, and general information.	38
Opening an account with us.	39
1 Your account.....	39
2 Identity information.....	39
3 Joint accounts.....	39
4 Tax file numbers (TFNs).....	40
5 Foreign tax residents.....	40
6 Eligibility criteria.....	41
7 Interest we pay to you.....	41
Banking with us.....	41
8 Deposits and withdrawals.....	41
9 Electronic access savings accounts.....	42
10 Transactions in foreign currencies.....	43
11 Writing cheques.....	43
12 Periodical payments and direct debits.....	45
13 Authorising a person to operate your account.....	46
14 Method of operation.....	46
15 Statutory and industry trust accounts.....	46
16 PEXA.....	47
17 Overdrawing.....	48

18	Adjusting debits and credits to your account.....	48
19	Our fees and charges.....	49
20	Communications between you and us.....	50
21	Statements.....	50
	Making changes.....	50
22	We can make changes to these terms and conditions.....	50
23	Restricting, suspending or closing your account.....	52
24	Account combination and set-off.....	53
	Commitments we make to each other.....	53
25	We will act reasonably.....	53
26	We will comply with industry codes of conduct.....	53
27	Provisions prohibited by law.....	54
28	Appropriate use of our services.....	54
	Words with specific meanings.....	54
29	Definitions.....	54



	Part C: General information.....	56
	Privacy and confidentiality.....	57
	Amounts we may pay our staff and agents.....	58
	What to do if you have a problem or dispute.....	59
	Australian Government's Financial Claims Scheme.....	60



Part A:
Fees and charges and how to minimise them.

Part A: Fees and charges and how to minimise them.

**Business accounts:
Features.**

		GST Provision Account	Commercial Money Market Account	Standby Account
Account features		Savings Account	Transaction Account	Savings Account
Fee-free everyday business banking allowances		✓	✓	✗
Eligibility criteria	Clause 6.1	NA	NA	NA
Interest paid	Clause 7	Quarterly	Monthly (where the balance does not fall below \$50,000 in a month)	Monthly
Statements	Clause 21	Monthly	Monthly	Monthly
Overdraft option ¹		✗	✗	✗

1. Additional conditions, fees and credit criteria apply to business overdraft facilities. These are set out in the terms and conditions that apply to your overdraft.



Standard Business Cheque Account	Commercial Line of Credit ¹	Business Umbrella Investment Loan Account ¹	Express Saver for Business	Other Trust Account	Business Maximiser Account (without overdraft)
Transaction Account	Business Lending Facility	Business Lending Facility	Electronic access savings account	Industry Trust Account	Transaction Account
✓	✓	✓	x	✓	✓
NA	Subject to credit approval	Subject to credit approval	NA	Organisations required to maintain an industry trust account	NA
Monthly	Monthly	Quarterly	Monthly	x	Monthly
At least every six months	Monthly	Monthly	At least every six months	Monthly	At least every six months
✓	✓	✓	x	x	✓

Part A: Fees and charges and how to minimise them.

		GST Provision Account	Commercial Money Market Account	Standby Account
Linked transaction account	Clause 9	Not required	Not required	Not required
SMS and email alerts		✓	✓	✗
Internet banking		✓	✓	✗
Phone banking		✓	✓	✗
Card access ²		✓	Deposit Only card	✓
Cheque book	Clause 11	✓	✗	✗
Periodical payments and direct debits	Clause 12	✓	✓	✓
Agency banking		✓	✗	Deposit only

1. Additional conditions, fees and credit criteria apply to business overdraft facilities. These are set out in the terms and conditions that apply to your overdraft.

2. Not all types of cards may be available on all accounts.



Standard Business Cheque Account	Commercial Line of Credit ¹	Business Umbrella Investment Loan Account ¹	Express Saver for Business	Other Trust Account	Business Maximiser Account (without overdraft)
Not required	Not required	Not required	Required	Not required	Not required
✓	✓	✓	✓	✓	✓
✓	✓	✓	✓	Industry accounts must only be operated in accordance with relevant industry requirements	✓
✓	✓	✓	✓		✓
✓	✓	✓	x		✓
✓	✓	✓	x		✓
✓	✓	✓	Direct credits only		✓
✓	✓	✓	x		✓
✓	✓	✓	x		✓

Part A: Fees and charges and how to minimise them.

Business accounts: Everyday banking fees and charges.

	GST Provision Account
Monthly account keeping fee	Nil
Minimum monthly balance to avoid Monthly account keeping fee	NA
Transaction fees	
Unlimited transactions (these transactions do not count towards any monthly transaction allowance, although daily transaction limits may apply)	
Internet banking deposits ¹	Nil
Phone banking deposits ¹	Nil
Direct credit	Nil
Business Visa Debit Card ¹	NA
ATM mini transaction history (up to last 10 transactions) ²	\$0.20
Monthly allowance fees	
Payable for each transaction after the monthly fee-free transaction allowance is exceeded	
Monthly fee-free transaction allowance	7 (up to 5 deposits and 2 withdrawals)
Internet banking withdrawals ¹	\$5.00
Phone banking withdrawals ¹	\$5.00
Bank of Melbourne, St.George, BankSA, Westpac ATMs in Australia	Deposits \$0.80 Withdrawals \$5.00
Direct debit	\$5.00
Cheque clearing (deposit)	\$0.80
Cheque clearing (withdrawal)	\$5.00
Staff assisted	Deposits \$0.80 Withdrawals \$5.00
eftpos	Deposits \$0.80 Withdrawals \$5.00

1. Additional charges may apply for foreign currency conversion and special services.

2. Available at all ATMs attached to a branch and selected ATMs not attached to a branch.



	GST Provision Account
Agency	Deposits \$0.80 Withdrawals \$5.00
Bank@Post™	Deposits \$0.80 Withdrawals \$5.00
Collection item fees Payable for each collection item after the monthly fee-free collection items allowance is exceeded	
Monthly fee free collection items allowance	5
Collection items (including cheque deposits)	\$0.50

Part A: Fees and charges and how to minimise them.

	Commercial Money Market Account
Monthly account keeping fee	Nil
Minimum monthly balance to avoid Monthly account keeping fee	NA
Transaction fees	
Unlimited transactions (these transactions do not count towards any monthly transaction allowance, although daily transaction limits may apply)	
Cheque clearing	NA
eftpos	NA
Agency	NA
Bank@Post™	NA
Business Visa Debit Card ¹	NA
ATM mini transaction history (up to last 10 transactions) ²	\$2.00
Monthly allowance fees	
Payable for each transaction after the monthly fee-free transaction allowance is exceeded	
Monthly fee-free transaction allowance	10
Internet banking ¹	\$6.50
Phone banking ¹	\$6.50
Bank of Melbourne, St.George, BankSA, Westpac ATMs in Australia	Deposits \$6.50 Withdrawals NA
Direct credit	\$6.50
Direct debit	\$6.50
Staff assisted	\$6.50
Collection item fees	
Payable for each collection item after the monthly fee-free collection items allowance is exceeded	
Monthly fee-free collection items allowance	15
Collection items (including cheque deposits)	\$0.50

1. Additional charges may apply for foreign currency conversion and special services.

2. Available at all ATMs attached to a branch and selected ATMs not attached to a branch.



	Standby Account
Monthly account keeping fee	\$6.00
Minimum monthly balance to avoid Monthly account keeping fee	\$2,000
Transaction fees Unlimited transactions (these transactions do not count towards any monthly transaction allowance, although daily transaction limits may apply)	
Internet banking¹	NA
Phone banking ¹	NA
Bank of Melbourne, St.George, BankSA, Westpac ATMs in Australia	Nil
Direct credit	Nil
Direct debit	Nil
Cheque clearing	NA
eftpos	Nil
Agency	Nil
Bank@Post™	Nil
Business Visa Debit Card ¹	NA
Staff assisted	Nil
ATM mini transaction history (up to last 10 transactions) ²	Nil
Collection item fees Monthly fee-free collection items allowances do not apply to Standby Accounts	
Monthly fee-free collection items allowance	Nil
Collection items (including cheque deposits)	Nil

1. Additional charges may apply for foreign currency conversion and special services.

2. Available at all ATMs attached to a branch and selected ATMs not attached to a branch.

Part A: Fees and charges and how to minimise them.

	Standard Business Cheque Account
Monthly account keeping fee	\$10.00
Minimum monthly balance to avoid Monthly account keeping fee	NA
Transaction fees	
Unlimited transactions (these transactions do not count towards any monthly transaction allowance, although daily transaction limits may apply)	
Bank@Post™	Nil
Business Visa Debit Card ¹	NA
ATM mini transaction history (up to last 10 transactions) ²	\$0.20
Monthly allowance fees	
Payable for each transaction after the monthly fee-free transaction allowance is exceeded	
Monthly fee-free transaction allowance	20
Internet banking ¹	\$0.50
Phone banking ¹	\$0.50
Bank of Melbourne, St.George, BankSA, Westpac ATMs in Australia	\$0.50
Direct credit	\$0.50
Direct debit	\$0.20
Cheque clearing	\$0.50
eftpos	\$0.50
Staff assisted	\$0.50
Agency	\$0.50
Collection item fees	
Monthly fee-free collection items allowances do not apply to Standard Business Cheque Accounts	
Monthly fee-free collection items allowance	Nil
Collection items (including cheque deposits)	\$0.50

1. Additional charges may apply for foreign currency conversion and special services.

2. Available at all ATMs attached to a branch and selected ATMs not attached to a branch.



Commercial Line of Credit	
Monthly account keeping fee	Nil
Minimum monthly balance to avoid Monthly account keeping fee	NA
Transaction fees Unlimited transactions (these transactions do not count towards any monthly transaction allowance, although daily transaction limits may apply)	
Bank@Post™	Nil
Business Visa Debit Card ¹	Nil
ATM mini transaction history (up to last 10 transactions) ²	\$0.20
Monthly allowance fees Payable for each transaction after the monthly fee-free transaction allowance is exceeded	
Monthly fee-free transaction allowance	8
Internet banking ¹	\$2.00
Phone banking ¹	\$2.00
Bank of Melbourne, St.George, BankSA, Westpac ATMs in Australia	\$2.00
Direct credit	\$2.00
Direct debit	\$2.00
Cheque clearing	\$2.00
eftpos	\$2.00
Staff assisted	\$2.00
Agency	\$2.00
Collection item fees Payable for each collection item after the monthly fee-free collection items allowance is exceeded	
Monthly fee-free collection items allowance	16
Collection items (including cheque deposits)	\$2.00

1. Additional charges may apply for foreign currency conversion and special services.

2. Available at all ATMs attached to a branch and selected ATMs not attached to a branch.

Part A: Fees and charges and how to minimise them.

	Business Umbrella Investment Loan Account
Monthly account keeping fee	Nil
Minimum monthly balance to avoid Monthly account keeping fee	NA
Transaction fees	
Unlimited transactions (these transactions do not count towards any monthly transaction allowance, although daily transaction limits may apply)	
Internet banking ¹	Nil
Phone banking ¹	Nil
Deposits at Bank of Melbourne, St.George, BankSA, Westpac ATMs in Australia	Nil
Direct credit	Nil
Direct debit	\$0.20
Cheque clearing (deposits)	Nil
eftpos deposit	Nil
Staff assisted deposit	Nil
Bank@Post™ deposit	Nil
Business Visa Debit Card ¹	NA
Agency deposit	Nil
ATM mini transaction history (up to last 10 transactions) ²	\$0.20
Monthly allowance fees	
Payable for each transaction after the monthly fee-free transaction allowance is exceeded	
Monthly fee-free transaction allowance	10 (up to 2 Staff assisted withdrawals)
Withdrawals at Bank of Melbourne, St.George, BankSA, Westpac ATMs in Australia	\$0.60
Cheque clearing (withdrawals)	\$0.60
eftpos withdrawal	\$0.60

1. Additional charges may apply for foreign currency conversion and special services.

2. Available at all ATMs attached to a branch and selected ATMs not attached to a branch.



	Business Umbrella Investment Loan Account
Staff assisted withdrawal	\$2.50
Agency withdrawal	\$0.60
Bank@Post™ withdrawal	\$2.50
Collection item fees	
Monthly fee-free collection items allowances do not apply to Business Umbrella Investment Loan Accounts	
Monthly fee-free collection items allowance	Nil
Collection items (including cheque deposits)	Nil

Part A: Fees and charges and how to minimise them.

	Express Saver for Business
Monthly account keeping fee	Nil
Minimum monthly balance to avoid Monthly account keeping fee	NA
Transaction fees	
Unlimited transactions (these transactions do not count towards any monthly transaction allowance, although daily transaction limits may apply)	
Internet banking ¹	Nil
Phone banking ¹	Nil
Bank of Melbourne, St.George, BankSA, Westpac ATMs in Australia	NA
Direct credit	Nil
Direct debit	NA
Cheque clearing	NA
eftpos	NA
Agency	NA
Bank@Post™	NA
Business Visa Debit Card ¹	NA
Staff assisted	NA
ATM mini transaction history (up to last 10 transactions) ²	NA
Collection item fees	
Monthly fee-free collection items allowances do not apply to Express Saver for Business accounts	
Monthly fee-free collection items allowance	Nil
Collection items (including cheque deposits)	Nil

1. Additional charges may apply for foreign currency conversion and special services.

2. Available at all ATMs attached to a branch and selected ATMs not attached to a branch.



		Other Trust Account
Monthly account keeping fee		\$6.00
Minimum monthly balance to avoid Monthly account keeping fee		N/A
Transaction fees		
Unlimited transactions (these transactions do not count towards any monthly transaction allowance, although daily transaction limits may apply)		
Bank of Melbourne, St.George, BankSA, Westpac ATMs in Australia	Nil	Not all methods of access may be permitted for industry trust accounts
Direct debit	Nil	
ATM mini transaction history (up to last 10 transactions) ²	Nil	
Monthly allowance fees		
Payable for each transaction after the monthly fee-free transaction allowance is exceeded		
Monthly fee-free transaction allowance		15
Internet banking ¹		Deposits \$0.10 Withdrawals \$0.20
Phone banking ¹		Deposits \$0.10 Withdrawals \$0.20
Direct credit		\$0.10
Cheque clearing (deposit)		\$0.10
Cheque clearing (withdrawal)		\$0.40
Staff assisted		Deposits \$0.10 Withdrawals \$2.00
eftpos		Deposits \$0.10 Withdrawals \$0.40
Agency		Deposits \$0.10 Withdrawals \$0.40
Bank@Post™		Deposits \$0.10 Withdrawals \$2.00
Business Visa Debit Card ¹		Nil

Not all methods of access may be permitted for industry trust accounts

1. Additional charges may apply for foreign currency conversion and special services.

2. Available at all ATMs attached to a branch and selected ATMs not attached to a branch.

Part A: Fees and charges and how to minimise them.

Other Trust Account

Collection item fees

Payable for each collection item after the monthly fee-free collection items allowance is exceeded

Monthly fee-free collection items allowance	15
Collection items (including cheque deposits)	\$0.40

1. Additional charges may apply for foreign currency conversion and special services.



	Business Maximiser (without overdraft)
Monthly account keeping fee	Nil
Minimum monthly balance to avoid Monthly account keeping fee	NA
Transaction fees Unlimited transactions (these transactions do not count towards any monthly transaction allowance, although daily transaction limits may apply)	
Bank@Post™	Nil
Business Visa Debit Card ¹	NA
ATM mini transaction history (up to last 10 transactions) ²	Nil
Monthly allowance fees Payable for each transaction after the monthly fee-free transaction allowance is exceeded	
Monthly fee-free transaction allowance	5
Internet banking ¹	\$1.00
Phone banking ¹	\$1.00
Bank of Melbourne, St.George, BankSA, Westpac ATMs in Australia	\$1.00
Direct credit	\$1.00
Direct debit	\$0.20
Cheque clearing	\$1.00
eftpos	\$1.00
Staff assisted	Deposits \$1.00 Withdrawals \$1.50
Agency	\$1.00
Collection item fees Payable for each collection item after the monthly fee-free collection items allowance is exceeded	
Monthly fee-free collection items allowance	10
Collection items (including cheque deposits)	\$1.00

1. Additional charges may apply for foreign currency conversion and special services.

2. Available at all ATMs attached to a branch and selected ATMs not attached to a branch.

Part A: Fees and charges and how to minimise them.

Corporate accounts: Features.

		Personal Cheque Account	Statement Savings Account
Account features		Transaction Account	Savings Account
Fee-free everyday business banking allowances		✓	✗
Eligibility criteria		Relationship managed customers	Relationship managed customers
Interest paid	Clause 7	Monthly	Twice each year
Statements	Clause 21	Monthly	Quarterly
Overdraft option ¹		✗	✗
Linked working account	Clause 9	Not required	Not required
SMS and email alerts		✗	✗
Using your account			
Internet banking		✓	✓
Phone banking		✓	✓
Card access ²		✗	✗
Cheque book	Clause 11	✓	✓
Periodical payments and direct debits	Clause 12	✓	✓
Agency banking		✓	✓

1. Additional conditions, fees and credit criteria apply to business overdraft facilities. These are set out in the terms and conditions that apply to your overdraft.

2. If customers have an existing card, they will be able to continue using the card until further notice. No new deposit only cards (other than replacement cards) will be issued for existing Corporate accounts.



Executive Mortgage Account	Executive Housing Interest Saver Account	Business Cheque Account (non-interest)	Cash Management Account
Business Lending Facility	Savings Account	Transaction Account	Transaction Account
✓	✓	x	✓
See your loan contract	Relationship managed customers	Relationship managed customers	Relationship managed customers
	x	x	Monthly
	Monthly	Quarterly	Monthly
	x	✓	✓
	Not required	Not required	Not required
	x	x	x
See your loan contract	✓	✓	✓
	✓	✓	✓
	x	x	x
	✓	✓	✓
	✓	✓	✓
	✓	✓	✓
	✓	✓	✓

Part A: Fees and charges and how to minimise them.

Corporate accounts: Everyday banking fees and charges.

	Personal Cheque Account
Monthly account keeping fee	\$10.00
Minimum average monthly balance to avoid Monthly account keeping fee	\$2,000
Transaction fees	
Payable for each transaction after the monthly fee-free transaction allowance is exceeded	
Monthly fee-free transaction allowance	12
Internet banking ¹	\$0.20
Phone banking ¹	\$0.20
RTGS ¹	\$0.20
Bank of Melbourne, St.George, BankSA, Westpac ATMs in Australia	Deposits Nil Withdrawals \$0.40
Business Visa Debit Card ¹	\$0.55
eftpos	\$0.55
Bank@Post™	\$0.80
Direct credit	\$0.20
Direct debit	\$0.20
Staff assisted transactions	\$0.80
Cheque clearing (withdrawal)	\$0.55
Cheque clearing (deposit)	\$0.55
Collection item fees	
Monthly fee-free collection items allowances do not apply to Personal Cheque Accounts	
Monthly fee-free collection items allowance	Nil
Collection items (including cheque deposits)	\$0.55

1. Additional charges may apply for foreign currency conversion and special services.



	Statement Savings Account
Monthly account keeping fee	Nil
Transaction fees	
Monthly fee-free allowances do not apply to Statement Savings Accounts	
Monthly fee-free transaction allowance	Nil
Internet banking ¹	Nil
Phone banking ¹	Nil
RTGS ¹	Nil
Bank of Melbourne, St.George, BankSA, Westpac ATMs in Australia	Nil
Business Visa Debit Card ¹	Nil
eftpos	Nil
Bank@Post™	Nil
Direct credit	Nil
Direct debit	Nil
Staff assisted transactions	Nil
Cheque clearing (withdrawal)	Nil
Cheque clearing (deposit)	Nil
Collection item fees	
Monthly fee-free collection items allowances do not apply to Statement Savings Accounts	
Monthly fee-free collection items allowance	Nil
Collection items (including cheque deposits)	Nil

1. Additional charges may apply for foreign currency conversion and special services.

Part A: Fees and charges and how to minimise them.

Executive Mortgage Account	
Monthly account keeping fee	\$8.00
Transaction fees	
Payable for each transaction after the monthly fee-free transaction allowance is exceeded	
Monthly fee-free transaction allowance	5
Internet banking ¹	\$5.00
Phone banking ¹	\$5.00
RTGS ¹	\$5.00
Bank of Melbourne, St.George, BankSA, Westpac ATMs in Australia	Deposits Nil Withdrawals \$5.00
Business Visa Debit Card ¹	\$5.00
eftpos	\$5.00
Bank@Post™	\$5.00
Direct credit	\$5.00
Direct debit	\$5.00
Staff assisted transactions	\$5.00
Cheque clearing (withdrawal)	\$5.00
Cheque clearing (deposit)	\$5.00
Collection item fees	
Monthly fee-free collection items allowances do not apply to Executive Mortgage Accounts	
Monthly fee-free collection items allowance	Nil
Collection items (including cheque deposits)	Nil

1. Additional charges may apply for foreign currency conversion and special services.



Executive Housing Interest Saver Account	
Monthly account keeping fee	Nil
Transaction fees Payable for each transaction after the monthly fee-free transaction allowance is exceeded	
Monthly fee-free transaction allowance	20
Internet banking ¹	Deposits Nil Withdrawals \$0.20
Phone banking ¹	Deposits Nil Withdrawals \$0.20
RTGS ¹	Deposits Nil Withdrawals \$0.20
Bank of Melbourne, St.George, BankSA, Westpac ATMs in Australia	Deposits Nil Withdrawals \$0.40
Business Visa Debit Card ¹	Deposits Nil Withdrawals \$0.55
eftpos	Deposits Nil Withdrawals \$0.55
Bank@Post™	Deposits Nil Withdrawals \$0.80
Direct credit	Nil
Direct debit	\$0.20
Staff assisted transactions	Deposits Nil Withdrawals \$0.80
Cheque clearing (withdrawal)	\$0.55
Cheque clearing (deposit)	Nil
Collection item fees Payable for each collection item after the monthly fee-free collection items allowance is exceeded	
Monthly fee-free collection items allowance	10
Collection items (including cheque deposits)	\$0.55

1. Additional charges may apply for foreign currency conversion and special services.

Part A: Fees and charges and how to minimise them.

	Business Cheque Account (non-interest)
Quarterly account keeping fee ¹	\$5.00
Transaction fees¹	
Quarterly fee-free transaction allowances do not apply to Business Cheque Accounts	
Quarterly fee-free transaction allowance	Nil
Internet banking ²	\$0.20
Phone banking ²	\$0.20
RTGS ²	\$0.20
Bank of Melbourne, St.George, BankSA, Westpac ATMs in Australia	Deposits Nil Withdrawals \$0.40
Business Visa Debit Card ²	\$0.55
eftpos	\$0.55
Bank@Post™	\$0.80
Direct credit	\$0.20
Direct debit	\$0.20
Staff assisted transactions	\$0.80
Cheque clearing (withdrawal)	\$0.55
Cheque clearing (deposit)	\$0.55
Collection item fees¹	
Quarterly fee-free collection items allowances do not apply to Business Cheque Accounts	
Quarterly fee-free collection items allowance	Nil
Collection items (including cheque deposits)	\$0.50

1. The account keeping fee, transaction fees and collection item fees are charged on the last day of each quarter (March, June, September, December).

2. Additional charges may apply for foreign currency conversion and special services.



	Cash Management Account (no cheque)
Monthly account keeping fee	\$10.00
Transaction fees	
Payable for each transaction after the monthly fee-free transaction allowance is exceeded	
Monthly fee-free transaction allowance	10
Internet banking ¹	\$0.20
Phone banking ¹	\$0.20
RTGS ¹	\$0.20
Bank of Melbourne, St.George, BankSA, Westpac ATMs in Australia	Deposits Nil Withdrawals \$0.40
Business Visa Debit Card ¹	\$0.55
eftpos	\$0.55
Bank@Post™	\$1.00
Direct credit	\$0.20
Direct debit	\$0.20
Staff assisted transactions	\$1.00
Cheque clearing (withdrawal)	NA
Cheque clearing (deposit)	\$0.55
Collection item fees	
Payable for each collection item after the monthly fee-free collection items allowance is exceeded	
Monthly fee-free collection items allowance	10
Collection items (including cheque deposits)	\$0.55

1. Additional charges may apply for foreign currency conversion and special services.

Part A: Fees and charges and how to minimise them.

	Cash Management Account (with cheque)
Monthly account keeping fee	\$10.00
Transaction fees	
Payable for each transaction after the monthly fee-free transaction allowance is exceeded	
Monthly fee-free transaction allowance	10
Internet banking ¹	\$0.20
Phone banking ¹	\$0.20
RTGS ¹	\$0.20
Bank of Melbourne, St.George, BankSA, Westpac ATMs in Australia	Deposits Nil Withdrawals \$0.40
Business Visa Debit Card ¹	\$0.55
eftpos	\$0.55
Bank@Post™	\$1.00
Direct credit	\$0.20
Direct debit	\$0.20
Staff assisted transactions	\$1.00
Cheque clearing (withdrawal)	\$0.55
Cheque clearing (deposit)	\$0.55
Collection item fees	
Payable for each collection item after the monthly fee-free collection items allowance is exceeded	
Monthly fee-free collection items allowance	10
Collection items (including cheque deposits)	\$0.55

1. Additional charges may apply for foreign currency conversion and special services.



More about fees and charges that may apply to your account.

Account keeping fee.

Where an account keeping fee is payable for your account, it is charged on the last day of each relevant period (such as each month) while your account is open.

For some accounts the account keeping fee is not charged if the balance of your account during the month (or, for some accounts, the average balance for the month) does not fall below a minimum amount.

If you have an overdraft facility on your account, a line fee may apply instead of the account keeping fee. Line fees (and other credit fees and charges) are set out in the terms and conditions of your credit contract.

Transaction allowances.

Many accounts have fee-free transaction allowances for certain everyday banking fees and charges, such as a:

- fee-free transaction allowance; or
- fee-free collection items allowance.

You are charged a fee for each transaction that is not included in an applicable fee-free transaction allowance, or that is in excess of your allowance.

In some cases, everyday business banking transactions that are free may still count towards your fee-free transaction allowances.

Collection items and collection items allowances are separate from the fees and charges and allowances that apply to other everyday banking transactions.



In some cases more than one everyday banking fee or charge may apply to a banking service we provide.

For example, if you deposit 2 cheques at a branch, this will count as:

- 2 Collection items; and
- 1 Staff assisted transaction.

Part A: Fees and charges and how to minimise them.

Everyday banking fees and charges	
Agency	Transactions made using an electronic terminal at an agency (excluding Bank@Post™).
ATM mini transaction history (up to last 10 transactions) ¹	Requesting a list of recent transactions using a Bank of Melbourne, St.George, BankSA branded ATM in Australia or at an agency. The ATM mini transaction history fee is debited at the time the request is made.
Bank@Post™	Use of Bank@Post™ to make a transaction.
Cheque clearing (withdrawals)	For any cheque drawn on your account.
Cheque clearing (deposits)	For deposits to your account made at a financial institution other than us (such as when you deposit a cheque for the credit of your account at another bank, including at a Westpac-branded branch).
Collection item	Deposit of any cheque or merchant envelope (each cheque and merchant envelope is counted as a separate collection item). A Collection item fee is charged in addition to any other fees payable in relation to the transaction (such as a Staff assisted fee for the deposit).
Direct entry (credit or debit)	Direct entry transactions (such as a direct credit or direct debit) processed to your account.
eftpos	Transactions that are made using a Card at a point-of-sale terminal or online (other than Visa Debit transactions).
Internet banking	Transactions made through the internet using: <ul style="list-style-type: none"> • Internet Banking; or • Business Banking Online, • including BPAY® and Osko® transactions.
Phone banking	Transactions made by phone using our automated Phone Banking system, but not for transactions carried out by our staff during phone discussions with you (these are Staff assisted transactions – see below).
RTGS	Real Time Gross Settlement transactions.
Bank of Melbourne, St.George, BankSA, Westpac ATM in Australia	Transactions made using a Bank of Melbourne, St.George, BankSA, Westpac branded ATM in Australia. Deposits cannot be made at Westpac branded ATMs.

BPAY® and Osko® are registered to BPAY Pty Ltd ABN 69 079 137 518

1. Available at all ATMs attached to a branch and selected ATMs not attached to a branch.



Everyday banking fees and charges

Staff assisted

Transactions made through Bank of Melbourne, St.George, BankSA staff, or staff of a branch agency, including over-the-counter transactions and Express Deposit.

Additional transaction fees may be payable depending on the nature of the transaction (such as Collection item fees for depositing a cheque at a branch).

Visa Debit transactions

Transactions that are:

- made using your Visa Debit Card where you press the “credit” or “Visa Debit” option at a point-of-sale terminal;
- contactless and processed through Visa; or
- made using your card number and processed through Visa.

Unless stated otherwise, the fees and charges in this table become payable at the time the transaction they relate to is carried out, and are debited on the last day of the month in which the fee or charge became payable.



Not all banking services are available for all accounts.

Part A: Fees and charges and how to minimise them.

Other account fees and charges.

The following fees and charges apply for transactions that are additional to the everyday business banking transactions set out earlier, and are debited when we process the transaction to your account.

Fee-free allowances do not apply to these account services. More than one fee may be payable in relation to a particular transaction (such as an overseas periodical payment made by telegraphic transfer).

Account service (not all account services may be available for your account)	Amount
Alerts Services	
• SMS Alert Fee <i>Usage fee applying per SMS to all SMS Alert Services</i>	Free
• Email Alert Fee	Free
• Dishonour Alert Facility Fee <i>Subscription fee charged monthly</i>	\$2.00
Bank Cheque <i>Requested using Internet banking</i>	\$6.00
Duplicate account statement	\$2.00 per statement
Issue of Deposit Only Card	\$2.20 per card
Overseas cash withdrawal <i>Payable in the month in which the withdrawal is processed to your account</i>	\$5.00
Cash advance made over-the-counter at any Australian Financial Institution	\$3.70
Foreign currency conversion fee	3% of the AUD transaction amount
Periodical payment <i>Periodical payments between accounts held with Bank of Melbourne, St.George, or BankSA are free</i>	\$4.00
Overseas periodical payment	\$10.00 <i>(plus telegraphic transfer fees)</i>



Account service (not all account services may be available for your account)	Amount
Periodical payment, direct debit or outward cheque dishonour fee <ul style="list-style-type: none">Commercial Line of Credit and Business Umbrella Investment Loan AccountOther accounts	\$9.00 Free
Payment honour fee <p><i>Payable each day you make a transaction that:</i></p> <ul style="list-style-type: none"><i>overdraws your account or increases the amount already overdrawn;</i><i>is a withdrawal against uncleared funds; or</i><i>exceeds the available funds in the account at the time of the transaction.</i><p><i>The fee is debited to your account on the first business day after the event occurs</i></p><ul style="list-style-type: none">Commercial Line of Credit and Business Umbrella Investment Loan AccountOther accounts	 \$9.00 <i>(charged once each day)</i> \$15.00 <i>(charged once each day)</i>
Stopping payment on a cheque at your request <p><i>Single cheques, or multiple cheques in the same sequence requested using Internet banking or Phone Banking</i></p>	\$8.00
Frequent Statement Fee	\$2.00 per statement
Trace and Recall fee <p><i>Payable per trace or recall when you request a trace or recall on an electronic transaction</i></p>	\$16.00
Outward telegraphic transfer <p><i>Requested using Internet banking</i></p>	\$10.00 per transfer in foreign currency <i>(plus overseas bank charges)</i> \$20.00 per transfer in Australian Dollars <i>(plus overseas bank charges)</i>

Part A: Fees and charges and how to minimise them.

Account service (not all account services may be available for your account)	Amount
Inward telegraphic transfer <ul style="list-style-type: none"> <li data-bbox="73 419 333 443">• Credited to an account <li data-bbox="73 515 482 539">• All other Inward telegraphic transfers 	\$12.00 <i>(plus overseas bank charges)</i> \$38.00 <i>(plus overseas bank charges)</i>
Amendment to payment details on telegraphic transfer <i>Requested using Internet banking</i>	\$15.00
Cancellation and return of funds <i>Requested using Internet banking</i>	\$25.00 <i>(plus overseas bank charges)</i>
Trace on telegraphic transfer <i>Requested using Internet banking</i>	\$25.00 <i>(plus overseas bank charges)</i>
Garnishee fee	\$13.00 <i>(unless otherwise provided by court order)</i>
Multiple credits (including payroll credits) <i>Payable per credit:</i> <ul style="list-style-type: none"> <li data-bbox="73 1010 687 1034">• Drawn on a Bank of Melbourne, St.George or BankSA account <li data-bbox="73 1046 445 1070">• Drawn on other institution per credit 	 \$1.50 \$5.00
Direct Entry Payments via Business Banking Online <i>Charged per transaction with a direct entry file</i>	\$0.25



Tips for minimising fees and charges

Plan your banking

If a free transaction allowance applies to your account, try to limit the number of transactions to stay within the allowance.

Use electronic banking

Staff assisted transactions usually cost more.

Choose a suitable account

We have a wide range of accounts designed to suit different business needs. Talk to us if your banking needs change.



Part B:
Terms and conditions, and general information.



Opening an account with us.

1 Your account.

- 1.1 This booklet sets out the Terms and Conditions of your account. These terms are legally binding on you in your dealings with us. Read these Terms and Conditions before using your account. Usage of the account is deemed acceptance of the Terms and Conditions. The information in it is subject to change. We will provide updated information by giving you notice in accordance with paragraph 22 in Part B of these Terms and Condition. You can get a paper copy of any updated information without charge by contacting us.

2 Identity information.

- 2.1 You must provide any information about you and any other person (such as a signatory) that we reasonably request. If you do not, we may limit the services we provide to you, including restricting, suspending or closing your account.
- 2.2 You may choose a password for your account to help us identify you for phone enquiries. The security of your password is very important. You must keep your password secure and safe from any unauthorised use.

3 Joint accounts.



Each and all joint account holders are liable for all of any overdrawn amount.

Not all accounts can be held jointly – ask us to find out whether an account can be held jointly.

- 3.1 For a joint account:
- (a) each joint account holder has the right to all of the balance, jointly with the other account holders;
 - (b) each joint account holder can do anything in relation to the account, including in relation to amounts in the account, that the other joint account holders can do (unless all joint account holders instruct us otherwise); and
 - (c) the joint account holders can ask us to change how the account is operated so that two or more account holders are required to authorise any operation on the account.
- 3.2 If we are made aware of any dispute on a joint account, we may choose to require all joint account holders to authorise any operation on the account.
- 3.3 The liability of account holders under your account held in joint names is joint and several.

Part B: Terms and conditions, and general information.

4 Tax file numbers (TFNs).

- 4.1 You may give us your TFN, or tell us about any TFN exception that applies to you. You do not have to give us your TFN (or tell us about an applicable exemption) but we may be required to withhold tax from any interest payments if you do not.



Trustees.

You should give us the trust's TFN. If the trust does not have a TFN, you should give us your TFN (or tell us about an applicable exemption).

Joint accounts.

You should give us the TFNs (or tell us about an applicable exemption) for at least 2 account holders.

Partnerships.

You should give us the partnership's TFN. If the partnership does not have a TFN, then you should follow the guidance for joint accounts (see above).

If you're not an Australian resident.

You are exempt from having to provide a TFN, but withholding tax will usually apply to interest payments.

5 Foreign tax residents.

- 5.1 We are required under domestic and international laws to collect and report financial and account information relating to individuals and organisations who are, or may be, foreign tax residents. We may ask you whether you or any shareholder, beneficiary, settlor or controlling person are a foreign tax resident from time to time, such as when you open an account with us, or if your circumstances change. If you do not provide this information to us we may be required to limit the services we provide to you.
- 5.2 Unless you tell us otherwise, by completing any application, you certify that any shareholder, named beneficiary, settlor or controlling person is not a foreign tax resident. You must tell us if you, or any shareholder, named beneficiary, settlor or controlling person is, or becomes, a foreign tax resident (unless an exemption applies, such as for shareholders of listed companies). Where there are no named beneficiaries (for example for beneficiaries identified only as a class) you must tell us if a beneficiary is a foreign tax resident immediately when any decision is made to identify and make a distribution to them. You may contact us to provide foreign tax residence information by calling 1300 725 863.



5.3 We cannot give tax advice, so please contact your independent tax advisor if you need help finding out whether any person is a foreign tax resident.

6 Eligibility criteria.

6.1 If we become aware that you no longer meet any eligibility criteria that apply to your account, we may (if we act reasonably) convert your account to another account that we choose.

7 Interest we pay to you.



Different interest rates may apply depending on the balance of your account.

We change our interest rates and the balances they apply to from time to time.

Zero interest rates may apply, and then you will receive no interest on your account balance. References to interest being paid should be read accordingly.

Our current interest rates are published at bankofmelbourne.com.au

7.1 For accounts that pay interest, we calculate interest for each day by applying the interest rate divided by 365 to the balance of your account at the end of the day.

7.2 If tiered interest rates apply to your account, the interest rate applying to the balance of your account may depend on your account balance at the time interest is calculated.

7.3 If balance tiers apply to your account, different interest rates may apply to different portions of the balance of your account. Please note that different balance tiers may offer the same interest rate.

7.4 Interest that has accrued, but has not yet been paid, is credited to your account on the last day of the period specified for your account in Part A of these terms and conditions.

7.5 Where an eligible account has been linked to a loan account under an off-set arrangement, we will off-set the credit balance of your account against any balance owing on your linked loan account for the purpose of calculating interest payable on that loan account.

Banking with us.

8 Deposits and withdrawals.



Some accounts have restrictions on the ways they can be operated, such as restrictions on the types of deposits or withdrawals that can be made.

Part B: Terms and conditions, and general information.

- 8.1 Withdrawals from your account may be made by you and any person authorised by you. Any person may make a deposit to your account.
- 8.2 We may not allow a withdrawal unless we have proof of identity (acceptable to us) of the person making the withdrawal.
- 8.3 Amounts deposited to your account, including cash deposits, will not be available for withdrawal until we treat the amount as cleared.
- 8.4 Deposits lodged in an ATM are not available for withdrawal until the deposit is received and validated by the ATM and agreed by the depositor. A daily deposit limit may apply to the cash that can be deposited at an ATM. Visit bankofmelbourne.com.au and search 'Our ATM' for ATM limits. You may ask for a Deposit Only card to be provided for your account. No new cards (other than replacement cards) will be issued for existing Corporate accounts.
- 8.5 If you make a withdrawal that we do not immediately process to your account, we may reduce the available balance to cover the amount of the withdrawal.
- 8.6 We may decide the order in which payments will be made from any deposit.
- 8.7 We may, if we act reasonably, refuse to accept any deposit or withdrawal request.



Sometimes, a branch may not have enough cash to pay a large cash withdrawal. Please give a branch at least 2 business days' notice if you wish to withdraw over \$5,000.

For amounts that we consider to be a large cash withdrawal we may choose to pay you by bank notes in large denominations, or by bank cheque instead of cash.

- 8.8 Limits may apply for transactions carried out through agencies (including Bank@Post™ outlets).

9 Electronic access savings accounts.

- 9.1 If your account is an electronic access savings account, you must also maintain a linked eligible transaction account for your day-to-day banking. Your transactions to and from the electronic access savings account must be made through the working account.
- 9.2 The linked working account must be in the same names as the electronic access savings account.
- 9.3 Fees and charges may apply to the working account.



10 Transactions in foreign currencies.

- 10.1 Your account is an Australian dollar account. If an amount of foreign currency is to be deposited or withdrawn from your account (including where a foreign currency cheque is dishonoured) we will convert the foreign currency amount into Australian dollars using the exchange rate that we make available to retail customers on the day we process the conversion.



Our retail exchange rates are not the same as market or wholesale foreign exchange rates (those are rates that apply between financial institutions).

Additional terms and conditions apply to deposited items drawn on an overseas financial institution, or drawn in a foreign currency.

More information about our retail exchange rates, and the additional terms and conditions that apply to deposited foreign items, are available at any branch.

11 Writing cheques.

- 11.1 If cheque book facilities are available for your account, you may ask us to issue a cheque book to you.
- 11.2 You must tell us immediately if you have any cause to believe that a cheque has been fraudulently altered or has not been authorised by you. You should check your statements regularly.
- 11.3 You must make sure that you have in place adequate internal procedures to ensure only authorised signatories sign cheques.
- 11.4 We may, acting reasonably, cancel or choose not to honour any cheque (but we are not required to). Without limiting the reasons why we may do so, this may happen if:
- (a) we reasonably believe fraud has occurred, or is likely to occur;
 - (b) we reasonably believe that cheques are being used in a way that may cause loss to you or us;
 - (c) the available balance is not sufficient to cover the amount of the cheque at the time it is processed;
 - (d) the cheque is post-dated (it contains a future date);
 - (e) the cheque is stale (more than 15 months old);
 - (f) the cheque has been improperly materially altered.

Part B: Terms and conditions, and general information.



Depositing cheques.

Cheque deposits will ordinarily be cleared in 3 business days, although sometimes it may take longer to clear a cheque (such as for foreign cheques, or cheques deposited at an ATM).

You can ask us to clear a cheque more quickly (by special clearance).

A bank cheque (a cheque drawn on us) has to be cleared like any other cheque, and may be dishonoured (such as if it is improperly altered).

Take care when you write a cheque .

Use permanent ink. Don't leave gaps between words and figures – use all the space and add 'only' to the amount to be paid where it does not include any cents (for example "Fifty dollars only"). Fill up any empty spaces with a horizontal line.

Never sign a cheque before you use it, and never sign a blank cheque.

Crossing.

A crossed cheque cannot be cashed over the counter. It must be paid into an account.

Not negotiable cheques.

Writing "not negotiable" between two parallel lines across a cheque can help protect the rightful owner of the cheque. For example, if a cheque marked "not negotiable" is stolen and then passed on to an innocent person who deposits it, that innocent person may be required to refund the amount of the cheque to its rightful owner.

Account payee only cheques.

If you write "account payee only" on a crossed cheque, you are instructing us that you only permit the cheque to be paid to the person named on it.

Deleting "or bearer" text.

If you do not delete the words "or bearer" on a cheque, we are usually authorised to pay the cheque to any person who presents it (even if they are not the rightful owner of the cheque).



12 Periodical payments and direct debits.



A periodical payment is an instruction to us to make regular payments from your account. A direct debit is a payment you have authorised a third party to debit your account at set times, by using your BSB and account number. Periodical payments and direct debits are not available on all accounts.

- 12.1 If periodical payments are available for your account, you may ask us to establish a periodical payment. It may take up to 6 business days for us to process and establish a periodical payment authority.
- 12.2 A periodical payment authority will remain in force until we receive:
- (a) notice from you to cancel or vary the authority; or
 - (b) notice of the death, bankruptcy or insolvency of any of you.
- 12.3 If direct debits are available for your account, you may give a merchant authority to deduct amounts from your account directly.
- 12.4 In addition to any of our fees that apply to periodical payments and direct debits, we may also debit your account for any fees or charges charged to us by another financial institution relating to a periodical payment or direct debit.
- 12.5 We may, acting reasonably, decide not to make a periodical payment or direct debit, such as if the available balance is not sufficient to cover the payment when the payment is to be made.
- 12.6 If a periodical payment or direct debit is due to be made on a day that is not a processing day, we may process the transaction on the next processing day.



You can contact us to cancel a direct debit arrangement. We will promptly process:

- any instruction by you to cancel a direct debit request relevant to a banking service we provide to you; or
- a complaint by you that a direct debit was unauthorised or otherwise irregular.

When you contact us to request a direct debit cancellation, we can complete the request on your behalf and forward it to the authorised party.

We are unable to accept a request to stop a payment made under a direct debit arrangement after we have already debited the payment from your account. You should also contact the merchant to cancel any direct debit arrangement.

Part B: Terms and conditions, and general information.

13 Authorising a person to operate your account.



Each account holder is responsible for all transactions made by a person authorised to operate the account.

- 13.1 You may authorise a person to operate your account. A person authorised to operate your account can do anything that an account holder can do in relation to the account.
- 13.2 An authority to operate will remain in force until we process any notice of cancellation (this may take up to 2 business days).
- 13.3 We may give any person authorised to operate your account information about your account (including information about your account balance).
- 13.4 We may (acting reasonably):
 - (a) require a person to be authorised to operate your account (such as all trustees for a trust account); or
 - (b) cancel any authority to operate your account.

14 Method of operation.

- 14.1 You may ask us to require more than one signatory to authorise transactions on your account. However, if you ask to link a card or Internet and Phone Banking to your account (and we agree), transactions through those payment services may be authorised by a single signatory (even if you have previously asked us to require more than one signatory to authorise transactions).

15 Statutory and industry trust accounts.



Legal restrictions apply to the operation of statutory trust accounts.

You must not access a statutory trust account, or an industry trust account, in a manner prohibited under the applicable statutory or industry requirements.



- 15.1 If your account is a statutory or an industry trust account listed in Part A of these terms and conditions:
- (a) for a statutory trust account, you must maintain a linked eligible working account. Fees and charges payable in relation to the statutory trust account will be debited to the separate working account (if you don't have a separate working account, we may debit those fees and charges to any other of your accounts); and
 - (b) for a statutory or an industry trust account, you must operate the account in accordance with any statutory or industry requirements that apply to the account.

16 PEXA.



PEXA is an e-Conveyancing platform for property settlements.

PEXA's systems are separate from our systems. If you want to change account authorisations or PEXA appointments you must make those changes with both PEXA and us separately (telling only one of us will not be enough to have changes made with both PEXA and us).

- 16.1 If you have registered an eligible specialist statutory trust account with PEXA, you may use PEXA's system to send transaction instructions in relation to that account.
- 16.2 Before you appoint a person to make transactions through PEXA you must authorise (with us) the person to operate your account.
- 16.3 PEXA appointments, security procedures and authority levels are separate from any authorities to operate and methods of operation that we maintain in relation to your account.
- 16.4 We are entitled to accept any transaction instruction sent through the PEXA system as authorised by you, even if the person making the transaction is no longer authorised with us to operate your account. We are not required to make any enquiries about any transactions sent through the PEXA system.
- 16.5 We may request PEXA to remove or suspend a PEXA appointment (but we are not required to do so, including if you change an authority to operate with us).
- 16.6 Instructions sent through the PEXA system do not count towards any transaction limits, including any daily limits, that might otherwise apply to transactions made from your account.

Part B: Terms and conditions, and general information.

17 Overdrawing.



Your account may be overdrawn if you withdraw more than your available balance. Fees and charges, and debit interest, may apply if your account becomes overdrawn.

You should take care not to overdraw your account, and tell us promptly if you are in financial difficulty.

- 17.1 If you withdraw an amount in excess of the available balance your account may be overdrawn.
- 17.2 We are not required to allow you to overdraw your account.
- 17.3 If we do allow you to overdraw your account:
- (a) we will charge debit interest on the amount overdrawn for each day calculated using the current applicable overdraft rate applying that day. Debit interest charges are debited at the end of each month;
 - (b) you must repay the overdrawn amount immediately without further demand from us; and
 - (c) you must pay any reasonable legal fees we incur in seeking to recover the overdrawn amount from you.
- 17.4 Any deposits into your account will be first applied to the amount by which your account is overdrawn and any accrued interest on that amount.
- 17.5 If you have linked an overdraft arrangement to your account, different interest rates may apply to an overdrawn amount that exceeds your available balance.
- 17.6 We do not have to set off any overdrawn amount against a credit balance in any other account.

18 Adjusting debits and credits to your account.

- 18.1 We credit payments to your account as soon as practicable after we receive them.
- 18.2 We process transactions to your account as soon as reasonably practicable. This is not necessarily the same day that the transaction is made. When the last day of the month is not a processing day, transactions made after the last processing day of the month will be treated as having been made in the next month (including for calculating minimum or average monthly balances, and for counting towards fee-free transaction allowances).
- 18.3 For withdrawals, we may adjust the available balance of your account before we process the transaction for other purposes (including for the calculation of interest and fees).



- 18.4 We may adjust debits and credits to your account, and the balance of your account, so as to accurately reflect the legal obligations of you and us (for example, because of an error, or because a deposited cheque is dishonoured). If we do this we may make consequential changes (including to the interest payable, or already paid, on your account).
- 18.5 Where more than one scheduled payment is to be made from your account on a particular day, we will choose the order in which they are paid.
- 18.6 If we reasonably believe:
- (a) an amount has been mistakenly paid or credited to your account; or
 - (b) you are not entitled to an amount in your account,
- we may withdraw the amount, or restrict or suspend access to your account until the matter is resolved.



Processing transactions can take time – plan your banking!

We have transaction cut off times to allow us to process transactions through our systems.

Make sure you do your banking well before the close of business each day.

You should always allow plenty of time for transactions to be sent, received and processed by all the financial institutions involved.

Transactions can often be delayed if:

- they are made after a system cut-off time, or
- their processing extends across a day that is not a processing day.

You can find out more about cut off times by visiting bankofmelbourne.com.au

19 Our fees and charges.

- 19.1 The fees and charges that may apply to your account are set out in Part A. We may debit any fees and charges that become payable to your account.
- 19.2 If there is a situation in which we are required to pay GST on a payment you make to us, you agree to increase the amount of the payment to include the GST amount.
- 19.3 We may waive a fee that is normally payable on your account, but any fee waiver does not alter our right to charge that fee.

Part B: Terms and conditions, and general information.

20 Communications between you and us.



Staying in touch is important. Make sure you keep all of your contact details (including your email address) up to date.

We'll take reasonable steps to contact you, but if we can't we may need to restrict or suspend access to your account until you get in touch with us.

- 20.1 Communications and notices relating to your account will be given in writing.
- 20.2 We may give communications in writing to you by post, electronically or by advertisement in the national or local media.
- 20.3 We may give you information or notices by telling you that the information or notice is available at a particular website or electronic address.
- 20.4 Communications sent by mail will be taken to have been received 6 business days after we post it.
- 20.5 If your account is a joint account and all account holders live at the same address, we may take one account holder to be the agent of the others for the purpose of receiving communications from us. This means that we may only send one copy of communications.
- 20.6 We may require any request or instruction from you to be in writing, and in a form acceptable to us.

21 Statements.

- 21.1 We will make statements of account available to you.
- 21.2 The statement frequency for regular statements is set out in Part A of these terms and conditions. You may ask us to send you statements more frequently.
- 21.3 You must check the entries on your statement and promptly report any error or unauthorised transaction to us.

Making changes.

22 We can make changes to these terms and conditions.

- 22.1 There may be times when we need to make changes to these terms and conditions. When we make changes, we will always act fairly and reasonably towards you in a consistent ethical manner.
- 22.2 If we have to give you notice of changes, it will be in writing.



Changes we can make.

Changes we control.		
Type of change		Notice we will give
Interest rates	<ul style="list-style-type: none">• Bank of Melbourne variable rates – these are set by us. Because the rate is a variable rate, we can change it at any time, including to reflect changes in the relevant money markets• Substituting a variable base rate• Margins – we can add, remove or change margins	No later than the date of the change unless we are not able to because the interest rate is calculated according to a money mark or some other external reference rate, or a rate otherwise designated as a variable or floating rate
Frequency and calculation of interest	<ul style="list-style-type: none">• Method or frequency of calculation, crediting or debiting interest	At least 30 days' notice
Fees and charges	<ul style="list-style-type: none">• Amount of our existing fees and charges• New fees and charges we introduce	At least 30 days' notice
Other changes	<p>A change to these terms and conditions if:</p> <ul style="list-style-type: none">• it's made for security reasons• we reasonably consider you'll benefit from it• it's administrative or minor, or corrects a mistake or omission• it reflects changes to our business or technological systems• it's otherwise reasonably made on a product basis or a like customer basis – this may include changes to reflect current industry or market products or conditions	At least 30 days' notice except to the extent specified otherwise in these terms and conditions

Part B: Terms and conditions, and general information.

Changes outside our control.		
Type of change		Notice we will give
Government charges	<ul style="list-style-type: none">Charges set by the government	Reasonably promptly after the government notifies us of the change unless the government publicises the change
Change in law	<ul style="list-style-type: none">Changes required to be made to comply with any law, or guidance or requirements of a regulator, or a decision of a court or other dispute resolution process	At least 30 days' notice unless: <ul style="list-style-type: none">the law requires shorter notice or we consider an immediate change is required for security reasonsthe type of change is covered elsewhere in this table and less than 30 days' notice is required

22.3 We can give you a shorter notice period (or no notice) where it's reasonable for us to manage a material and immediate risk.

23 Restricting, suspending or closing your account.

23.1 We may, if we act reasonably, restrict, suspend or close your account at any time, such as if:

- (a) we believe fraud relating to the account has occurred, or is likely to occur;
- (b) we believe the account is being operated in a way that may cause loss to you or us;
- (c) we become aware of a dispute about an authority to operate, or the owners of an account;
- (d) we have made reasonable, but unsuccessful, attempts to contact you; or
- (e) your account is inactive.

23.2 When your account is being closed, we debit all amounts that have accrued or become payable but that have not been paid.



- 23.3 If your account is closed you remain liable for:
- (a) any amounts not yet processed to your account; and
 - (b) direct debits submitted by merchants (except for where the direct debit arrangement has been cancelled),
- and we may debit any such amounts to any other account in your name.
- 23.4 We may not accept a request to close your account if there is an amount owing in relation to your account.

24 Account combination and set-off.

- 24.1 We can set-off any amount we owe you (whether or not it is due for payment) against any amount that you owe us that is due for payment.
- 24.2 We may set off or combine any of the balance of your account with the balance of another of your accounts with us, unless we are prevented from doing so (such as where we know the accounts are held in different capacities).

Commitments we make to each other.

25 We will act reasonably.

- 25.1 We will act fairly and reasonably in accordance with our legitimate business interests in exercising our rights and discretions.

26 We will comply with industry codes of conduct.

- 26.1 The relevant provisions of the Banking Code apply to these terms and conditions if you are a small business or an individual who is not treated as a business under the Banking Code.
- Information on current interest rates and standard fees and charges is available on request.
- 26.2 We will comply with the ePayments Code where it applies.

Part B: Terms and conditions, and general information.

27 Provisions prohibited by law.

27.1 If any term or condition:

- (a) is unenforceable at law;
 - (b) doesn't comply with a law; or
 - (c) imposes an obligation or confers a right, power or remedy prohibited by law,
- the term is omitted or varied to the extent necessary to comply with that law.

28 Appropriate use of our services.

28.1 You promise that your use of the services we provide will not breach any law of Australia or any other country.

28.2 Where we consider it necessary for us to meet our regulatory and compliance obligations:

- (a) you must provide us with any information we reasonably request;
- (b) we will disclose information we hold to regulatory and law enforcement agencies, other financial institutions, third parties and members of the Westpac Group; and
- (c) we may delay, block or refuse to provide any of our services.

28.3 We will not be liable to you or any other person for any loss or damage of any kind that may be suffered as a result of us exercising our rights under this clause.

Words with specific meanings.

29 Definitions.

Unless the contrary intention appears:

account means an account listed in Part A of these terms and conditions that you hold with us;

available balance at any time means the funds available for withdrawal from your account at that time;

Banking Code means the Australian Banking Association's banking code of practice as updated, and adopted by us, from time to time;

Basic Single Credit Transfer means a credit payment other than: Osko payment, or an international funds transfer instructions payment; sent using New Payments Platform (NPP) to the payee of another NPP participant;

card means a card (including an electronic version of a card) linked to your account;



eftpos means debit card payment system owned and administered by eftpos Payments Australia Ltd ABN 37 136 180 366;

GST means any tax imposed on the supply of any goods, services, real or personal property or other similar things or similar tax;

Osko means the Osko payment service administered by BPAY Pty Ltd that facilitates payments (including Osko Payments) between participating financial institutions. Although Osko is made available by participating members of the BPAY Scheme, payments using Osko are not BPAY payments (and section 4 of these terms and conditions do not apply to payments using Osko);

PEXA means Property Exchange Australia Limited ABN 92 140 677 792;


processing day means any day that is not an Australian national public holiday or:

- (a) (for corporate accounts listed in Part A) a Saturday or Sunday; or
- (b) (for business accounts listed in Part A) a Sunday;

small business has the meaning given to it in the Banking Code;

terms and conditions means the terms and conditions set out in:

- Part A (Features, fees and charges);
- Part B (General account terms and conditions); and
- any other terms and conditions that we inform you of,

to the extent to which they are relevant to your account. However, information in breakout boxes introduced with graphics such as  and Part C of this booklet is only general information about our banking services. It does not form part of the terms and conditions of your account;

we or **us** means Bank of Melbourne – A Division of Westpac Banking Corporation ABN 33 007 457 141 AFSL and Australian credit licence 233714 and its successors and assigns;

you means the account holder (and each of you if you have a joint account). You cannot assign your rights under these terms and conditions to any other person.

Unless the contrary intention appears:

- the singular includes the plural, and vice versa;
- a reference in these terms and conditions to a dollar amount means that amount in Australian dollars; and
- any example does not limit the meaning of words to that example or similar examples.



Part C:
General information.



Privacy and confidentiality.

We handle your personal information in accordance with the privacy statement in the application form for the product or service applied for.

You can obtain a copy of the Privacy Policy by:



visiting any branch



calling our Customer Care on 13 82 66, Monday to Friday, 8am-6pm



visiting our website bankofmelbourne.com.au

Our privacy policy includes important information about credit reporting, including details of the credit reporting bodies to which we are likely to disclose your credit information.

Under the *Privacy Act 1988*, a credit reporting body (within the meaning of that Act) may collect and hold default information (within the meaning of that Act) in relation to the default.

A default listing with a credit reporting body will remain on your file for a period of up to 5 years and may affect your ability to obtain finance or credit.

We have a general duty of confidentiality towards you, except in the following circumstances:

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

Part C: General information.

Amounts we may pay our staff and agents.

Staff are paid a combination of salary and superannuation but may also become entitled to other benefits as a result of customers acquiring products through them. These other benefits may include cash incentive programs where staff may be eligible for a cash bonus based on the performance of their team and their own performance for achieving or exceeding a sales target.

The performance requirements include a variety of key behaviours and objectives, such as the quality of their customer service and may include the level of product sales made by them and by other areas of the business as a result of their referrals.

The amount of the bonus will be based on the extent to which they have exceeded their objectives, their general behaviour, the performance of their business unit and their job classification.

Staff may also be entitled to receive other benefits from incentive and promotional programs. These vary from small non-monetary rewards such as movie tickets, hampers and dinners, to more valuable benefits such as flight and accommodation packages.

We may pay commissions and make other payments to agents in relation to the banking services the agents perform.



What to do if you have a problem or dispute.

If you're ever unhappy about something we've done – or perhaps not done – please give us the opportunity to put things right.

Where possible, we will attempt to resolve your complaint on the spot. If we need to take some additional time to get back to you, we will let you know.

In the event we can't resolve your concern at your first point of contact, we will refer the complaint to our dedicated Customer Experience team.

Our Customer Experience Manager's aim is to respond to your complaint as quickly as possible, however some complaints may take longer to resolve than others. We will keep you informed as to the progress of your complaint.

You can contact us by:



13 82 66



bomcustomerexperience@bankofmelbourne.com.au



Go to bankofmelbourne.com.au, scroll down to 'Contact Us' at the bottom of the page, then click 'Feedback and complaints'



Bank of Melbourne Customer Experience
Level 5, 150 Collins Street, Melbourne VIC 3000

If you are still unhappy.

If you are unhappy with the outcome of your complaint, then please feel free to contact our Westpac Group Customer Advocate.

The role of the Customer Advocate is to provide an objective and independent review of the outcome.



The Westpac Group Customer Advocate can be contacted by email:
customeradvocate@bankofmelbourne.com.au

Part C: General information.

Information to include in your correspondence.

- Your customer number and complaint reference number
- Your preferred contact details
- A brief description of your complaint

If you are not satisfied with our response or handling of your complaint, you may be able to lodge your complaint with the free, independent external dispute resolution scheme, the Australian Financial Complaints Authority (AFCA). AFCA's details are set out below.

Australian Financial Complaints Authority



www.afca.org.au



info@afca.org.au



1800 931 678



GPO Box 3
Melbourne VIC 3001

Australian Government's Financial Claims Scheme.

You may be entitled to payment under the Australian Government's Financial Claims Scheme. Payments under the Financial Claims Scheme are subject to a limit for each depositor. Information about the Financial Claims Scheme can be obtained from the APRA website at apra.gov.au or by calling the APRA hotline on 1300 55 88 49.



Do you want to stop a payment?

Speed is important!

A payment cannot be stopped or altered after we have processed it to your account.

Contact us as soon as possible on 13 82 66, Monday to Friday, 8am to 6pm.

Periodical payments and scheduled payments.

You may stop or alter a periodical payment or a scheduled payment by telling us before the end of the business day before the day the payment is to be made.

Direct debits.

You may cancel a direct debit arrangement with a merchant by contacting us, but you should also contact the merchant who has been given the direct debit authority.

Cheques.

You may stop a cheque by telling us before the cheque is paid by us.

PEXA transactions.

If you need to alter or stop a PEXA transaction before it is settled, you must do so through the PEXA system before settlement.



Bank of
Melbourne

Bank of Melbourne Business Direct 13 82 66.

Keep your cards, passwords and cheque books safe!

They could be used for unauthorised transactions and identity theft.

Call us if you think a card or cheque book has been lost, or the security of your password has been compromised.

For cards:

Call us on 1800 772 266.

For passwords and cheque books:

Call us on 13 82 66.

 **Bank of Melbourne**

