



# Periodical Payments – Terms and Conditions for using the service

## Effective 18 March 2024

The Periodical Payments service is provided to you by:

Westpac Banking Corporation ABN 33 007 457 141 AFSL and Australian credit licence 233714.

We encourage you to read this document carefully and keep it handy so you can refer to it. If you have any questions, simply contact us:

- call Telephone Banking on 132 032;
- write to us at GPO Box 3433, Sydney NSW 2001;
- send an email to [online@westpac.com.au](mailto:online@westpac.com.au);
- visit any of our branches.

### The Banking Code of Practice.

The Australian Banking Association's banking code of practice as updated, and adopted by us, from time to time (**Banking Code**) sets out the standards of practice and service in the Australian banking industry for individuals and small business customers, and their guarantors who are individuals.

The relevant provisions of the Banking Code apply to the banking services referred to in this document. This means that we will comply with the Banking Code, where it applies to the banking services provided to you.

You can view a copy of the Banking Code on our website or ask us for a hard copy in branch or over the phone.

### Feedback and Complaints.

#### Delivering on our service promise.

We're constantly striving to provide the best possible service, and we'll do our best to resolve any concern you have efficiently and fairly.

#### Our commitment to you.

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

Our aim is to resolve your complaint within 5 business days, and where possible we will resolve your complaint on the spot. If we need additional time to get back to you, we will let you know. Should we be unable to resolve your concern at your first point of contact, we will then refer the complaint to our dedicated Customer Managers in our Customer Solutions team.

Our Customer Solutions Customer Managers are here to find a solution for you and will ensure that you're regularly updated about the progress we are making to resolve your complaint.

#### You can contact us:

Over the phone  
Please call us from anywhere in Australia on 132 032.  
If you are overseas, please call +61 2 9155 7700.

By post  
You can write to us at:  
Westpac Customer Solutions  
Reply Paid 5265  
Sydney NSW 2001

#### In Branch

If you prefer to tell us in person, go to our website to locate your nearest branch.

#### Online

Email us at [westpaccustomersolutions@westpac.com.au](mailto:westpaccustomersolutions@westpac.com.au)

For further information go to our website and search 'Feedback and Complaints'.

#### If you are still unhappy.

If you are not satisfied with our response or handling of your complaint, you can contact the external dispute resolution scheme, the Australian Financial Complaints Authority (AFCA).

AFCA provides a free and independent service to resolve complaints by consumers and small businesses about financial firms (e.g. banks), where that complaint falls within AFCA's terms of reference.

The contact details for AFCA are set out below.

Online: [afca.org.au](http://afca.org.au)

Email: [info@afca.org.au](mailto:info@afca.org.au)

Phone: 1800 931 678 (free call)

Post: Australian Financial Complaints Authority  
GPO Box 3  
Melbourne VIC 3001

#### Factors that may influence our advice.

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.

## Periodical Payments – Terms and Conditions for using the service.

### Description.

Periodical Payments allow you to authorise the Bank to make payments, for a fixed amount at regular intervals, on your behalf. Payments can be made between selected Westpac accounts, to accounts held with other banks, approved building societies and credit unions, by Bank cheque or to payees in other countries. In each case, your account is debited for the amount of the payment, together with any fee that may apply.

Type of Periodical Payments	Fee (each payment)
From an eligible Westpac branded account to any other account	Nil
From a Westpac branded account to an account at an overseas financial institution via Overseas Telegraphic Transfer	Please refer to the relevant section in your account terms and conditions for the applicable fees for international periodic payments.
By Bank cheque	Please refer to the relevant section in your account terms and conditions for the applicable fees for periodical payments made via bank cheque.
Periodical Payment not made fee (for lack of funds in your account)	Nil
Overdrawn Fee (where the payment is made, despite there being insufficient cleared funds available in the account to be debited)	\$15.00 per item. Nil for Westpac Choice Concession account holders.

### Cleared funds.

Sufficient cleared funds must be in the account to be debited on the business day before the payment is due and on the due date.

If there are insufficient cleared funds available as required, and no other arrangement exists at that time to allow that account to be overdrawn, the Bank:

- may choose not to make the payment; or
- may make the payment and charge an Overdrawn Fee.

### Time of payment.

Payments will be sent to the payee or payee's financial institution on the due date. When the due date falls on a weekend or public holiday, the payment may be made on the next business day.

### Non-payment/late payment.

The Bank will not be liable if it fails to make any payment, or any payment is late, for any reason other than as a result of the Bank's own negligence, system failures, error or factors that are directly within the Bank's control.

### Changes to payments.

You may modify, or temporarily stop your Periodical Payment other than on the business day before the payment is due and on the due date, by giving us a new Periodical Payment Authority.

### Stopping payments.

A Periodical Payment arrangement will terminate on your instruction to cancel the authority, when the authority expires or if the remitting or payee account is closed.

In order to stop a Periodical Payment, you will need to provide the Bank with full details; including the payment amount, when the payment is due, the payee and the account the payment normally comes from.

The Bank may discontinue the payments without giving you notice if:

- it reasonably suspects fraud in relation to the Periodical Payment;
- the payee or the payee's financial institution refuses to accept the payments; or
- it does so to comply with a legal or regulatory requirement.

Aside from the above, the Bank may, acting reasonably, cancel a Periodical Payment arrangement and discontinue payments on providing 30 days' written notice to you.

### Changes to terms and conditions.

We will notify you **in writing, electronically or through a media advertisement** of changes to the terms and conditions **as set out in the following table**. Advance notice may not be given where a change has to be made to manage a material and immediate risk to you or us including to restore or maintain the security of our systems or of individual accounts.

Type of change	Time frame
New fee or increase to a fee in relation to the processing of Periodical Payments	30 days in advance
Government charges	In advance of the change, or reasonably promptly after the government, a government agency or representative body notifies us, unless the change has been publicised by a government agency, government or representative body
Any other term or condition	As soon as reasonably possible (which may be before or after the change is made) or, if we believe the change is unfavourable to you, at least 30 days before the change takes effect.

By “electronically”, we mean by:

- electronic communication to your nominated electronic address (i.e. email address); or
- making the changes available at our website and sending to your nominated electronic address a notification that the changes can be retrieved from **westpac.com.au**

### Fees and charges.

The Bank may debit your account for any Bank fees or government charges that apply to Periodical Payments from time to time. Up to date information on current standard fees and charges is available on request.

### Payments in another currency.

Payments made in another currency, by draft or telegraphic transfer, will be converted to the other currency using the Bank's published selling rate for the requested currency at the date and time of the transaction. In the case of telegraphic transfers, under normal circumstances funds should arrive at the overseas destination within one or two business days.

### Privacy.

You agree and must disclose to the payee the following:

- The Bank and its related bodies corporate (“the Parties”) may exchange with each other:
  - any information collected in the Periodical Payment Authority;
  - any other personal information you provide, or which the Parties otherwise lawfully obtain about you and the payee; and
  - transaction details or transaction history arising out of the Periodical Payment arrangement.
- Any personal information provided will be used by the Parties for the purpose of transferring funds to the payee via Periodical Payment;
- You can request access to personal information that the Parties hold about you by contacting 132 032;
- The Parties may engage someone (a “Service Provider”) to do something on their behalf (for example a mailing house), and that the Parties and the Service Provider may exchange with each other you and the payee's personal information;
- The Bank may disclose any personal information collected to entities other than the Parties and any Service Provider where it is required or allowed by law;
- If you do not provide the personal information we request, the Periodical Payment may not be possible.