

Changes to Terms and Conditions and Schedules of Fees and Charges

Rural Bank notifies customers of the following changes to the documents listed below, all effective **31 March 2022**

- **Banking Accounts Terms and Conditions** (as "A" below)
- **Schedule of Fees and Charges** (as 'B' below)

A full updated version of each document is available on our website or on request.

A	B	Change Description
Pg 6		"fixed' <u>replaced by:</u> variable'
11		'We credit funds on the day they are received by us, however, we may, at our discretion, credit funds when they were received by Elders Rural Services, or another agent of ours' <u>Changes to:</u> 'We credit funds on the day they are received by us, however, we may, at our discretion, credit funds when they were received by an agent/s of ours'
9.1.1		<u>Duplicate clause removed:</u> '(b) You authorise us to debit your account(s) with all fees, costs or expenses in connection with your telephone and/or facsimile instructions. Current fees and charges are set out in the Schedule of Fees and Charges.'
16.8.2		16.7.1 <u>Changes to:</u> 16.8.1
23.1.1		Note: Assumes your account maintains the same balance for the entire month <u>Changes to:</u> Note: Assumes your account maintains the same balance for the entire year
23.3.1		...on \$38,000.01 and 4.00% p.a. (calculated daily) on the remaining \$10,000' <u>Changes to:</u> '...on \$38,000 and 4.00% p.a. (calculated daily) on the remaining \$10,000.01
28.5		'The deposit will not be deductible if taxable non-primary production income for the year of income must not exceed \$100,000.' <u>Changes to:</u> 'The deposit will not be deductible if taxable non-primary production income for the year of income exceeds \$100,000.'
30.1		<u>Removed:</u> 'Elders Rural Services,'
30.4		'32.2.1 (cancelling a direct debit)' <u>Changes to:</u> '32.2.2 (cancelling a direct debit)'
30.5		'Pay Anyone transaction limits are outlined in clause 38.2, , BPAY® transaction limits are outlined in clause 37.4 and Internet Banking / Phone Banking transaction limit are outlined in clauses 35.3 and 35.6.' <u>Changes to:</u>

A	B	Change Description
		'Pay Anyone transaction limits are outlined in clause 38.3, , BPAY® transaction limits are outlined in clause 37.4 and Internet Banking / Phone Banking transaction limits are outlined in clauses 35.3 and 35.6.'
32.1		'Refers to a company, organisation or fund that is to receive money (referred to in section 35 as a "biller") ' <u>Changes to:</u> 'Refers to a company, organisation or fund that is to receive money (referred to in section 32.5 as a "biller")'
32.2.1		'Refer to the table below for the account types to which direct debits may be made. ' <u>Changes to:</u> 'Refer to the tables starting on page 8 for the account types to which direct debits may be made. '
37.2		'To access BPAY® via Internet Banking, select 'Payments' from the main menu (which runs across the top of the Internet Banking screen) and either select a biller you may have previously set up, or create a new biller file by selecting 'Add New BPAY®' from the dropdown box. You can practice setting up a new biller and sending payments using the online demonstration on the Rural Bank website at www.ruralbank.com.au. ' <u>Changes to:</u> 'To access BPAY® via Internet Banking, select 'Move Money' on the left hand menu and select Pay a BPAY Bill. You can choose a biller you may have previously set up, or create a new biller file by selecting 'Add New BPAY®' from the dropdown box.'
38.9		'Otherwise, except as set out in this clause (i.e. clause 38.8)' <u>Changes to:</u> 'Otherwise, except as set out in this clause (i.e. clause 38.9)'
38.10		'If you are not satisfied with the outcome under this clause 38.9, you may contact our external dispute resolution scheme. ' <u>Changes to:</u> 'If you are not satisfied with the outcome under this clause 38.10, you may contact our external dispute resolution scheme. '
38.11.4		<u>Removed:</u> 'result in your favour or'
Page 30		<u>Paragraph inserted:</u> 'If you are the recipient of Centrelink benefits we will act in accordance with our obligations under the Services Australia and the Department of Veterans' Affairs Code of Operation when exercising our rights in relation to your overdrawn account, for example, where we combine accounts. In particular unless otherwise agreed, we will allow you to access up to 90% of your future income support benefits in accordance with the Services Australia and the Department of Veteran's Affairs Code of Operation until the account is no longer overdrawn. If your account becomes overdrawn, please contact a Bendigo Bank branch or contact our Customer Service Team on 1300 660 115 to discuss your needs and arrange access to your account.'
30.1		'Over the counter services (including deposits to your account, account opening and account information) are provided to you on our behalf by Elders Rural Services, Bendigo Bank, Community Banks and other agents (limited to account opening). You acknowledge that: Over the counter cash withdrawals are available via Bank@Post® and Bendigo Bank and Community Bank branches only.' <u>Changes to:</u> 'Over the counter services (including deposits to your account, account opening and account information) are provided to you on our behalf by Bendigo Bank, Community Banks, Elders Rural Services (excluding over the counter deposits and/or withdrawals) and other agents (limited to account opening). You acknowledge that: Over the counter cash withdrawals and deposits are available via Bank@Post® and Bendigo Bank and Community Bank branches only;
30.5		'We can at our discretion impose a limit on the amount you can withdraw in cash from your account at a branch, from an ATM or via an EFTPOS terminal.' <u>Changes to:</u> 'We can at our discretion impose a limit on the amount you can withdraw in cash from your account over the counter, from an ATM or via an EFTPOS terminal.'

A	B	Change Description
	Page 2	'Product Availability' <u>Changes to:</u> 'Product availability'
	Page 2	<u>Inserted:</u> 'Over the counter services Not all over the counter services listed within the Schedule of Fees and Charges are available through Rural Bank agents or authorised representatives. Please refer to the Banking Accounts Terms and Conditions for further information.'
	Page 3	2 free then fee per transaction' <u>Changes to:</u> '2 free per month then fee per transaction'
	Page 4	Cash deposits at a branch' <u>Changes to:</u> 'Cash and cheque deposits at a branch'
	Page 4	<u>Removed:</u> 'Cheque deposits (per item) Free'
	Page 5	Cash deposits at a branch' <u>Changes to:</u> 'Cash and cheque deposits at a branch'
	Page 5	<u>Removed:</u> 'Cheque deposits (per item) Free'