

## Notice that our banking terms and conditions and loan and credit facility terms and conditions are changing

**We are making changes to our Banking General Terms and Conditions and Product Schedules and to the terms and conditions of certain loan and/or credit (including credit card) contracts with us.**

From **1 March 2021**, Greater Bank will:

- Cease offering and providing the BPAY View service. We are therefore removing all references to BPAY View from our terms and conditions.  
The cessation of BPAY View does not impact the BPAY Payments service which allows you to pay bills from billers registered with the BPAY Scheme. You will continue to be able to use the BPAY Payments service if the Product Schedule for your account indicates it is available with your account.
- Cease offering new cheque facilities and chequebooks for non-business accounts that do not already have a cheque facility attached as at 1 March 2021. This change will not impact you if your account already has a cheque facility attached as at 1 March 2021 or your account is a Business Access, Business Optimiser or Business Line of Credit account.
- Remove the option to pay your Greater Bank loan repayments using the Cemtex service. We are therefore removing all references to the Cemtex service from our terms and conditions. Customers who currently use the Cemtex service will be contacted by our team.
- Increase the limit for third party payments and one-off payments processed over the counter at a Greater Bank branch from \$5,000 to \$50,000. An increase in a daily limit or a transaction limit may increase your liability in the case of unauthorised transactions.
- Be making a number of other changes to our terms and conditions (described below).

The document titled "Additional Terms and Conditions for BPAY View" available on our website will also cease to apply from **1 March 2021**.

From **1 June 2021**, Greater Bank will:

- Remove the option of a Passbook, including for the recording of account transactions and transaction histories. We are therefore removing all references to Passbooks from our terms and conditions. Customers who currently have a Passbook attached to their account will be contacted by our team.

The document titled "Additional Terms and Conditions for Passbooks" available on our website will also cease to apply from **1 June 2021**.

If you have any questions about the cessation of the BPAY View or Cemtex services, or the removal of Passbooks, please call us on 1300 651 400 during business hours.

The documents that are changing are: the Banking General Terms and Conditions; all Product Schedules (other than Products Schedules for Term Deposit accounts); and the Consumer Line of Credit Terms and Conditions, Business Credit Card Terms and Conditions, Business Term Loan Terms and Conditions and Business Line of Credit Terms and Conditions.

The changes will come into effect on the effective dates specified below.

We've made copies of the amended Banking General Terms and Conditions, Product Schedules and loan and/or credit terms and conditions (**Amended Documents**) available to you on our website at [www.greater.com.au/legal/disclosure-documents](http://www.greater.com.au/legal/disclosure-documents) under Disclosure Documents. If you do not want to receive the Amended Documents in this manner, you can elect before 5pm on **23 January 2021** to receive a paper copy or to have a copy sent to you by email by calling our Contact Centre on 1300 651 400 (Monday to Friday 8am to 5.30pm or Saturday 8am to 1pm). If you make such an election, your election will apply to any terms and conditions made available in this way within that period.

If you're unable to access the Amended Documents or you would like us to send you a copy at any time, please call us on 1300 651 400 during business hours and we'll send you a copy.

**It's important that you read the amended Banking General Terms and Conditions, the relevant Product Schedule(s) for your account(s) and the loan and/or credit terms and conditions (as applicable) for full details of the changes.**

## Changes to terms and conditions

A summary of the key matters that are changing is set out in the tables below.

### Banking General Terms and Conditions

Changes applicable to:

- All home loan products
- All personal loan products with a contract disclosure date on or after 1 November 2017
- All credit card products
- All business loan products
- All line of credit products
- All deposit products and payment facilities

From **1 March 2021**, the following changes will be made to the Banking General Terms and Conditions:

#### Summary of changes to Banking General Terms and Conditions (effective date 1 March 2021)

In the Table of Contents, the reference to "BPAY View" is deleted and replaced with "Intentionally left blank".

In Part E - Electronic transactions terms and conditions, the following sentence in clause 17.3 is deleted: "The terms and conditions that apply to the related BPAY View service are available on our website.".

In Part F - Cheques, insert the following new clause 25.1A immediately after clause 25.1:

"25.1A We do not issue cheque facilities or chequebooks with *new accounts* or *accounts* that did not already have a cheque facility attached as at 1 March 2021, unless your *account* is a Business Access, Business Optimiser or Business Line of Credit *account*."

In Part J - BPAY Payments:

- The following clause 49 is deleted in its entirety:

**"49 BPAY View**

49.1 If you're registered for *online banking*, you may also be able to register for a related service called BPAY View. You can use BPAY View to view bills from *billers* using *online banking*. The terms and conditions that apply to BPAY View are available on our website."

and replaced with:

**"49 Intentionally left blank"**.

- In clause 53.1 (b), the words "and (if applicable) *your* use of BPAY View" are deleted.
- In clause 53.1, the words "and *your/* their information necessary for *your/* their use of BPAY View (if applicable) will be disclosed by BPAY Pty Ltd, through its agent, to the *biller*" are deleted.
- In clause 53.4, the words "or (if applicable) for you or an *authorised person* to use BPAY View" are deleted.

In Part L - Words with special meanings, all references to BPAY View are deleted.

Correction of italicisation errors in the Banking General Terms and Conditions.

From **1 June 2021**, the following change will be made to the Banking General Terms and Conditions:

#### Summary of changes to Banking General Terms and Conditions (effective date 1 June 2021)

Clause 75 (Passbooks) is deleted in its entirety.

## Changes to Product Schedules

From **1 March 2021**, the following changes will be made to the Product Schedules:

### Summary of changes to Product Schedules (effective date 1 March 2021)

#### Product Schedule for Access Savings account

Features: In the second bullet point, insert "(if a cheque facility was attached to your account before 1 March 2021)" after "chequebook".

How you can make payments:

- In the fourth bullet point, delete "or BPAY View".
- In the ninth bullet point, insert "(if a cheque facility was attached to your account before 1 March 2021)" after "Chequebook".

Service Charges Table: Delete the row that concerns the "Cemtex fee".

Transaction Limits Table: Increase the "Third party payments and one-off payments processed over the counter at any Greater Bank branch" limit from "\$5,000.00" to "\$50,000.00". An increase in a daily limit or a transaction limit may increase your liability in the case of unauthorised transactions.

#### Product Schedule for Bonus Saver account

We're reinstating Bank Transfer Fees (inward RTGS) and Foreign Currency Deposit Fees on Bonus Saver accounts. From 1 March 2021 the following new rows are inserted into the Service Fees table in the Product Schedule for Bonus Saver accounts:

Bank transfer fee (inward RTGS)	\$8.00
Foreign currency deposit fee	\$5.00

We're also making the following changes to the Product Schedule for Bonus Saver accounts, effective from 1 March 2021:

- Second paragraph under the heading "Bonus Saver", delete "it" at the end of the first sentence and insert "your Bonus Saver account".
- Second bullet point under the heading "Features", delete "fees" and insert "fee".
- Sixth bullet point under the heading "Features", delete "branch and online banking" and insert "branch, online banking and phone banking".
- Under the heading "Interest and how it applies", delete the first and third paragraphs and insert the following after the paragraph beginning "You must make at least ...":
  - "Interest is calculated daily. We calculate interest by applying the daily percentage rate to the entire daily balance.
  - Interest you earn is paid into your account on the last day of each calendar month.
  - Interest rates are variable and may be changed at any time."
- Second paragraph under the heading "Using your account", insert "generally" before "issue".
- Under the heading "How you can move money into your account", insert "Osco<sup>#</sup> by BPAY<sup>®</sup>" as a new third bullet point.
- Under the heading "How you can move money out of your account":
  - in the first bullet point, delete "phone banking to your Access Savings" and insert "via phone banking to your linked Access Savings"; and
  - in the second bullet point, insert "to your linked Access Savings account" at the end of the bullet point.
- Under the heading "Service fees", delete the first paragraph and insert "These fees and charges are debited from your account at the time a service is provided or the transaction takes place."
- Third bullet point under the heading "Government charges":
  - delete "the account" and insert "your account"; and
  - delete "these" and insert "those".
- Insert the following as a new second paragraph in the footer on the last page: "#Osco services are administered by BPAY<sup>®</sup> Pty Ltd ABN 69 079 137 518."

### Product Schedule for Business Access account

How you can make payments: In the third bullet point, delete "or BPAY View".

Service Charges Table: Delete the row that concerns the "Cemtex fee".

Transaction Limits Table: Increase the "Third party payments and one-off payments processed over the counter at any Greater Bank branch" limit from "\$5,000.00" to "\$50,000.00". An increase in a daily limit or a transaction limit may increase your liability in the case of unauthorised transactions.

### Product Schedule for Business Optimiser account

Service Fees Table: Delete the row that concerns the "Cemtex fee".

Transaction Limits Table: Increase the "Third party payments and one-off payments processed over the counter at any Greater Bank branch" limit from "\$5,000.00" to "\$50,000.00". An increase in a daily limit or a transaction limit may increase your liability in the case of unauthorised transactions.

We're reinstating Foreign Currency Deposit Fees on Business Optimiser accounts. From 1 March 2021 the following new row is inserted into the Service Fees table in the Product Schedule for Business Optimiser accounts:

Foreign currency deposit fee	\$5.00
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We're also making the following changes to the Product Schedule for Business Optimiser accounts, effective from 1 March 2021:

- First paragraph under the heading "Business Optimiser", delete the second sentence.
- Under the heading "Features":
  - in the first bullet point, insert "is calculated daily and" after "interest";
  - in the second bullet point, delete "branch and online banking" and insert "branch, ATM, debit card, chequebook, online banking and phone banking";
  - insert "Debit card with Visa PayWave and EFTPOS access" as a new fourth bullet point; and
  - insert "Access to Visa Offers at greater.com.au" as a new seventh bullet point.
- Under the heading "How we apply interest", delete the final paragraph and insert the following:
 

"Interest rates are variable and may be changed at any time.  
Find the latest interest rates, including the Business Optimiser interest rate tiers, at <https://www.greater.com.au/personal/interest-rates>."
- Under the heading "Using your account", insert the following as a new third paragraph: "You may pay for something, but not see the transaction in your account that day. This may be because the transaction is still being processed, or, you made it on a non-business day. This may impact your interest calculations."
- Delete the section headed "How you can move money out of your account" and insert:
 

"How you can make payments

  - Online, mobile or via phone banking
  - Visa debit card (contactless)
  - BPAY®
  - Osko# by BPAY®
  - Automatic payments (direct debits, schedule payments)
  - Over the counter at a branch
  - Using a third party i.e. another financial institution
  - Chequebook."

- Under the heading "How to close your account", insert "Destroy all cards and unused cheques." as a new point 3.
- Under the heading "Fees and charges", delete the first paragraph and insert: "Your Business Optimiser account is subject to transaction fees, third party fees and charges, service fees and government charges."
- Under the heading "Transaction fees", delete the first four paragraphs and insert:
 

"A fee allowance of \$3.00 per month applies for each whole \$1,000.00 in your account based on the minimum monthly balance for each calendar month. The allowance is capped at \$10.00 per month on Business Optimiser accounts.

If your account is for a charity or community based organisation, an additional \$20.00 per month fee allowance applies.

If you link your Business Optimiser account to a qualifying loan, an additional \$10.00 per month linked loan allowance applies. A qualifying loan does not include a Line of Credit, Basic/ Great Rate Home Loan, a Mortgage Express or a Personal Loan approved from 1 July 2008. To receive the linked loan allowance, the qualifying loan must be in the same name, or at least one of the same names, as your Business Optimiser account.

Transaction fees are charged monthly on the first day of the following month and upon closure of your account."
- In the "Transaction fees" table, delete the row that concerns the "Foreign cheque deposit" fee.
- Under the heading "Service fees", delete the first paragraph and insert "These fees and charges are debited from your account at the time a service is provided or the transaction takes place."
- In the "Service fees" table:
  - in the row concerning the "Bank transfer fee", insert "(inward RTGS)" after "fee";
  - in the row concerning the "Bulk coin purchase fee" delete "8.00 or 2.00% (minimum \$2.00)" and insert:
 

"External order	\$8.00
"Existing branch stock	2.00% of total value (minimum \$2.00)";
  - in the row concerning the "Replacement card fee":
    - insert "(when a replacement card is issued on your account within Australia)" after "\$7.00"; and
    - insert "(when a replacement card is issued on your account when overseas)" after "\$100.00";
  - in the row concerning the "EFT transaction fee", insert "outward" before "RTGS"; and
  - in the row concerning "Telegraphic transfers":
    - insert "(outward transfer internationally in a currency other than AUD)" after "\$30.00"; and
    - delete "(if in AUD)" and insert "(outward transfer internationally in AUD)" after "\$47.50".
- Third bullet point under the heading "Government charges":
  - delete "the account" and insert "your account"; and
  - delete "these" and insert "those".
- In the "Transaction limits" table, delete the row that concerns the "EFTPOS purchases within Australia daily limit".

**Note - The removal of or an increase in a daily limit or a transaction limit may increase your liability in the case of unauthorised transactions.**

### Product Schedule for Cash Management account

Service Fees Table: Delete the row that concerns the "Cemtex fee".

Transaction Limits Table:

- Increase the "Third party payments and one-off payment processed over the counter at any Greater Bank branch" limit from "\$5,000.00" to "\$50,000.00". An increase in a daily limit or a transaction limit may increase your liability in the case of unauthorised transactions.
- In the description of the limit referred to in the previous bullet point, delete "payment" and replace it with "payments".

**Product Schedule for Lending Products**

Service Fees Table: Delete the row that concerns the "Cemtex" fee.

Using your account (depending on your loan or credit facility type):

- In the fourth bullet point, delete "or BPAY View".
- In the seventh bullet point, insert "(if a cheque facility was attached to your account before 1 March 2021 or your account is a Business Line of Credit account)" after "chequebook".

Transaction Limits Table: Increase the "Third party payments and one-off payments processed over the counter at any Greater Bank branch" limit from "\$5,000.00" to "\$50,000.00". An increase in a daily limit or a transaction limit may increase your liability in the case of unauthorised transactions.

**Product Schedule for Life Saver account**

Service Charges Table: Delete the row that concerns the "Cemtex fee".

Transaction Limits Table: Increase the "Third party payments and one-off payments processed over the counter at any Greater Bank branch" limit from "\$5,000.00" to "\$50,000.00". An increase in a daily limit or a transaction limit may increase your liability in the case of unauthorised transactions.

**Product Schedule for Retirement Plus account**

Features: In the fifth bullet point, insert "(if a cheque facility was attached to your account before 1 March 2021)" after "Chequebook".

How you can move money out of your account:

- In the fourth bullet point, delete "or BPAY View".
- In the ninth bullet point, insert "(if a cheque facility was attached to your account before 1 March 2021)" after "Chequebook".

Service Fees Table: Delete the row that concerns the "Cemtex fee".

Transaction Limits Table: Increase the "Third party payments and one-off payments processed over the counter at any Greater Bank branch" limit from "\$5,000.00" to "\$50,000.00". An increase in a daily limit or a transaction limit may increase your liability in the case of unauthorised transactions.

**Product Schedule for NSW Statutory Trust Account, Real Estate Trust Account, NSW Solicitor Trust Account**

Transaction Limits Table: Increase the "Third party payments and one-off payments processed over the counter at any Greater Bank branch" limit from "\$5,000.00" to "\$50,000.00". An increase in a daily limit or a transaction limit may increase your liability in the case of unauthorised transactions.

**Product Schedule for Ultimate Access account**

Features: In the eighth bullet point, insert "(if a cheque facility was attached to your account before 1 March 2021)" after "Chequebook".

How you can make payments:

- In the third bullet point, delete "or BPAY View".
- In the sixth bullet point, insert "(if a cheque facility was attached to your account before 1 March 2021)" after "chequebook".

Service Charges Table: Delete the row that concerns the "Cemtex fee".

Transaction Limits Table: Increase the "Third party payments and one-off payments processed over the counter at any Greater Bank branch" limit from "\$5,000.00" to "\$50,000.00". An increase in a daily limit or a transaction limit may increase your liability in the case of unauthorised transactions.

**Product Schedule for Ultimate Offset account**

How you can make payments: In the fourth bullet point, delete "or BPAY View".

Service Charges Table: Delete the row that concerns the "Cemtex fee".

Transaction Limits Table: Increase the "Third party payments and one-off payments processed over the counter at any Greater Bank branch" limit from "\$5,000.00" to "\$50,000.00". An increase in a daily limit or a transaction limit may increase your liability in the case of unauthorised transactions.

**General**

All other references to "BPAY View", "Cemtex" and "Cemtex fee" in any Product Schedule are deleted.

From **1 June 2021**, the following changes will be made to the Product Schedules for Access Savings, Bonus Saver, Business Access, Business Optimiser, Cash Management, Life Saver, Retirement Plus, Ultimate Access and Ultimate Offset accounts:

### Summary of changes to Product Schedules (effective date 1 June 2021)

Features: Delete "Passbook - if a passbook was attached to your account before 16 September 2019."

### **Consumer Line of Credit Terms and Conditions**

From **1 March 2021**, the following change will be made to the Consumer Line of Credit Terms and Conditions:

### Summary of change to Consumer Line of Credit Terms and Conditions (effective date 1 March 2021)

In clause 19 ("Definitions"), in the definition of "internet banking", subclause (c) that refers to "BPAY View" is deleted.

### **Business Line of Credit Terms and Conditions**

From **1 March 2021**, the following change will be made to the Business Line of Credit Terms and Conditions:

### Summary of change to Business Line of Credit Terms and Conditions (effective date 1 March 2021)

In clause 19 ("Definitions"), in the definition of "internet banking", subclause (c) that refers to "BPAY View" is deleted.

### **Business Credit Card Terms and Conditions**

From **1 March 2021**, the following change will be made to the Business Credit Card Terms and Conditions:

### Summary of change to Business Credit Card Terms and Conditions (effective date 1 March 2021)

In clause 19 ("Definitions"), in the definition of "internet banking", subclause (c) that refers to "BPAY View" is deleted.

### **Business Term Loan Terms and Conditions**

From **1 March 2021**, the following change will be made to the Business Term Loan Terms and Conditions:

### Summary of change to Business Term Loan Terms and Conditions (effective date 1 March 2021)

In clause 22 ("Definitions"), in the definition of "internet banking", subclause (c) that refers to "BPAY View" is deleted.

### **Additional Terms and Conditions for BPAY View**

### Summary of change (effective date 1 March 2021)

The document titled "Additional Terms and Conditions for BPAY View" available on our website will cease to apply from 1 March 2021.

### **Additional Terms and Conditions for Passbooks**

### Summary of change (effective date 1 June 2021)

The document titled "Additional Terms and Conditions for Passbooks" available on our website will cease to apply from 1 June 2021.