

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 **01 September 2021**:

- **Banking Accounts Terms and Conditions** (as "A" below)
- **Schedule of Fees and Charges** (as 'B' below)
- **Rural Bank ONE Farm Management Deposit Terms and Conditions** (as "C" below)
- **Rural Bank ONE Term Deposit Terms and Conditions** (as "D" below)
- **Rural Bank ONE Saver Terms and Conditions** (as "E" below)
- **Rural Bank ONE Accessing Your Accounts Terms and Conditions** (as "F" below)
- **Rural Bank ONE Schedule of Fees and Charges** (as "G" below)

A	B	C	D	E	F	G	Change Description
Y	Y						Removed reference to 'corporate cheques'
Y	Y						<p>Important Information You Should Read Before Proceeding</p> <p><u>Added the following products:</u></p> <ul style="list-style-type: none"> • Rural Bank ONE Saver Account • Rural Bank ONE Term Deposit Account • Rural Bank ONE Fixed Rate Farm Management Deposit • Rural Bank ONE Variable Rate Farm Management Deposit
34.1							<p>'You must sign your card as soon as you receive it...'</p> <p><u>Changes to:</u></p> <p>'If your card includes a signature panel you must sign your card as soon as you receive it...'</p>
41.4							<p>'- Sign your Visa Debit card as soon as you receive it;'</p> <p><u>Changes to:</u></p> <p>'- sign your Visa Debit card as soon as you receive it if it includes a signature panel;'</p>
Pg 4							<p><u>Definition:</u></p> <p>'Basic NPP Payment' means a transfer of funds processed through the NPP which does not use Osko'</p> <p><u>Changes to:</u></p> <p>'Basic NPP Payment' means a transfer of funds processed through the NPP which does not use Osko, may also be referred to as a Fast Payment;</p>
Pg 4							<p><u>Definition added:</u></p> <p>'Business Term Deposit' means a Term Deposit opened by an individual wholly or predominantly for business purposes, and not for personal use;</p>
Pg 5							<p><u>Definitions added:</u></p> <p>'direct debit request' is an authorisation that you complete to arrange for payments to be made automatically from or to your account or to a specified payee(s) on dates advised by you;</p>

A	B	C	D	E	F	G	Change Description
							<u>And:</u> 'endorsed cheque' means when ownership of a cheque has been transferred;
Pg 5							<u>Definition:</u> 'fixed rate FMD' means our fixed rate Farm Management Deposit Account; <u>Changes to:</u> 'fixed rate FMD' means our fixed rate Farm Management Deposit Account and Rural Bank ONE fixed rate Farm Management Deposit Account;'
Pg 5							<u>Definition:</u> 'nominated account(s)' means any accounts nominated by you for use from time to time with Internet Banking and Phone Banking, including the Bulk Payments, BPAY® and Pay Anyone services; <u>Changes to:</u> 'nominated account(s)' means any accounts nominated by you for use from time to time with Internet Banking and Phone Banking, including the Bulk Payments, BPAY® and Pay Anyone services. If you hold a Rural Bank ONE Term Deposit or Fixed Rate Farm Management Deposit Account a customer must nominate for funds to be redeemed to. In the instance of a direct debit being used for the opening deposit, the account the funds are debited from becomes the nominated account;
Pg 6							<u>Definition:</u> 'PayID' means a PayID (also known as an 'alias') which is able to be created with the NPP Address Service and used for the purpose of making and receiving NPP Payments (for example, an email address or telephone number); <u>Changes to:</u> 'PayID' means a PayID which is able to be created with the NPP Addressing Service and used for the purpose of making and receiving NPP Payments (for example, an email address or telephone number);
Pg 6							<u>Definitions added:</u> Rural Bank ONE fixed rate FMD' means our Rural Bank ONE fixed rate Farm Management Deposit Account, and has the same meaning as 'fixed rate FMD account'; <u>And:</u> 'Rural Bank ONE Saver' means our Rural Bank ONE Saver, and has the same meaning as 'account';
Pg 7							<u>Definitions added:</u> 'Rural Bank ONE Term Deposit' means our Rural Bank ONE Term Deposit, and has the same meaning as 'Term Deposit account'; <u>And:</u> Rural Bank ONE variable rate FMD' means our Rural Bank ONE fixed rate Farm Management Deposit Account, and has the same meaning as 'variable rate FMD account';
Pg 7							<u>Definition</u> 'variable rate FMD' means our variable rate Farm Management Deposit Account;

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							<u>Changes to:</u> 'variable rate FMD' means our variable rate Farm Management Deposit Account and Rural Bank ONE variable rate Farm Management Deposit Account;
38.11.5							'(d) any failure or malfunction of the NPP (including the NPP Address Service) or any of our systems or procedures that use or connect with the NPP. <u>Changes to:</u> (d) any failure or malfunction of the NPP (including the NPP Addressing Service) or any of our systems or procedures that use or connect with the NPP.
Pg 8							Table clause numbers updated
Pg 12-13	Pg 15-16						New tables incorporated for Rural Bank ONE products, features and access methods
7							'We may change the fees and charges from time to time (including introducing new fees and charges) and Government charges may change at any time. There is no maximum limit for the amount of fees and charges we may impose. If the law regulates such a change we will only make the change to the extent permitted by, and subject to, the requirements of that law.' <u>Changes to:</u> 'We may change the fees and charges from time to time including introducing new fees and charges and Government charges. However, we will not introduce entry fees, exit fees or charges for the management of funds, excluding charges for the maintenance of the account. There is no maximum limit for the amount of fees and charges we may impose. If the law regulates such a change we will only make the change to the extent permitted by, and subject to, the requirements of that law.'
8							'by post to any address specified by you..' <u>Changes to:</u> 'by prepaid post to any address specified by you...'
8							<u>Inserted:</u> '..if you have downloaded a Rural Bank mobile banking application, sent to you in the application; '
9							<u>Inserted:</u> 'You must give us any information or documents we require to identify you or any person authorised to operate your account. Subject to the requirements of any law, you authorise us to check the authenticity of any such information or documents that you give to us.' <u>And:</u> 'If you hold a Rural Bank ONE Saver, Term Deposit or Farm Management Deposit account, if a communication is given by you, it must be sent to us by secure email from Internet Banking. Unless otherwise agreed, we will not maintain or transact on your account before receiving from you a secure email sent from Internet Banking.'
10							<u>Inserted:</u>

A	B	C	D	E	F	G	Change Description
							'We will not vary the terms of a FMD so that it no longer qualifies as an FMD without giving you at least twelve months' notice; and where we have agreed to a fixed rate of interest, we cannot vary that rate unless we agree to you withdrawing funds prior to the end of the agreed term (refer to clause 22.1.3 for details).'
11							<u>Inserted:</u> 'If we exercise our right to assign your FMD we will provide you with 30 days' prior written notice. You may not assign your rights unless we have agreed to the assignment in writing (refer to clause 28 for other important requirements for farm management deposits).'
16.2							<u>Section Inserted:</u> '16.2 Rural Bank ONE products 16.2.1 Account Opening Conditions TsRural Bank ONE products can only be opened and accessed via www.ruralbank.com.au. The website provides an online application form which can be submitted to Rural Bank. Every applicant must provide a valid email address before their account can be opened. Every applicant must register for Internet Banking once their account is open. Customers must nominate a transaction account at an Australian Authorised Deposit-taking Institution (either Rural Bank or another Australian financial institution) for funds to be redeemed to ("nominated account"). In the instance of a direct debit used for the opening deposit, the account the funds are debited from becomes the "nominated account". 16.2.2 Your Completed Application Form To open an account, you are required to complete either an application form online at www.ruralbank.com.au or via a printed application form available by contacting us. For Rural Bank ONE Term Deposits and fixed rate Farm Management Deposits, You are required to nominate the term and the amount deposited and make an opening deposit within seven business days or the account may be closed or a different interest rate may apply. Initial deposits must be made via direct debit, transfer from a Rural Bank or another financial institution bank account or by posting a cheque. For Rural Bank ONE Saver accounts, an opening deposit is required, and you can make an opening deposit via transfer from Rural Bank or another financial institution bank account. Cheques, traveller's cheques, international drafts and money orders will not be accepted. You should not complete the application form until you have had the opportunity to read and understand the Terms. If we accept your application, an account will be opened in accordance with your instructions (as appearing on the application form). We will issue you an account acceptance letter via email for Personal and DIY Super products or via post for 'Business products following the opening of your account. Subject to the requirements of any law, we may refuse to open an account. '
16.7							'This clause applies if an account is in two or more names jointly' <u>Changes to:</u>

A	B	C	D	E	F	G	Change Description
							'This clause applies if an account is in two or more names jointly. FMD accounts cannot be opened in joint names.'
16.8.1							'Gold Cash Management Account Term Deposits ' <u>Changes to:</u> 'Gold Cash Management Account Term Deposits (including Rural Bank ONE) Rural Bank ONE Saver Account'
17							'You may ask us, in writing, to authorise one or more other people to access and operate your account' <u>Changes to:</u> 'You may ask us, in writing or via secure email for Rural Bank ONE accounts, to authorise one or more other people to access and operate your account. '
17							<u>Paragraphs inserted:</u> 'An authorised signatory is able to use the account in the same way you can, including making withdrawals, transfers and performing other actions that may incur fees, and you agree to be bound by such actions. It is your responsibility to make an authorised signatory aware of the terms and conditions applicable to the account. As the account holder, you should remember that you are giving someone authority to act on your account and you are liable for all transactions conducted by authorised signatories and for any fees or charges arising from an authorised signatory's conduct in relation to your account. You authorise us to provide your account, personal and financial information to authorised signatories. If you wish to alter the authorised signatories, you must notify us in writing or via secure email for Rural Bank ONE accounts.'
19							<u>Sentences inserted:</u> 'Rural Bank ONE customers must provide written notice via secure email from Internet Banking.' <u>And:</u> 'If you want to revoke an authority of an authorised signatory or appoint a new authorised signatory you must provide us with written notice as soon as possible.'
22 (d)							<u>Inserted:</u> '(d) If you have a Rural Bank ONE account, by sending us a secure email via Internet Banking.'
22.1.2							<u>Inserted:</u> 'The Interest Earning At Call Deposit rate is available at www.ruralbank.com.au'
22.1.2							'..investment term as set out in our Interest Rate Card at the last review date...' <u>Changes to:</u> '..the investment term as set out in our Interest Rate Card and on our website, at the last review date...'
24							<u>Table removed; sentence inserted:</u>

A	B	C	D	E	F	G	Change Description
							'Statement frequencies are outlined in the Product Comparison Tables section starting on page 8. Statements will also be issued upon account closure.'
24							<p><u>Paragraph inserted:</u></p> <p>'We strongly advise you to keep all receipts and statements in a safe place, as you may need them to do things such as complete tax returns. If you misplace any of your account records or need us to provide you with information about any of your transactions, such as interest credits for tax purposes, we can help by conducting a search of our records. A fee may apply for this service to cover our costs: See our Schedule of Fees and Charges.'</p>
25.1							<p>'If you require a credit facility you should apply to us. Applications for credit facilities are subject to our normal lending criteria. Additional terms and conditions apply to credit facilities.'</p> <p><u>Changes to:</u></p> <p>'If you require a credit facility you should apply to us. Applications for credit facilities are only available on Seasonal Accounts and AgriManager and are subject to our normal lending criteria. Additional terms and conditions apply to credit facilities.'</p>
27.1							<p><u>Paragraph inserted:</u></p> <p>'However, if the account is a Rural Bank ONE Term Deposit and was opened via cheque funds will only be redeemed by a 'not negotiable' cheque (fees may apply) in the exact name of the Rural Bank ONE Term Deposit account holder and posted to the residential address last recorded for that account.'</p>
30.2							<p><u>Section Inserted:</u></p> <p>'30.2.1 Rural Bank ONE</p> <p>We are unable to accept traveller's cheques, international drafts or money orders to open your account however we will accept cheques payable to Rural Bank or to the account holder to open a Rural Bank ONE Term Deposit.</p> <p>The proceeds of cheques and other instruments deposited are not available until cleared and paid, which usually takes a minimum of three business days. Third party or endorsed cheques will not be accepted. For joint accounts, a cheque payable to any one account holder may be accepted by us into the account.'</p>
32							<p>Automatic payments are not available on all accounts. Refer to the table below for the account types from which automatic payments may be made.'</p> <p><u>Changes to:</u></p> <p>'Automatic payments are not available on all accounts. Refer to the Product Comparison Tables starting on page 8 for the account types from which automatic payments may be made'</p> <p>and table removed</p>
32.2							<p><u>Section inserted:</u></p> <p>'32.2.1 Rural Bank ONE direct debits</p> <p>A direct debit refers to when you authorise us to debit an account held in your name with another Australian financial institution. A direct debit can only be a one-time transaction to make an opening deposit.</p>

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							<p>Direct debits are not available on all Rural Bank ONE accounts. Refer to the table below for the account types to which direct debits may be made.</p> <p>Rural Bank will arrange for the funds to be debited from your 'nominated account' as authorised in the Direct Debit Request.</p> <p>We may vary any details of this agreement or Direct Debit Request at any time by giving you at least fourteen (14) days written notice.'</p>
33							<p>'There are three staff-assisted transfer options. The table below lists the account types from which staff-assisted transfers can be made'</p> <p><u>Changes to:</u></p> <p>'There are three staff-assisted transfer options, to internal accounts, external accounts and real time EFT. The Product Comparison Tables starting on page 8 list the account types from which staff-assisted transfers can be made.'</p> <p>and table removed</p>
35.1							<p><u>Section inserted:</u></p> <p>'35.1.2 Rural Bank ONE</p> <p>All Rural Bank ONE product holders are required to register for Internet Banking. '</p>
38.3							<p>'You can request an increase by contacting Rural Bank Internet and Phone Banking Support Services on 1300 651 839 '</p> <p><u>Changes to:</u></p> <p>'You can request an increase by contacting Rural Bank Internet and Phone Banking Support Services on 1300 651 839 or by secure email for Rural Bank ONE accounts.'</p>
	Pg 5						<p><u>Inserted:</u></p> <p>'RURAL BANK ONE SAVER</p> <p>No transaction fees apply to Rural Bank ONE Saver, however general fees and charges may apply. Please refer to General Fees and Charges section for more information.</p> <p>RURAL BANK ONE TERM DEPOSIT</p> <p>Rural Bank ONE Term Deposit holders are entitled to one free bank cheque transaction at maturity then a fee applies.</p> <p>One free then a fee applies</p> <p>BANK CHEQUE \$10.00</p> <p>Available on maturity of a term deposit</p> <p>RURAL BANK ONE FARM MANAGEMENT DEPOSIT (FMD)</p> <p>No monthly account service fees or transaction fees apply to FMD accounts. Other fees and charges may apply and are listed in the General Fees and Charges section of this schedule.</p>

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							These fees will be payable by you from another account and are unable to be debited to an FMD account.'
	Pg 7						<u>Inserted:</u> 'In addition to fees disclosed above, the following general fee also applies to Rural Bank ONE Saver, Rural Bank ONE Term Deposit and Rural Bank ONE Farm Management Deposit accounts Staff assisted transfer fee Applies per request to transfer money to an account held with another financial institution or a Rural Bank account in another name. \$5.00'
1							'Customer Advocate Office <u>Changes to:</u> 'Customer Feedback Team' <u>Postal Address added:</u> 'Reply Paid PO Box 480 Bendigo VIC 3552'
1							'Telephone 1300 139 572' <u>Changes to:</u> 'Telephone 1300 361 911' <u>Email address added:</u> 'feedback@bendigoadelaide.com.au'
11							<u>Paragraph inserted:</u> 'In relation to transactions to or from the account you authorise Bendigo Bank to disclose and collect information (including personal information) to and from other financial institutions to the extent Bendigo Bank considers this reasonably necessary. This may include the monitoring of payment descriptions and references.'
14							'If you have a concern or complaint <u>Changes to:</u> 'Resolving complaints'
14							'We value your feedback, as it provides us with an opportunity to improve our products and services. If our products and services do not meet your expectations, we want to hear from you. We will make every effort to resolve the situation in a fair and timely manner. <u>Changes to:</u> 'We consider Internal Dispute Resolution (IDR) to be an important and necessary first step in the complaint handling process as it gives us an opportunity to hear when we do not meet our customer's expectations and address them genuinely, efficiently and effectively'
14							'a) speaking to a member of our staff or agents directly;

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							<p>b) telephoning the Customer Service Team on 1300 660 115 8.30am – 8.00pm AEST/AEDT Monday to Friday excluding national public holidays</p> <p>c) Faxing us on 08 8121 0106</p> <p>d) Emailing service@ruralbank.com.au</p> <p>e) completing the Customer Feedback form online at www.ruralbank.com.au</p> <p>f) write to the Customer Relationship Officer, Reply Paid 84135, Rundle Mall 5000;</p> <p><u>Changes to:</u></p> <p>'a) speaking to a member of our staff directly</p> <p>b) telephone on 1300 660 115, or if calling from overseas +61 3 5445 0666</p> <p>c) completing the online feedback form at https://www.ruralbank.com.au/contact-us/customer-feedback</p> <p>d) secure email – by logging into e-banking</p> <p>e) contacting the Customer Feedback Team at: Reply Paid PO Box 480 Bendigo VIC 3552 Telephone: 1300 361 911 8.30am – 5.00pm (AEST/ADST) Monday to Friday Email: feedback@bendigoadelaide.com.au'</p>
14							<p>'If you are not satisfied with the response provided by our Customer Service Team, you have the option of referring the matter to the Customer Advocate who will impartially assess your complaint, keep you informed of the progress and provide you with a response:</p> <p>a) telephone –1300 139 572 (+61 3 5485 7919) between 8.00am and 4.30pm (CST) Monday to Friday</p> <p>b) post/letter – write to Customer Advocate Office, Bendigo and Adelaide Bank Limited, Reply Paid 480, Bendigo VIC 3552</p> <p>Alternatively (or following consideration by the Customer Advocate) you may refer your complaint directly to our External Resolution scheme.'</p> <p><u>Changes to:</u></p> <p>If you are not satisfied with the response provided you can refer your complaint directly to the appropriate External Dispute Resolution (EDR) scheme.</p>
14							<p><u>Paragraph inserted:</u></p> <p>Time limits may apply to complain to AFCA and so you should act promptly or otherwise consult the AFCA website to find out if, or when the time limit relevant to your circumstances expire.</p>

A	B	C	D	E	F	G	Change Description
							<p>If your complaint relates to how we handle your personal information you can also contact the Office of the Australian Information Commissioner (OAIC):</p> <p>Mail OAIC GPO Box 5218 Sydney NSW 2001 Phone 1300 363 992 Website www.oaci.gov.au Email enquiries@oaci.gov.au</p>
14.1 (a)							<p>'(a) We will contact you, in writing, within three business days of receiving your complaint to acknowledge your complaint;</p> <p><u>Changes to:</u></p> <p>(a) We will contact you, in writing, within 24 hours (or one business day) of receiving your complaint to acknowledge your complaint;</p>
14.1 (d)							<p>'(d) If we are unable to resolve the complaint within 45 days of receiving your complaint,'</p> <p><u>Changes to:</u></p> <p>'(d) If we are unable to resolve the complaint within 30 days of receiving your complaint, '</p>
22							<p><u>Paragraph inserted:</u></p> <p>'Examples of unsatisfactory conduct include behaviour that is:</p> <ul style="list-style-type: none"> •Defamatory, harassing, threatening to any person (including use of payment descriptions and/or references) •Promotes or encourages physical or mental harm of any person (including use of payment descriptions and/or references)'
30.4							<p><u>Sentence inserted:</u></p> <p>'Payment facilities are provided for the purpose of sending or receiving funds for the provision or procurement of goods and/or services.'</p>
30.5							<p>'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. Our current default for maximum daily withdrawal limit for transactions conducted using a PIN in conjunction with a card is \$1,000 (for CHQ/SAV purchases). This amount may be varied for customers upon application and approval. We may vary the default amount of this limit or any other limit we impose from time to time. We may also limit the way in which money is dispensed. For example, if you want to withdraw \$400 (and that amount is not in excess of the maximum daily withdrawal limit), the ATM may not pay out on that amount in one transaction. You may receive \$300 and then make another withdrawal of \$100 as a separate transaction.'</p> <p><u>Changes to:</u></p> <p>'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.</p> <p>Cash out limit – Our current maximum daily cash out default limit for transactions conducted at an ATM or</p>

A	B	C	D	E	F	G	Change Description
							<p>EFTPOS terminal and using a PIN is \$1000. This amount may be varied for customers upon application and approval.</p> <p>Purchase limit – Our current maximum daily purchase limit for transactions conducted at an EFTPOS terminal and using a PIN is the available balance of your account.</p> <p>We may vary the default amount of these limits or any other limit we impose from time to time. We may also limit the way in which money is dispensed. For example, if you want to withdraw \$400 (and that amount is not in excess of the maximum daily withdrawal limit), the ATM may not pay out on that amount in one transaction. You may receive \$300 and then make another withdrawal of \$100 as a separate transaction.'</p>
38.10							<p><u>Paragraph removed:</u></p> <p>'You can complain to us about the way your report of a Mistaken Internet Payment is dealt with by contacting us at the Customer Advocate Office on telephone 1300 361 911 from 8.30am - 6.00pm (EST) Monday to Friday.'</p>
		Y	Y	Y	Y	Y	Retired effective 1/09/2021