

# Deposit Accounts for Personal Customers

Terms and Conditions.

Effective: 18 March 2024



## We're here to help

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### Accessibility support.

At any time, you can inform us how you would prefer to be contacted. If you are deaf and/or find it hard hearing or speaking with people who use a phone, you can reach us through the National Relay Service (NRS). To use the NRS, you can register by visiting [accesshub.gov.au/about-the-nrs](https://accesshub.gov.au/about-the-nrs)

Visit [westpac.com.au/web-accessibility](https://westpac.com.au/web-accessibility) for further information on our accessible products and services for people with disability.

## Welcome

This document sets out the terms and conditions of your account and forms part of your contract with us. You will be considered to have agreed to these terms and conditions, on the earlier of when you first use your account or when you otherwise agree to these terms and conditions. We encourage you to read this document. To help you navigate it, we have included several call out boxes to guide you through the text.

The information in this document is subject to change. We may vary the information in this document. We will provide updated information by giving you notice (if required, such as where the change is materially adverse to you) or by posting the updated information on our website. You can also contact us to receive a free paper copy of any updated information.

This document was formerly known as 'Deposit Accounts for Personal and Self Managed Superannuation Fund Customers - Terms and Conditions'.

The terms and conditions for Westpac DIY Super Working and DIY Super Savings accounts can now be found in the document 'DIY Super Accounts (No longer available for sale) Terms and Conditions'.

## Your Bank

Westpac Banking Corporation ABN 33 007 457 141  
AFSL and Australian Credit Licence 233714.

('We') is the provider of the advisory services and products found in this document.

We are located at 275 Kent Street, Sydney NSW 2000.

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Tip.



Look closely.



Take note.

# ALL ABOUT ACCOUNTS

# 1. Summary of Features

	EVERYDAY BANKING		SAVINGS		
	Westpac Choice/Westpac Choice Concession	Westpac 55+ and Retired	Westpac Bump Savings	Westpac Life	Westpac eSaver
<b>Most suitable if you need</b>	<p><b>Westpac Choice</b> An account that offers unlimited access for a flat account-keeping fee (although the fee is waived for a month if the minimum monthly deposit requirement is met for that month). The account is also available:</p> <ul style="list-style-type: none"> <li>to be used as an offset facility linked to a Westpac home loan;</li> <li>for under 30s, full-time tertiary students, Youth; and</li> <li>new to Australia or expatriate customers.</li> </ul> <p><b>Westpac Choice Concession</b> A basic, low-cost transaction account for:</p> <ul style="list-style-type: none"> <li>Concession or Health Care card holders including Pensioner Concession Card, Commonwealth Seniors Health Card or Health Care Card; or</li> <li>where you receive an Australian Government benefit payment that makes you eligible to hold a Concession or Health Care card.</li> </ul> <p>See 'Eligibility for account benefits' section for more details.</p>	A flexible everyday account designed for eligible retirees, which earns split interest on balances.	A savings account designed to help under 18s develop regular savings behaviour and get set up for the future.	A flexible savings account with bonus interest for regular savers to support both long and short term savings goals	A savings account that offers introductory fixed interest for new eSaver customers to support short term savings goals.
<b>Who is eligible to open one?</b> <b>Please note: all account holders will need to meet eligibility requirements.</b>	Personal customers only. Some customers are eligible to pay no account-keeping fee. See 'Your guide to opening accounts' section for more details.	Personal customers who are aged 55 years and over who tell us they are retired.	Personal customers who are under the age of 18.	Personal customers aged 18 and over only. To open a Westpac Life, customers must hold a Westpac everyday account in the same name and be registered for Online Banking.	Personal customers only. To open a Westpac eSaver, customers must hold a Westpac everyday account in the same name and be registered for Online Banking.
<b>Is there a limit to the number of accounts I can have?</b>	No	You may only hold one Westpac 55+ and Retired account.	No	No	No
<b>How can I open an account?</b>	Online, mobile, in branch and telephone.	Online, mobile, in branch and telephone.	Online, mobile, in branch and telephone.	Online, mobile, in branch and telephone. The Bump Savings account will be converted to Westpac Life when the account holder turns 18.	Online, mobile, in branch and telephone.
<b>Is there a minimum opening balance?</b>	No	No	No	No	No
<b>Are funds at-call?</b>	Yes	Yes	Yes, with the exception of the Bicentennial Promotion of a \$200 deposit for eligible customers. See the "Your guide to opening accounts" section for more details.	Yes	Yes

# 1. Summary of Features (continued)

	EVERYDAY BANKING		SAVINGS		
	Westpac Choice/Westpac Choice Concession	Westpac 55+ and Retired	Westpac Bump Savings	Westpac Life	Westpac eSaver
<b>Will I get regular statements?</b> See the 'Your statements' section for more details.	6 monthly, or more frequently on request.	6 monthly, or more frequently on request.	6 monthly, or more frequently on request.	6 monthly, or more frequently on request.	6 monthly, or more frequently on request.
<b>Will I earn interest?</b> See the 'How and when we pay interest' section for more details.	No	Yes	Yes	Yes	Yes
<b>Can I apply for an overdraft facility?</b>	No	No	No	No	No
<b>Is cheque access available?</b>	Yes	Yes	No	No	No
<b>Can I pay bills using BPAY®?</b>	Yes Account holders under 14 years old cannot use BPAY Payments and BPAY View® in Online Banking. They can make BPAY payments via Telephone Banking.	Yes	No	No	No
<b>What debit card access is available?</b>	<b>Debit Mastercard®</b> - If you're 14 years or older and have an Australian residential address. From 25 March 2024, on Westpac Choice Youth, if you're 8 years old or over and have an Australian residential address. If you are aged 8 to 13 years, a third party with value access to your account must apply for the Debit Mastercard on your behalf. <b>Handycard</b> - If you're 12 years old or over and have an Australian residential address. Authorised signatory approval may be required if you're under 14 years old. Please note, from 25 March 2024 through Online Banking and from 6 April 2024 in branch, we will not be accepting any new applications for a Handycard for Westpac Choice Youth. However, existing Handycard holders may continue using their cards, order replacement cards and renew their card.	Debit Mastercard (or Handycard on request) if you have an Australian residential address.	None	None	Debit cards are not available for new accounts. Some existing customers may hold a debit card linked to their account. Fees and charges may apply for certain transactions. See the 'Understanding fees and charges' section for more information.
<b>Can I use Online, Mobile and Telephone Banking?</b>	Yes	Yes	Yes See the Westpac Bump Savings section in 'Your guide to opening accounts' for access restrictions.	Yes	Yes
<b>Can I make Periodical Payments?</b>	Yes	Yes	Yes See the Westpac Bump Savings section in 'Your guide to opening accounts' for access restrictions.	Yes	Yes
<b>Is the Savings Goals feature available?</b>	No	No	Yes	Yes	No

## 2. Your guide to opening accounts



### If this is your first time opening an account with us.

Under the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006*, it's required that everyone who opens an account (along with all signatories to the account) be identified. If you are opening an account for the first time, this applies to you.

You can meet the identification requirements by completing a Westpac Customer Identification Standards which involves providing identity documentation to us.

For information on documents required under Westpac's Customer Identification Standards please contact any branch or refer to our website - [westpac.com.au/aml](http://westpac.com.au/aml)

If you or any signatories opening an account do not meet our identification requirements, we will not be able to open the product until you and all relevant individuals are identified according to our requirements. Additionally, if you or any signatory to an existing product have not satisfied our identification requirements at any time, we may be required to limit the services we provide to you (which may include imposing a block on your product or closing it) until all identification requirements are completed.

If you are an existing customer, you may have already provided the identification required so you don't need to provide it again unless you are asked to do so by us.

### Opening your account.

You can open most accounts online, at a branch, or via Telephone Banking. For more details, see the 'Summary of Features' table.

To open any new Westpac account we'll need some important details from you.

You'll need to:

- meet certain eligibility criteria, and be able to prove your eligibility if required. See the 'Summary of Features' table for more details; and
- supply certain documents and information to us, including details such as your name, address, date of birth and occupation.

### Switching to Westpac.

We can help you switch your banking to Westpac from another Australian financial institution. You can choose to switch online or visit us in branch. For a helpful guide on how to switch, visit [westpac.com.au](http://westpac.com.au) and search 'switch to Westpac'.

### Eligibility for account benefits.

We may ask you to provide us with proof of your eligibility for an account or for any benefits to be applied to your account. If you do not satisfy our eligibility requirements, we may remove a benefit including by converting your account to another account with us (see 'Change in circumstances' in this section for more information). Should your eligibility for a benefit cease, you must inform us. If there is more than one holder of an account, all account holders must meet the eligibility criteria.

### Westpac Choice.

#### Account-keeping fee waiver.

The account-keeping fee (formally known as 'monthly service fee') is waived for each month:

- you deposit a minimum total of \$2,000 into the account between close of business on the last business day of the previous month and on or before close of business on the last business day of the current month. If you make a deposit in a month after the close of business on the last business day of that month, that deposit will be included in the deposit calculation for the following month.
- you or any other account holder for a joint account is under 30 years of age. In the month after the youngest holder turns 30, the fee waiver will be removed.

For Westpac Choice, the account-keeping fee is also waived if you notify us that all account holders are:

- full-time tertiary students; or
- new to Australia or expatriate customers (fee waived for the first 12 months).

#### Westpac Choice Concession account.

A basic, low-cost transaction account that has no monthly account-keeping fee, overdrawn fee or dishonour fees.

When you request to open a transaction account, we will ask you if you have a Concession or Health Care card or if you receive an Australian Government benefit payment that makes you eligible to hold a card (eligible payment). If you tell us you hold a card or receive an eligible payment, then we will offer you this account.

From time to time where we identify that you hold an existing everyday bank account that receives an eligible payment we may either:

- notify you at least 30 days prior to converting your account to a Westpac Choice Concession account unless you tell us not to; or
- contact you to offer to change your existing account to a Westpac Choice Concession.

See 'Other bank charges' and 'Overdrawing your accounts' sections for more information about this account.

### Changes in circumstances.

If you do not satisfy our eligibility requirements for an account, as set out in the 'Who's eligible to open one?' section of the 'Summary of Features' table, we may convert your account to another account with us. Fees and charges may apply on the other account. For the Bump Savings account, this occurs when you reach 18 years of age, when we will convert your account to the Westpac Life account. It is important that you consider the terms and conditions for Westpac Life before opening your Bump Savings account.

We will notify you at least 30 days prior to converting your account that we intend to convert your account to another account. Fees and charges may apply on the other account. If you do not agree to the conversion to the other account with us you must 10 days prior to the conversion your account notify us of your intention to close the account and where to pay your funds. If you do not provide us with notice you will be deemed to have consented to the conversion of your account to another account with us.

### Tax File Numbers.

#### Providing us with your Tax File Number (TFN).

Each time you open an account that earns interest, you'll be asked to provide your TFN. Westpac is authorised under the *Income Tax Assessment Act 1936* to collect TFNs of account holders.

For joint accounts, a minimum of two TFNs from the account holders is required. For accounts in trust for someone else (such as your child or children) you should quote your own TFN. If a formal trust has been established, you can quote the trust's TFN.



### What happens if I don't provide my Tax File Number?

It is not compulsory to provide a TFN or ABN in relation to an account. However, if you choose not to provide your TFN or ABN, we may be required by law to deduct tax at the highest marginal tax rate plus the Medicare Levy from interest earned on the account.

### What if I am exempt from providing a TFN?

If you are exempt from providing a TFN, let us know the type of exemption applicable to the account so that we will not deduct tax from interest earned on the account. If the account is for a child under 16 and interest income earned on the account is likely to be \$420 or more per year pro-rata, it is advisable to quote the child's TFN. Otherwise, interest earned on the account will be subject to withholding tax.

If you are a non-resident of Australia, you are exempt from providing a TFN but will generally be subject to withholding tax on the interest earned on the account.

### Will Westpac disclose any information to the Australian Taxation Office about my accounts?

We are required to report details of interest/dividend income earned, withholding tax deducted and TFNs and exemptions provided on an account, to the Australian Taxation Office.

The collection of TFNs and their use and disclosure are strictly regulated by the *Privacy Act 1988*.

### Joint accounts, trust accounts, accounts for children and accounts with other special conditions.

You can also open a joint account, an account for children or an account on trust. The requirements that apply to these accounts are set out below.

#### Joint accounts.

If the option is available on the account, you may open an account jointly with your partner, family members or a group of people. All account holders of joint accounts must be 14 years old or over. The credit balance of a joint account is held jointly by all account



holders. This means that each account holder has the right to withdraw all available funds in the account.

The joint account holders must all sign an authority telling us how the account can be operated.

The authorised method of operation can be:

- jointly – where two or more authorised persons must act together; or
- severally – where authorised persons may act individually.

The joint account holders can change this arrangement at any time by signing a new account authority or amending the existing one. However, we will normally treat all authorities for operating the joint account as cancelled once we know of your death (and certain conditions have been met) or of your bankruptcy. Also, regardless of any authorities to operate, any party to a joint account can require us to operate the account only on the signature of all parties. This might be done if there is a dispute between the joint account holders. Visit any branch for assistance. If you ask for an account to be operated jointly, some account features may not be available (for example, card access).

The Bump Savings & Choice Youth accounts cannot be opened as joint accounts. From 13 January 2018, the Westpac Life account can be opened as a joint account. As of 26 March 2023, the Choice Youth account cannot be opened as a joint account.

### Joint account holder responsibilities.

It's important to understand your responsibilities prior to opening a joint account.

You should know that:

If you are opening a joint account over the phone all account holders will need to be present to speak with the Customer Service Representative.

**Note: For all joint accounts opened, all account holders must be identified.**

The liability of joint account holders on an account is joint and several so if one or more account holders overdraws the account, each joint account holder may be liable for payment of all or any part of the amount overdrawn.

In Online Banking, you can view the accounts you have with joint account holders. All joint account holders can authorise to on-share access to the account with your other authorised users in Online Banking. Refer to the Online Banking Terms and Conditions for an explanation of this feature.

Joint account holders will receive paper statements unless we agree otherwise with you. Please see the 'Your statements' section in this document.

We may accept a cheque into a joint account which is payable to any one or more named account holders.

If one joint account holder dies we will treat the credit balance in the joint account as owing to the surviving account holder(s).

- When an account is held in joint names and an account holder is a company which becomes deregistered;
- any remaining account holder(s) will become wholly responsible for any outstanding debit balance;
  - we may treat the credit balance in the account as owing to the other account holder(s);
  - we may notify you on at least 30 days' prior notice, that we intend to convert the account to another business account with us in the name(s) of the surviving account holder(s), transfer the balance of the joint account to this account, and close the original joint account. Fees and charges may apply on the other account. If you do not agree to the conversion to the other account, we must receive 7 days prior notice of your intention to close the account and where to pay the remaining balance. If you do not provide us notice you will be deemed to have consented to the conversion of your account as outlined; and
  - if all account holder(s) are deregistered, we will freeze the account and take actions in accordance with the 'Deregistration' section in clause 16.

Where two or more authorised persons must act together (i.e. more than '1 to sign'), the account Overdraw Preference (if eligible) can only be changed in branch where the required account holders are present.

### Accounts held on trust.

We can open trust accounts on request for a variety of situations that include:

- an individual holding an account on trust for another individual. Westpac eSaver opened as a trust account can only be held in this way;
- trustees under a will; or
- trustees under a deed of family arrangement.

When you tell us you are holding funds on behalf of a child/children, the account will be opened in your name and styled 'As Trustee For'. Some account types cannot be held on trust including the Bump Savings and Westpac Life accounts.

Visit a branch or call Telephone Banking for more information about the account types that can be held on trust or to open a trust account.

You must tell us at the time you apply for the account that it is to be held on trust.

### Accounts for children.

We can open the following accounts in the name of a child (a person under the age of 18):

- Westpac Choice;
- Westpac Bump Savings; and
- Westpac eSaver.

If an account is opened for a child under the age of 14:

- the account must be opened in the child's name, and the child becomes the sole account holder;
- the account must be opened for the child by a minimum of one parent, guardian, or grandparent as the Authorised Signatory, the Authorised Signatory must be over 18 years of age and complete the account opening process for the child;
- at least one Authorised Signatory must remain on the account until the child turns 14. An Authorised Signatory can remove themselves from an account at any time if there is at least one other Authorised Signatory on that account. An Authorised Signatory cannot remove another signatory from the account;
- an Authorised Signatory can request for an additional signatory to be added to the account, subject to the satisfactory identification requirements of the Bank;
- Third Party Access may be granted by the Authorised Signatory to any person, company or merchant in respect of the child's Online Banking before the child turns 14. From 29 July 2023, the child cannot remove any Third Party Access through Online Banking until the child turns 14 (see below for more details);
- Handycard access is available if the child is 12 years old or over and have an Australian residential address. Authorised Signatory approval may be required. Handycard access is not permitted if the child is under 12 years old, however a request can be made in exceptional circumstances. Please note, from 25 March 2024 through Online Banking and from 6 April 2024 in branch, we will not be accepting any new applications for a Handycard for Westpac Choice Youth customers. However, existing Handycard holders may continue using their cards, order replacement cards and renew their card;
- branch withdrawals with a debit card are permitted and are not subject to authorisation by an Authorised Signatory;
- branch withdrawals without a debit card are permitted and may be subject to authorisation by an Authorised Signatory;
- Online Banking temporary password can be provided to the Authorised Signatories in their capacity as an agent for the child; and
- cheque access is not permitted.

Once the child turns 14:

- the child can request for any or all Authorised Signatories on the account to be removed on their own and such request does not need to be verified or approved by the Authorised Signatory. Once removed from the account, the Authorised Signatory can no longer access the account on behalf of the child. See the 'Authorising someone else to use your account' section for more information about Authorised Signatories;
- the child can remove any Third Party Access through Online Banking; and
- the child can request to add authorised signatories to the account, up to the number allowed by the product type, subject to the satisfactory identification requirements of the bank.



**If you have concerns about the way in which an authorised signatory is operating your account you should contact us immediately.**

### Westpac Choice Youth.

The Westpac Choice Youth account has Parental Control features in Online Banking that provides a Third Party (such as parent, guardian, or grandparent), oversight and control of the account and helps them to guide their child on how to manage their transaction account.

Westpac Choice Youth is available for anyone under the age of 18. By opening an account as a Choice Youth account, you have elected to not be classified as any other group (for example full-time tertiary student, Concession or Health Care card holder or as an individual that receives an Australian Government benefit payment making you eligible to hold a Concession or Health Care card, or new to Australia) for this particular account.

The Choice Youth account will convert to a Choice account when the account holder turns 18. The account details will remain the same.

### Authorised Signatory access.

An Authorised Signatory is mandatory for the Choice Youth account held by an account holder under 14. When the account holder turns 14, the Authorised Signatory requirement becomes optional. Any appointed Authorised Signatories will remain on the account until removed by the account holder or the Authorised Signatories themselves, even when the Choice Youth account holder turns 18 and rolls onto the Choice account.

### Online Banking Third Party Access.

From 17 June 2023, Authorised Signatories to a new Choice Youth account will be granted the appropriate Third Party Access (value access type) in Online Banking automatically. An Authorised Signatory of an existing Choice Youth account will need to separately request the appropriate Third Party Access for Online Banking.

When an authorised signatory is removed from a Choice Youth account, their Third Party Access in online banking is also removed automatically.

Refer to the Westpac Online Banking Terms & Conditions section on 'Third party Accounts' for an explanation of the different types of Third Party Access.

### Parental controls – Choice Youth.

A third party with non-value or value access to a Westpac Choice Youth is permitted to receive notifications whenever:

- deposits and withdrawals occur in relation to the Westpac Choice Youth account;
- the account holders aged 14 and above changes their Daily Payment Limit; and
- when their Third Party Access is removed.

See section Notifications for Third Parties for more details. A Third Party with value access acting on behalf of the account holder in the Westpac App and Online Banking can:

- apply online for a debit card on behalf of the account holder (from 25 March 2024);
- temporarily lock the account holder's debit card;
- report the account holder's debit card lost or stolen; and
- order a replacement debit card.

### Westpac Bump Savings.

#### Access to the Bump Savings account.

Only the account holder and the authorised signatories on a Bump Savings account can operate on the account. The Bump Savings account can only be operated severally (the account holder and any signatories must act individually). Any signatory must be over 18 years of age and a parent, guardian, or grandparent of the account holder. For Bump Savings accounts there is a maximum of two authorised signatories.

#### Bicentennial promotion.

This promotion was available to customers born between 1 January 2017 and 31 December 2017, who had a permanent Australian residential address, and had a parent(s) or guardian(s) open a Bump Savings account in their name by 31 May 2018. Both the account holder and authorised signatory/signatories of the account must have satisfied the identification requirements under the Westpac Customer Identification Standards by 31 May 2018.

If you were an eligible customer, you may only withdraw the \$200 deposit from the month that you reach 16 years of age (or if there is a block on the account, until such time that block is removed). The \$200 deposit is only available to one account per customer and will be forfeited if the Bump Savings account is closed before the account holder reaches 16 years of age (or if we reasonably consider that transactions undertaken in connection with the Bump Savings account are not for the benefit of, or promote the interest of, an account holder that is under 18 years of age).

#### Online Banking and Telephone Banking – account holder.

Bump Savings account holders have access to their account via Online Banking and Telephone Banking, subject to any Parental Controls. If the Bump Savings account holder is under the age of 12, only staff assisted Telephone Banking is available and self-service Telephone Banking is not available.

An explanation of Parental Controls is provided in the table below.

<p><b>What is Parental Control?</b></p>	<ul style="list-style-type: none"> <li>• Parental Controls are a feature of the Bump Savings account designed so that an authorised signatory can guide the account holder in developing good savings behaviour. An account signatory can control the access that an account holder has to Online Banking and Telephone Banking. Parental Controls permit 'View &amp; Transact' or 'View Only' access to the Bump Savings account via Online Banking and Telephone Banking.</li> <li>• The level of access under Parental Controls can be changed at any time by an authorised signatory or, if the account holder is over 12 years of age, by the account holder. An authorised signatory can make this change by visiting a branch or via their own Online Banking profile. An account holder over 12 years old can only make this change by visiting a branch. Requests to change the access level made in branch will take approximately 10 business days to action. Changes made via Online Banking are effective immediately.</li> </ul>
<p><b>What are 'View &amp; Transact' and 'View Only' access under Parental Control?</b></p>	<ul style="list-style-type: none"> <li>• View &amp; Transact and View Only access under Parental Control applies to the account holder's access to the account.</li> <li>• View &amp; Transact access will permit the account holder to check the account and Transfer Funds using Online Banking and Telephone Banking, including to:                         <ul style="list-style-type: none"> <li>– check the account balance;</li> <li>– check transaction details, and statements in connection with the Bump Savings account;</li> <li>– use the Savings Goals feature, including to view, add, edit and remove savings goals on the account;</li> <li>– debit the account using Transfer Funds; and</li> <li>– provide instructions to close the account using staff assisted Telephone Banking (not available for Online Banking or self service Telephone Banking).</li> </ul> </li> <li>• View Only access will permit the account holder to check accounts using Online Banking and Telephone Banking, including to:                         <ul style="list-style-type: none"> <li>– check the balance of the Bump Savings account;</li> <li>– check transaction details and statements in connection with the Bump Savings account; and</li> <li>– use the Savings Goals feature, including to view, add, edit and remove savings goals on the account.</li> </ul> </li> </ul>
<p><b>How is Parental Control enabled?</b></p>	<p>Parental Control is enabled when a parent, guardian, or grandparent becomes an authorised signatory.</p>
<p><b>How is Parental Control removed?</b></p>	<ul style="list-style-type: none"> <li>• Parental Control is removed when all authorised signatories' third party authorities to the account are cancelled. A signatory's authority can be cancelled by the account holder if they are 12 years or older. An authorised signatory can also cancel their own authority, except when the account holder is under 12 and they are the only authorised signatory on the account.</li> <li>• Parental Control is also automatically removed when the account is closed or converted to a Westpac Life account when the account holder turns 18 years old. In this instance, the account holder will automatically have full access to their account and any signatory's access will be removed.</li> </ul>
<p><b>Special conditions: Child is under the age of 12.</b></p>	<ul style="list-style-type: none"> <li>• The account will have Parental Control.</li> <li>• The authorised signatory/signatories, who complete the account opening process, will be granted Parental Control on the account.</li> <li>• If the account holder is registered for Online Banking and Telephone Banking, they will automatically have View Only access on the account. Only an authorised signatory can change the access level and the access level can be changed at any time.</li> </ul>



<p><b>Special conditions: Child is aged 12 years and over.</b></p>	<ul style="list-style-type: none"> <li>• Parental Control is optional.</li> <li>• Where there are any authorised signatories on the account, the authorised signatories will have Parental Control.</li> <li>• There are no Parental Controls on the Bump Savings accounts where there are no authorised signatories.</li> <li>• An account holder can enable Parental Control in branch at any time provided the parent(s), guardian(s), or grandparent(s) who will be the authorised signatory/signatories on the account are present and each satisfies the identification requirements under Westpac’s customer identification standards. At this time the account holder and/or the authorised signatories can choose whether the account holder has either View &amp; Transact or View Only access on the account through Online Banking and Telephone Banking. If an election is not made, the account holder will have View Only access.</li> <li>• Either an authorised signatory or the account holder can change the account holder’s access level at any time.</li> <li>• The account holder can remove Parental Control at any time by removing all authorised signatories from the account. An authorised signatory can also remove themselves from the account, and Parental Control will be removed if all authorised signatories do so.</li> <li>• Where an account holder has View Only access and Parental Control is removed, the account holder will continue to have View Only access until they request a change to their access levels in branch.</li> <li>• If Parental Control is not applied to the account, the account holder is able to have full View &amp; Transact access to their account, including via Online Banking and Telephone Banking. View Only access is not available where there is no Parental Control.</li> </ul>
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**Online Banking – authorised signatory.**

Authorised signatories have value access through Online Banking. Through value access an authorised signatory is permitted to view accounts and make payments, including to:

- view the balance of the Bump Savings account;
- view transaction details and statements in connection with the Bump Savings account;
- use the Savings Goals feature, including to view, edit and remove savings goals on the account;
- transfer funds from the Bump Savings account using Transfer Funds; and
- receive push notifications for both deposits to and withdrawals from the account to their own device (see section ‘Notification for Third Parties’ for more details).

See Online Banking terms and conditions for more details.

An authorised signatory cannot access the Bump Savings account through Telephone Banking.

**Branch withdrawals – account holder and authorised signatory.**

The Parental Controls described above do not apply to withdrawals initiated by an account holder via a Westpac branch. Where the account holder is under 14 years of age a branch withdrawal without a debit card may need to be authorised by an authorised signatory.

An authorised signatory can withdraw from the Bump Savings account by visiting a branch without an account holder.

**Notifications for Third Parties.**

A third party with non-value or value access to a Westpac Bump or Westpac Choice Youth is permitted to receive notifications whenever:

- deposits and withdrawals occur in relation to the account;
- the account holders aged 14 and above changes their Daily Payment Limit; and
- when their Third Party Access is removed.

The third party can enable this in their own device without requiring additional approval from the account holder. The account holder can remove the third party if they do not want them to receive notifications. Westpac account holders should consider regularly reviewing third party access to their account.

**Accounts with other special conditions.**

**Transfers to and from savings accounts.**

When transferring funds into or out of a Westpac Bump Savings, Westpac Life or Westpac eSaver account (or any Savings Goal in any of these accounts, where permitted), the account on the other end of the transfer must be a Westpac everyday or Westpac savings account in the name of the account holder or user requesting the transfer.

# 3. Using your accounts

There are many ways to access your account and to make deposits and withdrawals. However, not all options described in this section are available on your account. See the 'Summary of Features' table for more information for details of the features that are available on your account.

Your account also allows direct crediting, which means you can arrange for a deposit to be automatically paid into your account.

## Westpac Online Banking.

Westpac Online Banking includes desktop, mobile and tablet banking.

### What you can do.

You can use Westpac Online Banking to get a better picture of your banking via a desktop, mobile or tablet application. Depending on the features of your account, you can:

- see all your accounts on one screen
- Transfer Funds between your eligible accounts
- deposit money into another person's account held at another financial institution or with us
- pay bills
- update your details
- change your PIN
- notify us if you're travelling overseas.

By using the Transfer Funds option in Online Banking, you may transfer funds between the eligible Westpac Accounts that are accessible through Online Banking. The Account balances and transactions lists will be updated straight away for the accounts listed in Table 1. Summary of features in this document.

Further, where you transfer funds after a payment cut-off time on a Business Day or a non-Business Day, that transfer may not be included in the balance of your account for other purposes (such as interest, fees or overdrawn calculations) until the next Business Day.



### Important information.

If any deposit, transfer, or withdrawal transactions have been processed to your Account due to system error (including, but not limited to, duplicate transactions), we may reverse these transactions when we identify them. For clarity, these situations do not include 'Liability for unauthorised transactions' see section 13 and 'Mistaken internet payments' see section 14.

### Getting started.

You may be automatically registered for Online Banking when you request to open a new account that is eligible for Online Banking. We will provide instructions on how to complete your registration and activate Online Banking. When you log on to Online Banking for the first time you will be required to accept the Online Banking Terms and Conditions that are provided online and change the password we provide you. We may also issue you with a token device and register you with our Secure Code Service to approve transactions in Online Banking. If we do, you will also need that token device or Secure Code. Information about the Secure Code Service is set out in the Online Banking Terms and Conditions.



### What you need.

If you've already registered for Online Banking, you will need your customer number and alpha numeric password.

If you need to register for Online Banking, go to [westpac.com.au](http://westpac.com.au) or download our mobile or tablet apps. Have your customer ID or Westpac credit or debit card number handy.

### ATM.

You will need card access to your account to use and access ATM features.

<b>What you can do</b>	<ul style="list-style-type: none"> <li>• Check your balance</li> <li>• Withdraw funds</li> </ul> <p>Other features may be available at select ATMs (e.g. making deposits). ATM features are subject to change. Refer to the ATM device you're using, visit <a href="http://westpac.com.au/ouratms">westpac.com.au/ouratms</a> or visit your local branch for more details.</p>
<b>Limits or restrictions</b>	<p>Limits or restrictions may apply to:</p> <ul style="list-style-type: none"> <li>• Daily cash withdrawal limit</li> <li>• Minimum withdrawal, subject to note denominations and cash availability</li> </ul> <p>Other restrictions may also apply at non-Westpac Group branded ATMs, which should be disclosed at the specific ATM device.</p>
<b>Fees that may be charged</b>	<ul style="list-style-type: none"> <li>• No ATM operator fees apply for using Westpac Group branded ATMs or Westpac Group partner ATMs.</li> <li>• ATM operator fees may apply (disclosed on-screen at the time of the transaction) when you access your accounts at non-Westpac Group branded or non-Westpac Group partner ATMs (including overseas bank ATMs). This fee will be debited on the day (or next business day) of the transaction and itemised separately on your statement.</li> <li>• Overseas withdrawal fee: \$5.00 (Nil for cash withdrawals from Global ATM Alliance ATMs).</li> <li>• An overseas withdrawal fee is charged the day (or next business day) in which the transaction occurred and is in addition to any foreign currency conversion fee.</li> <li>• Some overseas banks may also apply a surcharge for withdrawals (which should be brought to your attention before proceeding with the transaction) which will be added to the withdrawal amount, converted to Australian dollars and debited to your account as one transaction.</li> <li>• Overseas withdrawal fees are not charged for balance enquiries or cash withdrawals made at Global ATM Alliance. To find an overseas ATM that is part of the Global ATM Alliance, visit <a href="http://westpac.com.au/atmalliance">westpac.com.au/atmalliance</a></li> </ul>

### Deposits at ATMs, CDMs and Bank@Post™.

If you make a deposit at an eligible ATM/CDM the amount of your deposit is subject to verification by us. The amount accepted by the CDM, or the amount validated by the ATM and then agreed by the depositor, is the amount that will be credited to your account. Processing and cut off times will vary depending on the time of day the cash deposit is made.

Within any 24 hour period, a deposit limit may apply to deposits at an ATM, CDM or Bank@Post. Such cash deposit limits may change from time to time at our discretion. For ATM deposit limits, processing and cut off times visit [westpac.com.au/ouratms](http://westpac.com.au/ouratms) or visit your local branch.

Please note: Processing and cut-off times will vary depending on the time of day the cash deposit is made.

## Branch.

### What you can do at a branch.

Our branch staff are available to talk to you in person about products and services and show you how to use services you may not be familiar with, such as Telephone Banking and Online Banking.

Our branch staff can:

- assist you to make deposits, withdrawals\* and payments to Westpac accounts
- help you purchase a bank cheque on the spot
- book appointments with specialists, for example a Home Loan specialist
- answer general enquiries you have about your accounts.

\* Subject to section 16 (When we may delay or refuse transactions), if you need to make a cash withdrawal of \$5,000 or more from your account, please contact the branch and provide at least 2 Business days' notice. In the event of a cash withdrawal over \$50,000, we may choose to pay you by bank notes in large denominations, or bank cheque, or an electronic transfer (instead of cash).

## Personal Telephone Banking.

### What you can do.

Depending on the features of the account you have, you can use self-service Telephone Banking to:

- check balances and transactions
- make BPAY payments
- transfer money between your accounts, and pay your credit card
- check interest information, including interest earned
- activate your card
- change your access code
- request a mailed statement
- find out the BSB number for all your accounts.

Depending on the type of account you have, our Customer Service Representative can also help you to:

- open new accounts
- report lost/stolen cards
- reissue cards
- stop payment of a cheque
- obtain information about Westpac products, services, interest rates and fees
- set up periodical payments (such as to make loan payments or regular deposits to a savings or investment account with us or at another financial institution); and
- reissue codes.

## Getting started.

To start using Telephone Banking, you need to:

- call 132 032
- have your 8-digit customer number handy
- when your call is answered, select the appropriate menu option to speak with a Customer Service Representative who will then ask you several questions to confirm your identity
- you will be asked to select a 3-digit access code and optional key word.

The next time you call Telephone Banking, you'll need your 8-digit customer number and your 3-digit access code and optional key word.

For more information, see the Personal Telephone Banking Terms and Conditions by visiting [westpac.com.au](http://westpac.com.au) or at any branch.

## Electronic Transactions.

### What you can do at POS (Point of Sale) terminals, if your account has card access.

- Make purchases without cash at most retail or service outlets.
- Withdraw cash at the same time from your savings or cheque account from some retail or service outlets.
- Have the choice of account (linked accounts only).
- Get a printed receipt.
- Use your compatible device to make a payment with a mobile wallet.

### Our responsibilities and liabilities (electronic banking access).

We will maintain electronic banking access to the linked accounts at all times unless:

- an electronic banking terminal malfunctions or is unavailable;
- a merchant refuses to accept your card; or
- at least one of the accounts is overdrawn or will become overdrawn without prior arrangement, or is otherwise considered out of order by us.

There may be times when we will alter the types of accounts which may be operated, or the types of transactions performed, or the types of electronic banking terminals that may be accessed using the card. We will notify you of changes as set out in the 'Changes to terms and conditions' section.



### What happens if an electronic banking terminal does not work?

We will be responsible to the person(s) who own(s) the account for any loss which occurs because an electronic banking terminal accepts your instructions but fails to carry out the transaction requested.

If you are aware that the electronic banking terminal is not operating properly we will only be responsible for correcting the relevant account and refunding any fees or charges.

We will not be responsible if an electronic banking terminal does not accept your instructions or your card fails to work in the terminal.

## Bank@Post™.

### What you can do.

At participating Post Offices, customers can:

- Withdraw cash (up to a daily cash withdrawal on your card – see Daily limits.). However, cash cheque withdrawals are not permitted.
- Make cash\* and cheque deposits (up to a daily limit of \$7,000 for cash and less than \$1 million for cheques. For mixed cash and cheque deposits, the total limit is less than \$1 million per customer, of which no more than \$7,000 can be cash).
- Make account balance enquiries.

Westpac customers are not charged extra fees to use the Bank@Post service.

\*Please note: Processing and cut-off times will vary depending on the time of day the cash deposit is made. For cash deposit processing and cut-off times visit [westpac.com.au](http://westpac.com.au) and search 'ATM features' or visit your local branch.

## BPAY.

When you see the BPAY symbol on a bill, you can pay that bill through Telephone Banking or Online Banking. It's a simple and convenient way to pay your bills.

### What you can do with BPAY.

- schedule payments in advance using BPAY.
- register for BPAY View and pay bills and receive your bills with BPAY View. Account holders under 14 years old cannot use BPAY View.
- obtain a receipt number.
- use via Telephone Banking or Online Banking. Account holders under 14 years old can only make BPAY payments through Telephone Banking.
- choose the account to pay from (however some billers do not accept payments from credit cards).
- register with BPAY 'View Billers' to receive online access to bills.

### Getting started.

You don't need to register for BPAY bill payment facility, however you do need to have Online Banking or Telephone Banking. All you need to do is either call Telephone Banking or sign in to Online Banking and provide the biller code and reference number (and possibly other information) that appears on the bill or invoice. We will then debit your nominated account with the amount you specify. You can schedule a BPAY payment to be made in the future. Cleared funds must be available in the account the day before the payment is made.

Details of BPAY payments, including a receipt number, will appear on your account statement.

## Cheques.

### What you can do with cheques.

A cheque provides a convenient way of paying a bill or receiving a payment. Cheque withdrawals are only valid if your account allows cheque access.

### Depositing cheques.

There are several ways you can deposit a cheque, including:

- visiting a branch or Bank@Post
- using the Express Deposit facility
- sending the cheque to us by mail for processing
- using an ATM with cheque deposit option available.



## Writing cheques.

- Cheque books are only available if your account allows cheque access, see the 'Summary of features' table for details about which accounts allow cheque access. More information about cheques is available in the 'Using cheques' section of these Terms and Conditions.
- Bank cheques can be purchased on the spot at any branch or ordered via Online Banking. When in branch, you can pay for the bank cheque and the fee either in cash or by withdrawing funds from your account. Bank cheques ordered via Online Banking will not incur a fee, but will have the value of the bank cheque charged to your account.

## Savings Goals.

Savings Goals is a feature available on eligible accounts through Online Banking (see the 'Summary of Features' table for details of the eligible accounts). This feature allows the account holder and users in Online Banking with value access to the account ('eligible customers') to add savings goals to the account and distribute some or all of the account balance between these savings goals.

The Savings Goals feature enables eligible customers to track progress towards the savings goals based on the information entered by any eligible customer by displaying:

- the selected name, category, target amount and target date of the savings goal entered by the eligible customer;
- the amount that has been saved towards the target amount; and
- a calculation of the weekly or total savings amount that will achieve the savings goal by the target date.

Eligible customers must select one of the available categories when adding a savings goal. Savings goals added to an account can be viewed, edited or deleted by any eligible customer at any time. Savings goals will remain in place (even if the target amount or target date is reached) until an eligible customer deletes the savings goal.

Limits apply to the number of savings goals that can be added to the account, and to the target amounts and dates of the savings goals. See the Savings Goals feature for the applicable limits. We may change these limits at any time and we will notify you of changes as set out in the 'Changes to terms and conditions' section.

The 'Spare Funds' display in accounts using the Savings Goals feature shows the funds in the account that are not currently allocated to a savings goals, and includes any uncleared funds.

The total of Spare Funds and all savings goals form the overall balance of the account.

You can move funds between Spare Funds and a savings goal. In this case, funds do not leave the account. You cannot move funds directly between savings goals.

When transferring funds into an account that uses the Savings Goals feature, you need to specify whether the funds are to be transferred into either a savings goal or Spare Funds.

When transferring funds from an account that uses the Savings Goals feature, you need to specify whether the funds are to be transferred from either a savings goal or Spare Funds. You cannot make a recurring payment from a savings goal or Spare Funds.

The following paragraphs relating to transfers apply to transfers from an account that uses the Savings Goals feature.

For transfers dated today's date made through Online Banking (excluding transfers through tablet banking and mobile banking using the quick transfer function), if you have insufficient cleared funds in the savings goal or Spare Funds (whichever you have selected to make the transfer from) at the time the transfer is made, you will not be permitted to make that payment.

For future-dated transfers made through Online Banking (excluding transfers through tablet banking), if on the day before the transfer is due you have insufficient cleared funds in the savings goal or Spare Funds (whichever you have selected to make the transfer from), but have sufficient cleared funds in your account as a whole, we will withdraw the funds from your account in the following order:

- Spare Funds;
- then from the savings goals that have no target amounts, starting with the savings goal with the highest amount saved and moving through the savings goals to the goal with the lowest amount saved; and
- then from the savings goals with target amounts, starting with the savings goal with the highest amount saved and moving through the savings goals to the goal with the lowest amount saved.

You will not be able to transfer or withdraw directly from a savings goal where the transaction is made in branch, by telephone, through telephone banking, tablet banking or mobile banking using the quick transfer function. If you have sufficient cleared funds in your account as a whole at the time the transaction is made (for transfers dated today's date or withdrawals) or on the day before the transfer is due (for future-dated transfers), we will withdraw the funds from your account in the following order:

- Spare Funds;

- then from the savings goals that have no target amounts, starting with the savings goal with the highest amount saved and moving through the savings goals to the goal with the lowest amount saved; and
- then from the savings goals with target amounts, starting with the savings goal with the highest amount saved and moving through the savings goals to the goal with the lowest amount saved.

Where there are two savings goals that have equal amounts saved, funds will be first withdrawn from the savings goal that has existed the longest.

If on the day before the transfer of a future-dated transfer is due, you have insufficient cleared funds in your entire account (being the combination of the balances of all your savings goals and Spare Funds), the transfer may not be processed.

Except for permitted transfers by an eligible customer into a specified savings goal, amounts credited to the account, including interest paid, will be automatically allocated to Spare Funds.

The Savings Goal functionality only displays factual information about the savings goals entered by the eligible customer and does not give any advice. The Savings Goal functionality does not take into account any of your actual personal circumstances when providing you with this factual information.

## Deposits in foreign currencies.

An Account is an Australian dollar account. If we receive an amount or item in a foreign currency for deposit to your Account (including a telegraphic transfer or cheque drawn in foreign currency) we will convert the foreign currency amount into Australian dollars using the retail exchange rate that we make available for the foreign currency on that day. Visit any branch for more information about exchange rates that we offer. Additional fees may also apply.

Please note: From 30 April 2021, Westpac will no longer process foreign cheques and items for collection.

## Overdrawing your accounts.

At times, you may make a transaction which takes your account into negative balance (or further into negative balance) or beyond any formal overdraft arrangement on your account – for example:

- where, at our discretion, we honour a direct debit, a scheduled payment (including BPAY), ATM withdrawal, purchase using a card linked to your account or honouring a cheque when there is insufficient available funds in the account;

- when a card purchase does not require our authorisation, systems are unavailable or a merchant settles a transaction late; or
- where the transaction draws from uncleared funds in the account.

We are under no obligation to allow a transaction to overdraw your account. If we decide not to allow it, we will decline the transaction.

## Overdraw Preference Feature.

The Overdraw Preference feature is available on personal accounts other than basic bank accounts or any accounts held by persons under 18 years of age. On eligible accounts, the feature is, by default, enabled, unless it has been disabled at your request or at our discretion. When enabled, we may allow direct debits, periodical payments, cheque withdrawals and scheduled payments (including BPAY) to overdraw your account, or increase the amount already overdrawn at the time of the transaction. An Overdrawn Fee and debit interest may apply.

You can request to change your account Overdraw Preference by calling us or visiting your nearest branch, and online when the feature is available in Online Banking.

If you have provided a valid email address and mobile phone number to us, you will receive an email or SMS notification on the update. **Please note:** The Overdraw Preference will be updated on the account, and effective for all authorised persons. The update will be effective by the end of the day, unless it is not a business day then it is effective by the end of next business day.

If you request for the Overdraw Preference feature to be disabled, we will decline (where possible) any direct debits, periodical payments, cheque withdrawals and scheduled payments (including BPAY) that would cause your account to become overdrawn, or further overdrawn on the next business day after processing.

Some transactions may still cause the account to become overdrawn where:

- (at the relevant time) any of our relevant systems is off-line or otherwise impaired or interrupted;
- the authorisation request is not sent to us, or received by us, for our review and for processing by our system (which may occur, for example, where the transaction is made using a cheque or a card linked to your account); or
- it is impossible or reasonably impractical for us to prevent your account from being overdrawn.

Under these scenarios, an Overdrawn Fee and debit interest may apply.



**Westpac Choice Concession account holders or accounts held by persons under 18 years of age.**

The Overdraw Preference feature is not available for these accounts:

- Westpac Choice Concession account; or
- when one or more account holders is under 18 years of age,

other than where formal overdraft arrangements exist, the account will not become overdrawn except where it is impossible or reasonably impractical for us to prevent your account from being overdrawn.

**Where we honour a withdrawal or payment transaction and your account shows a negative/debit balance.**

If we permit you to make a withdrawal or payment transaction (as described in this section) which overdraws the available balance of your account, then you will, at the time the negative balance arises, owe us a debt of the amount by which your account is overdrawn. If we do honour the transaction, you may be charged an Overdrawn Fee (see the 'Understanding fees and charges' section of this document) and interest may be charged on your debit balance. We agree that you have a period of 20 days within which to repay the amount by which the account is overdrawn (including any fees and accrued interest). Accordingly, you will need to, by the end of that 20 day period, return the account to a positive balance.

Any deposits into your account will be first applied to the amount by which your account is overdrawn including fees and any accrued interest on that amount. If you are receiving government benefits paid into the account and you need access to the payment that has been applied to the overdrawn amount, please contact us via Telephone Banking or visit a branch to discuss options that may be available.



**You will need to ensure that you do not overdraw your account regularly.**

Even if we do honour a transaction, or do so more than once, it does not mean we have any obligation to do so in the future.



**Are you having financial difficulty?**

When you overdraw your account, there may be occasions when repaying this debt becomes difficult. Should this arise, you should promptly contact us via Telephone Banking or visit a branch to discuss options that may be available.

**How debit interest is calculated and charged.**

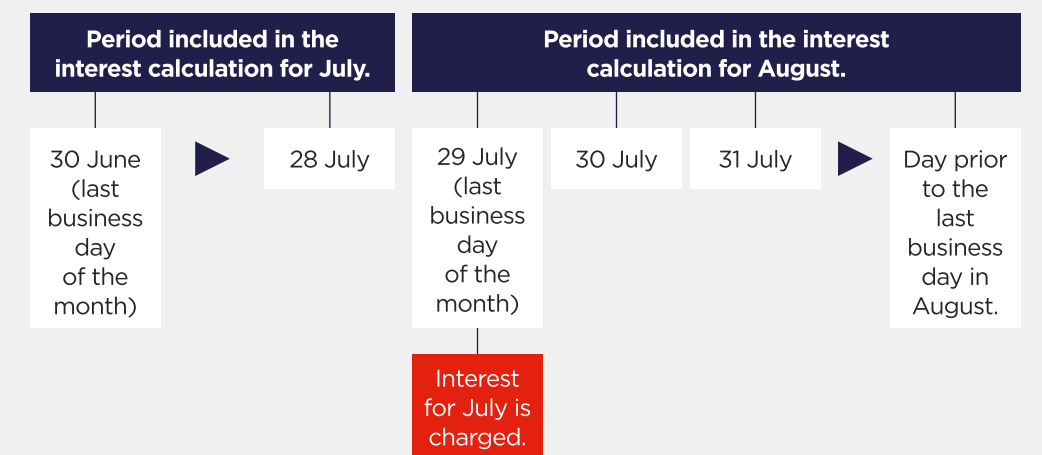
Debit interest is calculated daily as follows:

**Daily closing balance × (interest rate/365)**

Debit interest will be charged to your account on the last business day of the month.

However, debit interest calculated on the daily closing balance of the last business day of the month and any remaining days of that month, will be charged the following month.

For example, where 30 June was the last business day of June, and where 29 July is the last business day of July, interest for July will be calculated and charged in the following manner:



Please note that you may avoid being charged the Overdrawn Fee by returning your account to a positive balance, or to a balance within the agreed overdraft limit (as applicable), by 6.00pm Sydney time on the day the transaction is conducted.

If your account becomes overdrawn and there is no overdraft arrangement in place, or any overdraft arrangement is insufficient to cover the overdrawn amount, debit interest (if it applies to your account) will be charged to your account at the Unarranged Lending Rate. It will be calculated daily on the closing debit balance (and debited on the last business day of each month) using the then current Unarranged Lending Rate, until the date on which the account balance is positive or within any agreed overdraft limit.

**Where we dishonour/reject a payment.**

Your payment may be dishonoured if you make a transaction from your account and:

- there are insufficient funds available within the account
- the funds have not been cleared.

## When could your credit rating be affected?

If your account:

- becomes overdrawn without arrangements; and
- remains overdrawn for more than 60 days after the end of the 20 day period we allow for you to repay the amount overdrawn,

then we may commence enforcement action and disclose your default and certain personal information to a credit reporting body.

## Credit reporting bodies and the Privacy Act.

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 five years and may affect your ability to obtain finance or credit.

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

You can access our Privacy Statement by visiting [westpac.com.au/privacy/privacy-statement](http://westpac.com.au/privacy/privacy-statement) or by calling us on 132 032.

## When you haven't used your account for over six months.

### Inactive accounts.

If your account becomes inactive we may close your account without any notice to you.

Your account becomes inactive if:

- you do not make any deposits and/or withdrawals during a continuous six-month period; and
- the balance of your account is nil or in debit without any arrangements.

### Unclaimed monies.

If you have not made a deposit or a withdrawal from your account for seven years, we may close your account, and transfer any prescribed money in your account to the government.

We will usually notify you before we close your account, but there may be circumstances where we are not able to (such as where our record of your address is out of date).

You can visit any branch to find out how to recover unclaimed money (although it may take three months or more to recover money that has been transferred to the government).

The Bump Savings account is exempt from unclaimed monies laws, however once the customer turns 18, the account will be converted to a new account. If the account is converted to a new account the unclaimed monies provisions will apply to that account.

## When we can combine your accounts.

### Overdrawing.

If you overdraw your account without arrangement or beyond the agreed overdraft limit when formal overdraft arrangements do exist, we may automatically combine your accounts (e.g. transfer sufficient money which is kept in any other account with us that is held in your name to clear the debt). See 'Overdrawing your accounts' section for more information on when your account can become overdrawn.

### Debts you owe us.

We may also transfer money kept in your deposit account to clear debts which you owe us in other loan or deposit accounts. If we do this, the balance of the account from which we have transferred the money will reduce by the amount used for this purpose.

## If we exercise our right to combine accounts.

If we exercise our right to combine accounts, we will notify you promptly using the contact details shown in our records.

You agree that you may not set off any amounts we owe you (for example, credit balances in your other accounts) against amounts you owe us.

## Closing your accounts.

### Who can close an account.

You or any other authorised person can close your accounts at any time simply by asking at any branch. Account holders under 14 years old may require approval from an authorised signatory. Most accounts can also be closed by calling Telephone Banking.

Another financial institution may close your accounts on your behalf.

We may convert your Bump Savings account when you reach 18 years of age. We will notify you 30 days before we convert your account.

We may also exercise our discretion to close accounts (and cancel any linked card(s)) or refuse to accept further deposits or allow further withdrawals after giving reasonable notice to you (and, we may also notify the authorised signatory/signatories) due to unsatisfactory conduct or for any other reason we deem appropriate such as:

- where your account is designed for domestic or personal use by you as a personal customer and is being used for business purposes; or
- where you hold an account that has been designed to promote your interests as an account holder who is under 18 years of age, and in our reasonable opinion, the account is being used for purposes that do not benefit you or are not in your interests as an account holder who is under 18 years of age; or
- where we reasonably believe the use of an account has caused harm (for example financial abuse) to another person.

In certain circumstances we may do any of the above without providing you with any prior notice. When we do so, we will act fairly and reasonably towards you. These circumstances may include:

- you do not provide us with any document or information we reasonably request from you;
- we reasonably consider it necessary to comply with our policies, Australian law or sanctions (or the law or sanctions of any other country), or to comply with our regulatory and compliance obligations and manage associated risk.

Upon closing the account for the above reasons we will pay you the net credit balance of the account (e.g. by providing you a bank cheque) unless we believe, acting reasonably, that we are precluded from doing so, such as in order to comply with our regulatory and compliance obligations or to manage associated risk.

## Things to remember when closing your accounts.

When you close your account you must provide to us any:

- card that operates the account (including any card issued to an additional cardholder)
- unused cheques
- passbooks.

An account with cheque access may only be closed once all outstanding cheques written on the account have been presented.

We reserve the right to return any cheques presented for payment after the account has been closed.



**Make sure you notify anyone who either directly credits or debits your accounts and be sure to cancel any Periodical Payments or regular transfers either to or from the accounts you are closing.**

## Termination Value.

**How your closing balance (Termination Value) is calculated if:**

**Your account balances are in credit.**

The net closing balance of your account is calculated as:

$$\begin{array}{r} \text{credit balance} \\ + \\ \text{accrued deposit interest that has not yet been} \\ \text{credited to your account (if any)} \\ - \\ \text{accrued fees and government charges applicable} \\ \text{up to the closing date that have not yet been} \\ \text{charged to your account} \end{array}$$

An account-keeping fee will apply even if the accounts have been open for only part of the month.

**There are uncleared funds or your accounts are overdrawn.**

We cannot make available any uncleared funds at the time you request that the accounts be closed, until those funds become cleared.

If the accounts have a debit balance, you will need to pay to us the balance plus any accrued debit interest, account-keeping fees and government charges applicable up to the closing date.

## Authorising someone else to use your account.

You may authorise another person to access your account via Online Banking, Telephone Banking, or at a branch.

Refer to the Online Banking and Telephone Banking terms and conditions for further information on authorising someone else to access your account via Online Banking or Telephone Banking.

You can authorise another person to operate your account at a branch by completing a Notice of Authority, which sets out the things that an authorised

signatory can do in respect of the account. For joint accounts, each joint account holder must sign the authority. The Notice of Authority form is available in branch and at [westpac.com.au](http://westpac.com.au)

Refer to Online Banking terms and conditions for further information in relation to Joint Account On-share Authority. For the Bump Savings account, refer to the Explanation of Parental Control information in the 'Your guide to opening accounts' section. For the Choice Youth account, refer to the Accounts for children section.

<b>Liability after cancellation.</b>	<ul style="list-style-type: none"> <li>Any account holder or the authorised signatory can cancel the authority to operate at any time, subject to the terms and conditions of the account, except where there is a single authorised signatory on an account held by a child under the age of 14.</li> <li>However, you will be liable for: <ul style="list-style-type: none"> <li>any transactions made (including if they have been made by a third party) prior to the authority being cancelled even if they have not been debited to the account (including any associated fees and charges); and</li> <li>any future dated payments, cheques, authority debits, Periodical Payments, bill payments, drafts, bills of exchange, or promissory notes established by the authorised signatory prior to the cancellation of the authority to the extent these payment types are allowed on your account.</li> </ul> </li> </ul>
<b>Authorised signatories authority.</b>	<ul style="list-style-type: none"> <li>An authorised signatory will not be able to add or delete any other third party on the account to which they have access, except where they are the sole authorised signatory on the account and the account holder is under 14. In this case, the authorised signatory can add additional authorised signatories to the account up to the limit allowed by the product type.</li> <li>In addition to an authorised signatory's other authorities, the authorised signatory will be able to do the following, only where the account holder is under the age of 18: <ul style="list-style-type: none"> <li>open a new account in the name of the account holder; and</li> <li>alter the account holder's details on the account.</li> </ul> </li> <li>In certain circumstances, acting reasonably, we may remove the authority to operate of anyone authorised to operate your account and/or your authority to operate any account due to unsatisfactory conduct (including that of the authorised signatory) or for any other reason we deem appropriate, such as if we believe allowing the authority to remain on your account may cause loss to you or us. Any account holder aged 14 years and over can cancel an authorised signatory at any time by visiting any branch.</li> </ul>
<b>Disputes and third party claims.</b>	<ul style="list-style-type: none"> <li>If we are notified of a dispute about a Notice of Authority, or the owner or owners of an Account, or a third party claim, we may refuse to allow operations on your Account until all parties concerned have signed any authority we require.</li> </ul>
<b>Authority relating to Debit Mastercards®.</b>	<ul style="list-style-type: none"> <li>We may have issued an additional Westpac Debit Mastercard (for Victorian Customers only) to any person nominated by you, provided that each person is 14 years and over and has an Australian residential address. We may also issue a Westpac Debit Mastercard to an eligible Authorised Representative upon request through an application. We reserve the right not to accept the application.</li> <li>You are responsible to Westpac for the use by a third party cardholder of their Debit Mastercard.</li> <li>By nominating a third party cardholder, the account holder authorises the third party cardholder to act on their behalf to make a replacement request for the third party cardholder's existing card that is lost, damaged or stolen or for specific purpose card replacements (e.g. accessibility reasons) only.</li> </ul>

## 4. Understanding debit cards



**From 15 July 2017, you are required to have a debit card linked to your everyday account at the time of opening. Refer to the Summary of Features table for debit card eligibility.**



When you make a transaction, you authorise us to act on the instructions entered in the electronic equipment. You should ensure the transaction amount is correct before entering the PIN or otherwise using the card at the electronic equipment. By entering the PIN, signing a transaction voucher or record, using the card for an online transaction, or holding the card in front of a contactless terminal, you indicate your agreement that the transaction amount is correct.

### What can you do with your Debit Mastercard?

You can use your Debit Mastercard to purchase goods or services from merchants or withdraw cash from ATMs in the following ways:

In Australia or overseas.	In Australia only.
<ul style="list-style-type: none"> <li>By pressing the 'credit' or 'Debit Mastercard' option and entering your PIN or signing the transaction slip (where available).</li> <li>Holding your Debit Mastercard in front of the contactless terminal and waiting for the transaction to be confirmed. In Australia, there is no need to sign or enter a PIN for purchases \$100 or less. At merchants overseas you may not need to sign or enter a PIN for small value transactions.</li> <li>Over the phone - by quoting the Debit Mastercard number, expiry date and where requested, the CVC.</li> <li>Online - by using the Debit Mastercard number, expiry date and where requested, the CVC.</li> <li>Withdraw cash at ATMs.</li> </ul>	<ul style="list-style-type: none"> <li>By pressing the 'cheque'/'savings' option (if applicable) and entering your PIN.</li> <li>Withdraw cash at the POS at some merchants - by pressing the 'cheque'/'savings' button (if applicable) and entering your PIN.</li> </ul>



## What can you do with your Handycard?

You can use your Handycard to purchase goods or services from merchants or withdraw cash from ATMs in the following ways:

In Australia or overseas.	In Australia only.
<ul style="list-style-type: none"> <li>Withdraw cash at ATMs.</li> </ul>	<ul style="list-style-type: none"> <li>Purchase goods or services by holding your Handycard in front of the contactless terminal (where available) and wait for the transaction to be confirmed. There is no need to sign or enter a PIN for purchases \$100 or less.</li> <li>Purchase goods or services from merchants at the POS – by pressing the ‘cheque’/‘savings’ option (if applicable) and entering your PIN.</li> <li>Withdraw cash at the POS at some merchants – by pressing the ‘cheque’/‘savings’ button (if applicable) and entering your PIN</li> <li>Transact online using the card number and expiry date on your Handycard wherever eftpos is accepted.</li> </ul>

## Rules about your Debit Mastercard® and Handycard.

Some fees and charges may apply when you use your Debit Mastercard or Handycard. Refer to the ‘Fees and charges’ tables to see what Debit Mastercard and Handycard fees that may apply to your account.

Debit Mastercard and Handycard do not provide credit. When you use your Debit Mastercard or Handycard to make a transaction, you have access to the funds available in your account. We do not agree to provide any credit in respect of your Debit Mastercard or Handycard. However, we may allow your account to become overdrawn, see the ‘Overdrawing your accounts’ information in the ‘Using your accounts’ section.

## Your card and PIN.



A Debit Mastercard or Handycard will be mailed to you, up to five business days after the account is opened and all account holders and signatories have met our identification requirements and eligibility criteria. See the ‘Summary of features’ table for account and card eligibility.

Your PIN may be a 4-digit number allocated to you by us, or it may be a 4 to 6 digit number or word that you have personally selected. You have the option of changing your PIN to one of your own choice at any time (including where your record of the PIN has been lost or stolen). Visit [westpac.com.au](http://westpac.com.au) to find out how.

If you are travelling overseas you will need to have a 4-digit PIN, as not all countries have the same ATM system and many overseas ATMs don’t let you enter your PIN as a word.

For information on liability for Debit Mastercard and Handycard usage and PIN/code protection please refer to the ‘Account security and liability’ section of this document.

### Card validity and expiry.

When you receive your Debit Mastercard or Handycard, for security reasons, you must sign it immediately. You must also ensure any additional cardholder does this when they receive their card. Cards should only be used until the expiry date.

As soon as a card expires, ensure that you destroy it by cutting it into several pieces and disposing of them securely.

### Daily limits.

A default daily transaction limit of \$8,000 will apply to your Debit Mastercard when the card is used for in-store, online, and phone payments including recurring payments. At times, transactions on your Debit Mastercard will go through even if the transaction exceeds this limit, or the transaction will exceed your available funds in your account. Some examples include recurring payments, estimated, initial and subsequent authorisations (that will be adjusted once the final amount is processed or expires), when a transaction does not require our authorisation, when systems are unavailable, or when transaction vouchers are manually processed by a merchant.

A daily cash withdrawal limit of \$1,000 applies to your Debit Mastercard. Some peer-to-peer withdrawals may be treated as a cash withdrawal.

There is a default daily limit of \$1,000 to your Handycard for all transaction types.

You can view or change your daily limits at any time using Online Banking or via the App. If you ask for a higher limit, your liability for unauthorised transactions may increase.

These limits apply when the card is used in Australia or overseas. The following table sets out the default limits by transaction type that you can transact or debit from all the account(s) linked to the card in one calendar day:

Transaction type.	Debit Mastercard	Handycard
<ul style="list-style-type: none"> <li>Transaction made through POS including contactless transaction</li> <li>Online or over the phone purchases</li> <li>Recurring payments</li> <li>Mail Order</li> </ul>	\$8,000	\$1,000 <i>Only available for purchase transactions wherever eftpos is accepted.</i>
<ul style="list-style-type: none"> <li>Cash withdrawals through ATM</li> <li>cash-out at a POS terminal</li> <li>Bank@Post withdrawal</li> </ul>	\$1,000	
Transactions in branch	N/A – limit does not apply	N/A – limit does not apply

### Weekly Spend Limit

From 25 March 2024, you will be able to apply a Weekly Spend Limit in relation to Debit Mastercard transactions. This is an optional feature for existing customers and will allow customers to set a limit on their accumulative weekly spend on their Debit Mastercard. However, from 25 March 2024, new Debit Mastercard customers under the age of 14 who have their Debit Mastercard linked to their Choice Youth Account, with a third party with value access on their account, will have their Weekly Spend Limit defaulted to \$50. For these customers, the Weekly Spend Limit cannot be removed but may be changed by the third party with value access on the account.

Please note the following Debit Mastercard transactions are included in the Weekly Spend Limit:

- Card purchases (including in-store cash withdrawals)
- Digital Card purchases
- Online purchases
- EFTPOS purchases
- Subscriptions
- Purchase at POS
- Cash out at POS, with purchase at POS
- Purchase Reversal (same day)
- ATM withdrawals
- Bank@Post withdrawals
- Fund transfer withdrawal (for example, Beem It)
- Cardless Cash withdrawals.

Any pending transactions (of the above types) will also contribute towards the Weekly Spend Limit from when the payment is initiated, even if it’s in a pending or processing state.

Some transaction types are excluded from being counted towards your Weekly Spend Limit which include but are not limited to:

- Refunds
- Forced transactions.

### Card cancellation.

We may cancel your card by providing you with 30 days’ written notice acting reasonably. We may also cancel your card at any time (without prior notice) to protect you or us from material risks including fraud, unauthorised access or other losses, to manage criminal, regulatory and associated risk.

Once your card is cancelled you must stop using it and destroy it by immediately cutting it into several pieces and disposing of them securely.

You may contact us to cancel your card at any time by calling us or by returning the card to us. A cancellation may not be completed until the card has been surrendered, or you have taken all reasonable steps to have the card returned to us. What constitutes taking all reasonable steps to have a card returned to us, where you are the account holder and the card in question is held by another person, will vary depending upon the particular circumstances. At a minimum, it will require you to contact that person, if at all possible, and request them to surrender their card to you, so that you can return it to us.



If you close your accounts or where the card has been cancelled, the account holder will remain liable for transactions made using the card linked to your account:

- prior to or after its cancellation or closure of the accounts; or
- using the card number for mail, online, telephone and recurring transactions which have not been cancelled prior to termination.

The user may be liable to the account holder for any use of a card after the user has received notice of its cancellation.

## Card reissue.

We may issue a new card to you at any time. All reissued cards are subject to the terms and conditions of the card. We may not re-issue a card to you only in circumstances where it is reasonable for us not to and to meet our regulatory obligations. We will not automatically reissue a card that hasn't been used to make a transaction in the prior 12 months.

## Withdrawals at branches and other financial institutions.

The minimum withdrawal amount may vary between financial institutions. Before a cash withdrawal is processed in Australia you may be required to provide a second form of identification, such as a passport or driver's licence. Overseas, a passport will be required for Debit Mastercard. Handycards cannot be used to withdraw funds from your account over-the-counter at any bank overseas.

## All cards remain our property.

All cards remain our property and you are required to return the card to us:

- on our request;
- on cancellation of your card;
- on closure of all of the accounts which are linked to your card;
- on termination of your authority to operate all accounts which are previously linked to your card;
- if the account(s) linked to the Debit Mastercard is closed. In this case, the card will be automatically cancelled.

## Overseas transactions.

You can access your funds in your linked default account at any international ATM where the Mastercard or Cirrus® logo is displayed, by using your Debit Mastercard and PIN or Handycard and PIN, respectively.

At overseas ATMs you cannot use your Debit Mastercard or Handycard to make deposits or

Transfer Funds between accounts linked to your Debit Mastercard or Handycard.

To access funds from your default account at overseas ATMs, select the 'credit' option for Debit Mastercard, or the 'cheque'/'savings' option for Handycard.

Foreign Transaction Fees apply to all overseas, POS and contactless transactions. If the amount of the transaction is more than your available balance, the transaction may be rejected and no fees will be charged. Refer to the section titled 'ATMs' for information on fees that may be charged for overseas ATM transactions.

## How Mastercard® processes transactions.

Mastercard Worldwide processes foreign currency transactions, including charges incurred and refunds made, and converts these transactions into Australian dollars. Transactions that are made in foreign currencies other than United States dollars are converted into United States dollars before being converted into Australian dollars. The exchange rate used for conversion is either a government mandated exchange rate or a wholesale exchange rate, selected by Mastercard Worldwide for the applicable currency on the day the transaction is processed. That rate may differ from the rate applicable to the date the transaction occurred, or the date when the transaction is posted to your account. Please note that exchange rates quoted by Westpac in Australia are not used to convert foreign currency transactions to the Australian dollar equivalent.

Fees charged by Mastercard Worldwide during the conversion process are passed on to you by us. A Westpac Processing Fee is also charged by us for these transactions.

To facilitate the processing of card transactions, information relating to your card details and transaction details may be processed by Mastercard Worldwide in countries other than Australia. By making a cash withdrawal with your Debit Mastercard or Handycard or a purchase (for Debit Mastercard only), you agree that information regarding the transaction may be processed outside Australia.



You should report a disputed transaction to us as soon as possible so that we may reasonably claim a chargeback right. Chargeback rights are not available for BPAY transactions.

## What to do if you want to dispute a Debit Mastercard® transaction.

If you need to dispute a transaction, you should contact us as soon as possible. You can raise a dispute online, in branch, or by contacting us using the number on the back of your card. We may ask you to provide information in writing to support your dispute.

We must comply with card scheme rules which set out dispute procedures and notification timeframes. If you don't notify us promptly, we may not be able to investigate your dispute.

In some circumstances, card scheme rules allow us to charge a transaction on the account back to the merchant with whom you made the transaction. This is known as a chargeback.

If it is available, we will claim a chargeback right for a transaction on your account if you ask to do so, and you give us the information and material we require to support a chargeback. Otherwise any chargeback right we have may be lost.

The timeframe for disputing a transaction may not apply where the ePayments Code applies.

## Statements.

You should keep all voucher and transaction records given to you when using your card. You can use these to verify the transactions on your account.

## Stopping debit cards.

We may block or place a stop on your card if any account the card is linked to is transacted on in such a way that we suspect fraudulent use of your card. As anyone who has your card and PIN, Telephone Banking access code or Online Banking password can make transactions on your accounts, you must take special care to protect them.

## Authorising debit card transactions.

When you use a debit card to transact, the transaction may need authorisation from us. We may choose not to authorise a proposed transaction.

Without limiting the reasons why we may do so, this may happen if:

- the Card is expired or otherwise invalid;
- the account does not have sufficient Available Balance to cover the transaction amount; or
- acting reasonably, we consider the transaction may be fraudulent.

If we give an authorisation, we reduce the available balance by up to the amount of the authorisation. Some Merchants, for example, hotels and car rental agencies, may request confirmation that your account

has sufficient available balance to meet the estimated cost of goods and services they will supply. We treat the request as a request for authorisation. Once we authorise your transaction, we will place a temporary hold for the pending transaction amount. This means, even though the current balance of your account is a certain amount, you may find you have a reduced or zero available balance later.

If the purchase or other transaction is not completed, the amount of available funds in the account may continue to be reduced until the authorisation is cleared. Once the transaction is presented by the Merchant and completed, the reduction of funds for the transaction will be reflected in your account.

When the goods and services have been supplied, the Merchants may request a subsequent authorisation for the actual costs. This may have the effect of reducing the available balance by the sum of multiple authorisation amounts. You should ensure that the Merchants cancel the original authorisations.

Debit card transactions may take some weeks to be processed and debited to your account. Merchants may also delay completing your transaction, our temporary hold for the transaction amount may expire and the funds are returned to your available balance.

If we gave an authorisation for the purchase or payment, the available balance of your account may be less than the balance of your account. Please consider this whenever you obtain a statement or a mini transaction history or a balance of your account and you should always ensure sufficient available balance in your account to complete all your transactions to avoid taking your account into negative balance (or further into negative balance) or beyond any formal overdraft arrangement to avoid any fees and charges that may apply.

## Gambling block requests.

Gambling block is a feature available on personal debit cards. On eligible cards, the feature is, by default, unblocked, unless otherwise requested by you. However, if the cardholder is under 18 years of age, the gambling block is enabled on the card by default, and this will automatically be switched off after the cardholder turns 18 years old. This feature is dependent on the cardholder's date of birth information provided to us being accurate. We will not be held responsible for the under 18 gambling block function not operating across all gambling transactions (please see below bullet points for more information on the types of transactions which are blocked) nor be liable for any resulting damage or losses to the cardholder if the cardholder's date of birth information provided to us is not correct or fraudulently altered.

When the gambling block is enabled on your card, we may decline authorisation requests that identify with the merchant category codes relating to gambling that we have applied to the block. We will continue to decline these card authorisation requests until you request to unblock your card. The unblock request may take up to 2 days to process.

You may make block or unblock requests by calling us, or by any other means made available to you from time to time.

If you have provided a valid email address, you will receive an email when the request is made.

Some gambling authorisation requests may still be processed. This may be, for example:

- where the authorisation request does not identify with any of the merchant category codes relating to gambling which we have applied to the block;
- where the transaction is a recurring payment that you have authorised;
- where you make a payment using BPAY or to withdraw cash from an ATM;
- where (at the relevant time) any of our relevant systems is off-line or otherwise impaired or interrupted; or
- where the authorisation request is not sent to us, or received by us, for our review and for processing by our system (which may occur, for example, where the authorisation request occurs under a delegated authority held by the merchant, the relevant card scheme provider or a third party transaction processor).

### Under 18 Card Transactions Block

If the cardholder is under 18 years of age, a protective block is enabled by default on the card. We may decline authorisation requests that identify with the merchant category codes, relating to Elevated Risk Transactions, that we have applied to the block.

This block is mandatory and will automatically be removed when the cardholder turns 18 years old. This feature is dependent on the cardholder's date of birth information provided to us being accurate.

This block will not prevent all Elevated Risk Transactions.

For example, it will not prevent transactions in situations such as:

- if we have not received an authorisation request for the transaction when our systems are offline or otherwise impaired/interrupted;
- if the Merchant/card scheme automatically approves the transaction;

- if the card scheme (Visa or Mastercard) does not tell us that the Merchant offers an Elevated Risk Transaction product or service; or
- when a transaction may not require our authorisation, for example, recurring card payments and instalment payments.

## 5. Your statements

### Statements.

If there are no transactions posted to your account in a statement period, your statement will be deferred to the next statement cycle. However, a statement will always be issued at least every six months, even if there have been no transactions posted to the account during this period. Note that if you have an overdraft facility on your account and the account balance is less than zero, you will receive a statement even if no transactions have been posted to the account in the statement period.

You can choose to have your statement more frequently by calling us or visiting a branch.

We may cease mailing statements to you if, after taking reasonable steps, we are unable to locate you.

### Electronic statements.

As an alternative to receiving paper statements in the mail, electronic statements and other important information on one or more of your eligible deposit accounts may be given via Online Banking together with an email notifying you when the statement is available. You may agree or consent to electronic statements, or we may notify you that statements will be made available electronically instead of by mail. To obtain electronic statements you must be registered for Online Banking and supply us with a valid email address. You can opt-out of electronic statements at any time via Online Banking, in-branch or through our call centre. See our Online Banking Terms and Conditions for more details. There may be times that we send paper copies of statements.

### Things to remember about statements.

Remember, statements are an important part of your banking and finances in general. Please be advised that:

- all entries on statements should be checked carefully and any apparent or possible unauthorised transaction promptly reported to us;
- all transactions will appear on the account statement, however the statement narrative will not identify the initiator of the transaction;
- you should retain transaction records or transaction record numbers to confirm against items appearing on the statement of your account;
- statements cannot be sent to a branch for collection, unless in exceptional circumstances; and

- it will assist any claim you may need to make regarding any lack of authority, including forgery, or any other discrepancy if you notify us, within three months of receiving your statement of account, if there is any cheque noted on your statement which we have paid but you did not authorise, or if any other amount has been debited to your account without your authority.



If you are registered for or apply for Online Banking at the time of opening an eSaver or Westpac Life account you will automatically receive electronic statements for that account. You will only be able to opt out of receiving electronic statements once your account is operational. If you want to receive printed statements instead please sign in to Online Banking. If you aren't registered for Online Banking or opt out of receiving electronic statements you will receive paper statements in the mail instead.

### What to do if you don't recognise an entry on your statement.

If you see an entry on your statement that you don't recognise, you can use the merchant look up facility in Online Banking to make sure the merchant is known to you.

You can also query entries on your statement by contacting us using the contact details on the back of this document.



**Remember you can view, print and save your statements in Online Banking when it suits you free of charge.**

**Sometimes we get things wrong. Where we do, we will work to make things right. You will not be liable for any fees, charges or interest that we incorrectly charge to your account contrary to our applicable terms and conditions. Please check the entries listed in your account statements regularly, and if you see an error please contact us promptly on 132 032.**

## 6. How and when we pay interest

The interest rate forms part of your terms and conditions and can be found on your account statement, in Online Banking or by contacting Telephone Banking.

### Eligible accounts.

The following accounts are paid interest.

	Westpac 55+ and Retired	Westpac Bump savings	Westpac Life	Westpac eSaver
<b>Type of interest paid</b>	Split interest.	Tiered interest.	Tiered interest.	Tiered interest.
<b>Bonus or introductory fixed interest paid</b>	No	Yes, bonus interest	Yes, bonus interest	Yes, but you are only eligible for the introductory fixed interest rate on the first Westpac eSaver account held. If the eSaver is held jointly, the primary account holder must be new to the eSaver product.
<b>When interest is paid</b>	Quarterly (on the last business day of March, June, September and December).	Monthly (on the last business day of the month).	Monthly (on the last business day of the month).	Monthly (on the last business day of the month).

### How interest is calculated and paid.

Deposit interest is calculated daily as follows:

$$\text{Daily closing balance} \times (\text{interest rate}/365)$$

For Westpac eSaver, Westpac Life and Bump Savings accounts, daily calculated interest is accrued for the month and recorded as paid into your account on the last business day of the month.

For the purposes of calculating monthly interest paid, a month is the period between the last business day of the previous month to the second last day of the month (inclusive). Therefore, interest calculated on closing balances on and after the last business day of a month won't be included in the interest payable for the month but will be included in the interest payable for the next month.

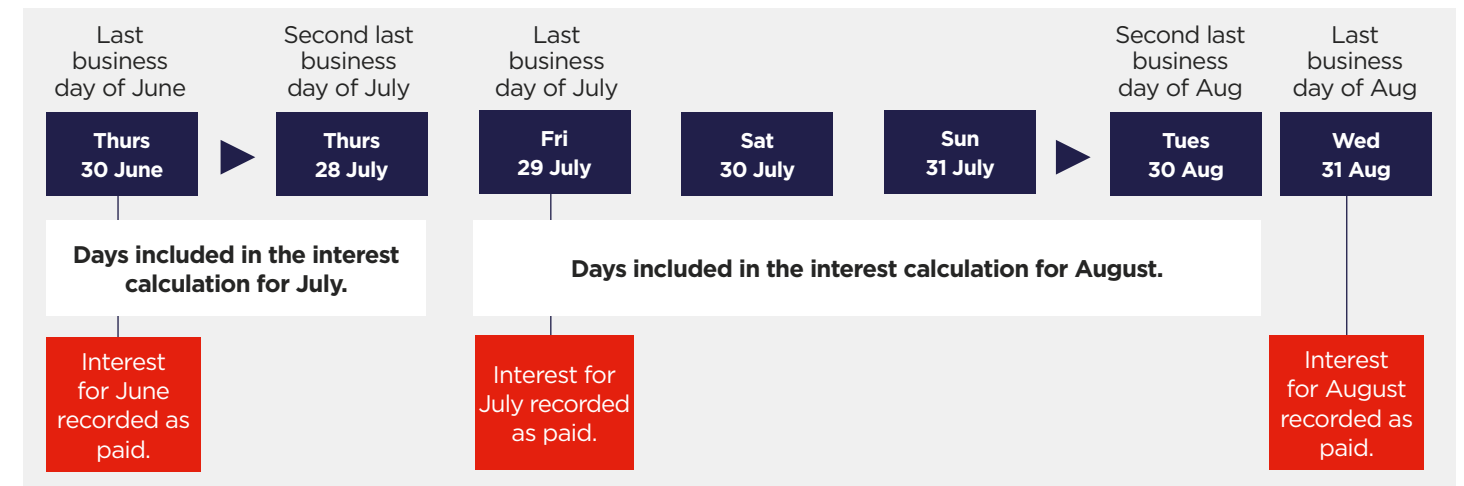
For Westpac 55+ & Retired, daily calculated interest is accrued for the quarter and reflected on your account on the last business day of the quarter.

Interest earned on the last business day of the quarter and any remaining days in that month will be paid in the following quarter.

While interest is recorded as being paid into your account as at the last business day of the month/quarter, system processing occurs after cut-off on the last business day.

#### Example:

For interest paid monthly, where 29 July is the last business day of the month, interest for July will be calculated daily on the closing balance for the period between 30 June and 28 July and recorded as paid into your account on the 29 July. Any interest earned on the closing balances for the 29, 30 and 31 July, is recorded as paid into your account on the last business day of August (31 August).



For information on current interest rates, you can visit [westpac.com.au](http://westpac.com.au), visit a branch or contact Telephone Banking.

Processing and cut-off times will vary depending on the time of day the payment or transaction is made or received or channel used. For cut-off time information please refer to [westpac.com.au/faq/cut-off-times/](http://westpac.com.au/faq/cut-off-times/) or visit your local branch.



## Interest types.

### Base interest.

Base interest refers to interest that is earned on your account each day that you have a positive closing balance. Your base interest rate can be either split interest or tiered interest.

#### What is tiered interest?

For tiered interest, a single interest rate is used to calculate interest on the entire daily closing balance using the interest rate that applies to that balance tier.

Betty's account balance. Day One.	Betty's account balance. Day Two.
<b>\$4,000</b>	<b>\$6,000</b>
\$5,000 Tier	\$5,000 Tier
\$4,000	\$4,000
\$3,000	\$3,000
\$2,000	\$2,000
\$1,000	\$1,000

**2.0%** Interest.

**3.0%** Interest on the full \$6,000 as Betty has moved up into a new interest tier.

On a particular business day, Betty deposits \$2,000 into her account, increasing her balance from \$4,000 to \$6,000. Betty will receive an interest rate of 3% p.a. on the full \$6,000 at the end of the day on which the \$2,000 was deposited to calculate interest.

#### Interest rates that apply to Betty's account.

When Betty's account balance:

- exceeds \$5,000, an interest rate of 3% p.a. applies;
- is equal to or less than \$5,000, an interest rate of 2% p.a. applies.

Please note that different balance tiers may offer the same interest rate.

#### What is split interest?

For split interest, different interest rates may be used to calculate interest on different portions of your daily closing balance.

<b>\$6,000</b>	<b>3.0%</b> Interest.
\$6,000	
\$5,000	<b>2.5%</b> Interest.
\$4,000	
\$3,000	
\$2,000	
\$1,000	

Alex has an account balance of \$6,000. For Alex, a split interest rate of 2.5% p.a. applies for balances less than \$5,000 and 3% p.a. applies for account balances over \$5,000.

Alex's interest rates would be as follows:

- 2.5% p.a. would apply to the first \$5,000; and
- 3% p.a. would apply to the additional \$1,000 above \$5,000.

Interest is calculated daily.

### Bonus interest.

In addition to base interest, Westpac Bump Savings and Life accounts also earn bonus interest when you meet specific bonus interest eligibility criteria.

If you are eligible for bonus interest, it will be calculated and paid to your account in the same manner as base interest, using the applicable rate.

You will be eligible for bonus interest if during the month:

1. your account balance has not fallen below \$0 at any time; and
2. you (or someone on your behalf) have made a deposit of any amount; and
3. the account balance on the last business day of the month is higher than the account balance on the last business day of the previous month.

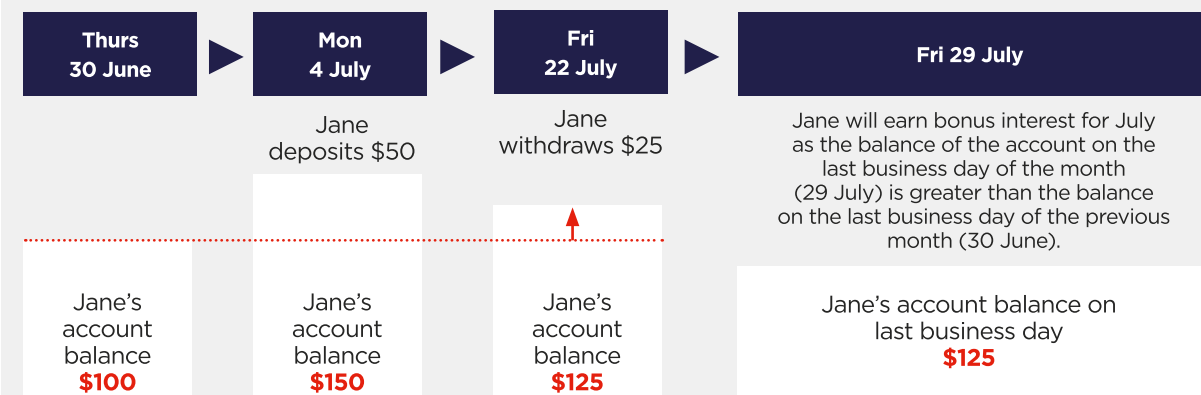
#### Please note:

- Transaction processing times will vary depending on the transaction type. A transaction will be recorded by close of business on a day according to the system in which the transaction is processed. For processing and cut-off times for Online Banking and Telephone Banking refer to the separate terms and conditions. For branch and ATM transactions refer to the 'Using your account' section.
- Bonus interest is calculated in the system after 11:59pm on the last business day of the month. Any transaction processed before 11:59pm may impact bonus interest eligibility.
- A bank initiated deposit (including interest paid) into your account does not qualify as a deposit in terms of bonus interest eligibility.
- If you close your account before the end of the last business day, you will not be eligible for bonus interest for that month.

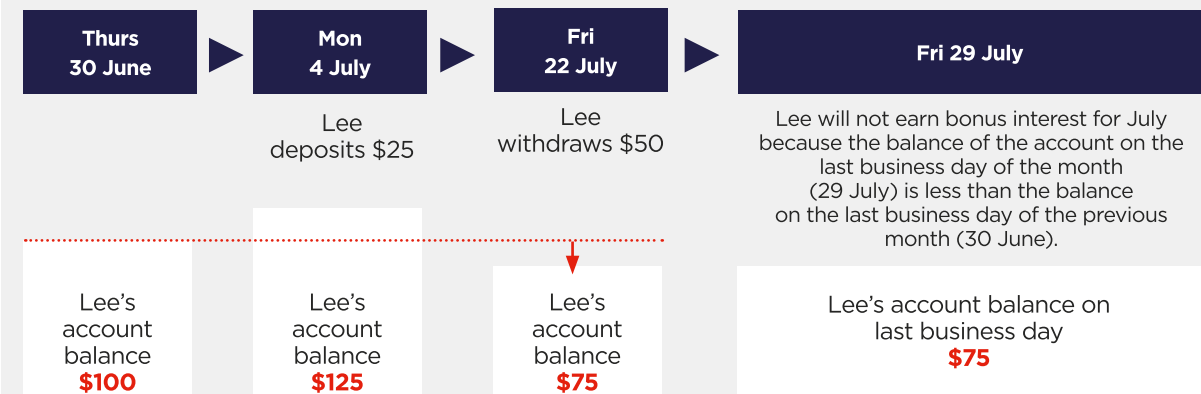
To be eligible for monthly bonus interest, check your balance in Online Banking before the last business day of the month.

#### Examples of bonus interest eligibility.

##### Example 1: Jane is eligible for bonus interest for the month of July.



##### Example 2: Lee is not eligible for bonus interest for a month of July.





### Introductory fixed interest.

In addition to base interest, Westpac eSaver accounts may earn introductory fixed interest for a set period from account opening. The introductory fixed interest rate and the period it applies to an eSaver account can be found on our website as at the date the eSaver account is opened.

You are eligible for the introductory fixed interest rate if:

- For single account holders, it is your first eSaver account.
- For joint account holders, it is the primary account holder's first eSaver account.

### How is introductory fixed interest calculated?

Introductory fixed interest is calculated and paid in the same manner as base interest except that the interest rate is fixed for a set period.

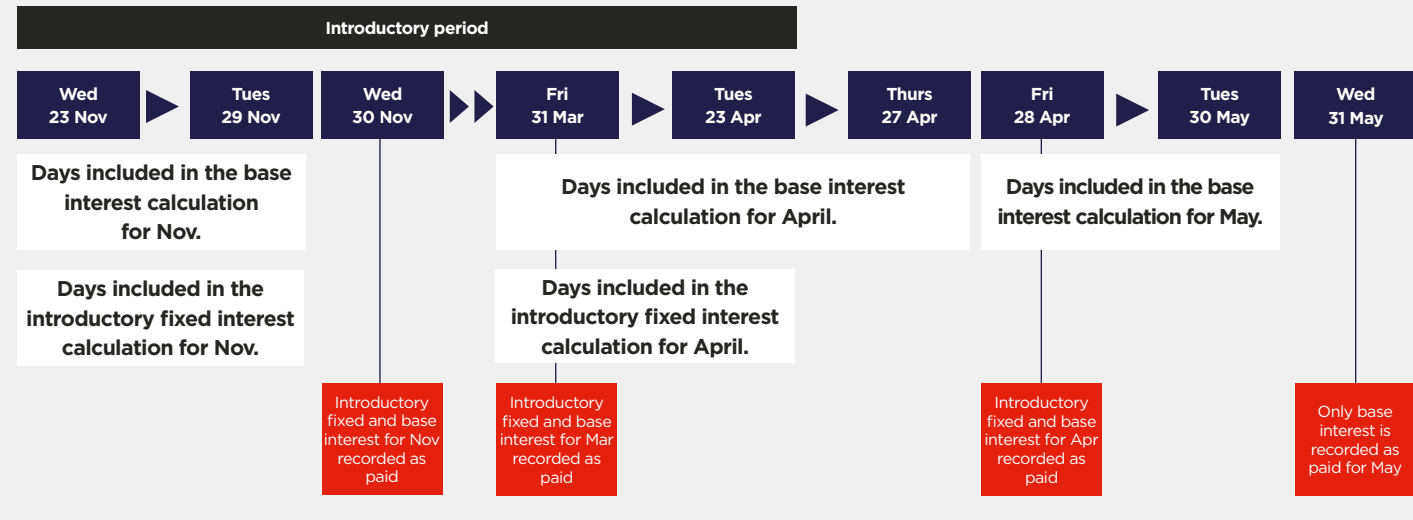
When the period ends (the expiry date), any introductory fixed interest accrued for the month up until the expiry date will be recorded as paid on the last business day of the month.

After the expiry date, only base interest will apply to the balance.

**Note:** Any other interest rate that may apply to eSaver accounts will be calculated and paid in the same manner as the base interest rate.

### Examples of how introductory fixed interest is calculated.

If your account is opened on 23 November, introductory fixed interest is calculated up to and including 23 April (the expiry date) and reflected as paid into your account each month during the introductory period. In the last month of the set period, any introductory fixed interest calculation from the last business day of the previous month up to and including the expiry date will be reflected as paid on the last business day of the last month (in this case 28 April).



## 7. Cancelling or stopping a payment

This section covers how you can cancel or stop certain types of payments.

Refer to the Online Banking terms and conditions on how to cancel or stop PayTo® payments in Online Banking (which may be subject to outages from time to time).

Stopping Cheque payments.	Periodical payments or regular transfers.	Direct debits.	Recurring payments.
<p>If you want to stop a cheque payment, you can do so if you notify us before it has been paid.</p> <p>You can also initiate a stop cheque request online. You should contact Telephone Banking or give your branch written and signed instructions.</p> <p>There is a fee for stopping a cheque, but this will not apply if your cheque book has been lost, stolen or destroyed or where the cheque book is no longer required and the cheques are not signed.</p>	<p>If you have authorised us to make regular automatic payments or regular transfers from your account, and you want to cancel or stop those payments or transfers you will need to notify us at least one business day before the payment or transfer is scheduled.</p>	<p><b>You can authorise a third party to debit your account for payment of services (for example, life insurance premiums or utility bills). Please note the differences for cancelling a direct debit and a recurring payment.</b></p> <p>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.</p> <p>We will promptly process:</p> <ul style="list-style-type: none"> <li>• any instruction by you to cancel a direct debit request relevant to a banking service we provide to you; or</li> <li>• a complaint by you that a direct debit was unauthorised or otherwise irregular.</li> </ul> <p>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.</p>	<p>Recurring payment is a payment that you have authorised a third party to charge your Debit Mastercard or Handycard number at set times. If a merchant is using a digital token or tokenised credentials your card details may be automatically updated (for example, if your card is reissued or replaced). In those circumstances, reissuing or replacing a card may not stop recurring payments with that merchant. You'll need to contact the merchant to request to cancel a recurring payment.</p> <p>Unlike direct debits, Westpac is unable to cancel a recurring payment on your behalf. You should contact the authorised party yourself. Until you cancel your authority, the merchant is entitled to request us to debit the account and we are obliged to process this request.</p> <p>If the merchant does not comply with your request to cancel the authority, you must provide us with a copy of the correspondence with the merchant to enable us to dispute the relevant transaction(s) on your behalf. Any NPP payments will be processed in accordance with the Online Banking terms and conditions.</p>
<p><b>What details we will need to stop a payment:</b></p> <p>the following cheque details:</p> <ul style="list-style-type: none"> <li>• account details;</li> <li>• cheque number;</li> <li>• amount of the cheque;</li> <li>• name of the payee (the person you've written the cheque out to);</li> <li>• date of the cheque; and</li> <li>• if the cheque was crossed or open.</li> </ul> <p>the following details:</p> <ul style="list-style-type: none"> <li>• the payment amount;</li> <li>• when it's due;</li> <li>• the payee; and</li> <li>• the account it normally comes from.</li> </ul>			

## Migration of a direct debit arrangement into a PayTo arrangement.

Merchants and Payment Initiators may convert an existing direct debit arrangement with you into a PayTo arrangement (Payment Agreement) - this is called 'Migrated DDR Mandates'. You are entitled to advance written notice from the merchant or Payment Initiator of variation to your direct debit arrangement and changed processing arrangements (as specified in your Direct Debit Service Agreement with them). If you do not consent to the variation of the direct debit arrangement, you must advise the merchant or Payment Initiator. We are not required to provide notice of a Migrated DDR Mandate to you for you to confirm or decline. We will process instructions received from a merchant or Payment Initiator on the basis of a Migrated DDR Mandate.

Once your direct debit arrangement becomes a PayTo arrangement, you can manage it in Online Banking.



**We will not be able to stop a BPAY payment once you have instructed us to make the BPAY payment. Any NPP payments will be processed in accordance with the Online Banking terms and conditions.**

# 8. Using cheques

## Third party cheque deposits.

Cheques can normally only be deposited into the account of the person(s) or company named as payee on the cheque.

If you are depositing a cheque to your account, where you are not the person(s) or company named (i.e. you are a 'third party'), please ensure that the payee transfers ownership to you by signing the back of the cheque in the following manner:

**Please pay** (your account name)  
**Signed** (payee's signature)

In addition, at the time you make the deposit, we will ask you how you got the cheque. This is to confirm your ownership of the cheque and avoid problems that sometimes occur with lost or stolen cheques.

If the cheque has not been properly signed over to you, or if a satisfactory explanation is not given as to how you received it, we may refuse to accept deposit of the cheque. Third party cheques cannot be accepted at Bank@Post outlets.

## Withdrawing money from a deposited cheque.

The value of a cheque that you deposit to your account is normally made available to you after three business days, or after five days where the cheque was deposited through Bank@Post. However, this can be extended by up to two business days in uncommon circumstances. Normally you will not be able to withdraw the value of a cheque you deposit until the cheque is cleared, even though your account may be credited with the proceeds of the cheque. This rule applies even to cheques made payable to 'cash'. In some cases withdrawals may be permitted earlier. This is only done at our sole discretion and you should contact your branch. When drawings are made before a deposited cheque is cleared, you will have to reimburse us if the cheque is subsequently dishonoured and for other fees and charges may be payable. Please see the 'Overdrawing your accounts' section for further details.

## Things you should know about writing cheques.

- any cheque books issued on the account (where available) will bear the name of the account holder. You should safeguard your cheque books;
- cheque books will be mailed to the account holder(s) mailing address unless alternative arrangements are made by the account holder; and
- cheque books cannot be sent to a branch for collection, unless in exceptional circumstances.

## Types of cheques.

<b>Personal Cheques.</b>	<ul style="list-style-type: none"> <li>• These are available for Everyday Banking accounts. The cheques are drawn on your account and are prepared by you.</li> <li>• A new cheque book will be automatically reordered and mailed to you when you are 80% of the way through your current cheque book. Cheque books can also be ordered by calling us or visiting any branch.</li> </ul>
<b>Open or uncrossed cheque.</b>	<ul style="list-style-type: none"> <li>• An open cheque is one that is uncrossed, that is, a cheque that does not have two parallel lines across it. It is an instruction to us to pay anyone who presents the cheque (assuming that the cheque is a 'bearer' cheque) at our branch where the drawer's account is held, rather than the cheque being required to be deposited into the account.</li> <li>• If the cheque was lost and presented for payment by the person who found it, we would not normally be responsible for reimbursing the money to the drawer. You should always make your instructions clear.</li> </ul>
<b>Account payee only cheques.</b>	<ul style="list-style-type: none"> <li>• If you write 'account payee only' on a crossed cheque, you are instructing us that you wish the cheque to be paid into the account of the person you have named on it.</li> </ul>

<p><b>‘Not negotiable’ cheques.</b></p>	<ul style="list-style-type: none"> <li>• A cheque is a negotiable instrument, that is, it can be passed from one person to another.</li> <li>• A crossed cheque, with or without the words ‘not negotiable’ written between the lines, protects the ‘true owner’ in case it is lost or stolen.</li> <li>• For example, if someone persuades a tradesperson to accept a stolen ‘not negotiable’ cheque as payment for a service, the tradesperson would be liable to refund the amount of the cheque to its rightful owner, provided the thief cannot be located or cannot make good the loss.</li> </ul>
<p><b>‘Or bearer’ cheques.</b></p>	<ul style="list-style-type: none"> <li>• If the words ‘or bearer’ appear at the end of the line on which you have written the payee’s name and you leave the cheque uncrossed and without the words ‘not negotiable’ on it, we will have to pay the proceeds to anyone who presents the cheque.</li> <li>• If, on an uncrossed cheque, you cross out ‘or bearer’ or write in ‘or order’ and the cheque is presented for payment in cash, we have to pay the proceeds only to the person whose name is on the cheque, or as they direct.</li> </ul>

### Dishonoured cheques.

If a cheque is returned to us unpaid it means it has been dishonoured by the bank on which the cheque was drawn.

If that happens we may return the cheque to you. We will also reverse the entry in your account, that is, deduct the amount we credited. If the cheque you deposited is not paid, it is your responsibility to pursue payment from the person who gave it to you.

A cheque may be dishonoured when there aren’t sufficient funds in the account of the writer of the cheque or there is some irregularity in connection with the cheque or when Overdraw Preference feature is disabled on the account.

### Why may a cheque be dishonoured?

There are a number of reasons why a cheque may be dishonoured, some of which are:

- when Overdraw Preference feature is disabled on the account
- there are insufficient available funds in the account of the drawer (the person who signed the cheque) to cover the amount written on the cheque
- the cheque is post-dated – i.e. presented for payment before the date that is written on it
- the cheque is not signed, the signature is not valid or more than one signature is required
- the cheque has been ‘stopped’ by the drawer (see the ‘Cancelling or stopping a payment’ section for more information on ‘stopping’ cheques and any fees involved)
- the cheque is stale – presented for payment more than 15 months after the date written on it (although we may still process it)
- the cheque has been materially altered without the alterations being properly signed or initialled.

On a personal account if you deposit a cheque from someone else and it is dishonoured (known as an ‘inward dishonour’), you will not be charged a fee. If a cheque has not been cleared, we will notify you as soon as possible.

### Bank cheques.

Bank cheques, drawn by a bank on itself, are a widely accepted means of safe payment, and a safe alternative to carrying large amounts of cash.

### Getting a bank cheque.

Bank cheques can be purchased on the spot at any branch or via Online Banking. You can pay for the bank cheque and the fee either in cash or by withdrawing funds from your account. Bank cheques ordered via Online Banking will not incur a fee, but will have the value of the bank cheque charged to your account.

### Things to remember with bank cheques.

A bank cheque has to be cleared like any other cheque and may be dishonoured for the same reasons as a personal cheque.

If a bank cheque you have purchased is lost, stolen, or destroyed, please contact any branch immediately with your original bank cheque purchase receipt.

If a bank cheque is no longer required, the purchaser, may cancel it and request a refund at any branch. The original bank cheque and purchase receipt should be provided when requesting a refund.



### Tips for using cheques.

- Always be careful when writing a cheque or accepting one. To minimise the risk of forgery or fraud, take time to make sure that it is accurate, properly crossed (when required) and signed. 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 (e.g. fifty dollars only).
- Fill up any empty spaces with a horizontal line.
- Never use a pencil, non-permanent ink pen or a correctable typewriter to write a cheque as it can be easily erased and altered.
- Never sign a cheque before you use it (and never sign a blank cheque).
- When you alter a cheque you have written, you must sign your name or initials next to where you made the alteration.
- Tell us immediately if a cheque, your cheque book or some forms from your cheque book have been lost or stolen. This will enable us to stop unauthorised cheque payments and prevent or minimise resulting losses.
- Never leave your cheque book where it can be found by someone else.

# UNDERSTANDING FEES AND CHARGES

## 9. Fees and charges tables

This section summarises fees and charges that may apply to your account. Up to date information on current standard fees, charges and any interest rates applicable to your account is available on request. See the 'Using your accounts' section for information on fees that may apply for transactions carried out at ATMs.

### Everyday bank accounts.

Transaction Fee	Westpac Choice	Westpac 55+ and Retired
<b>Account-Keeping Fee</b>	\$5.00 The account-keeping fee is waived for each month: <ul style="list-style-type: none"> <li>• you deposit a minimum total of \$2,000 into the account between close of business on the last business day of the previous month and on or before close of business on the last business day of the current month. If you make a deposit in a month after the close of business on the last business day of that month, that deposit will be included in the deposit calculation for the following month.</li> <li>• you or any other account holder for a joint account is under 30 years of age. In the month after the youngest holder turns 30, the fee waiver will be removed.</li> </ul> For Westpac Choice, the account-keeping fee is also waived if you notify us that all account holders are: <ul style="list-style-type: none"> <li>• full-time tertiary students;</li> <li>• Concession or Health Care card holders or if you receive an Australian Government benefit payment that made you eligible for a card; or</li> <li>• new to Australia or expatriate customers (fee waived for the first 12 months).</li> </ul>	Nil
<b>Free Monthly Telephone Banking Enquiries</b>	Unlimited	Unlimited
<b>The following transaction types and fees exclude additional fees that may apply for international payments or transactions.</b>		
<b>Online Banking</b> Online transfer withdrawals via Online Banking.	Nil	Nil
<b>Point of Sale (POS) transactions</b> All transactions conducted at a POS terminal.	Nil	Nil
<b>Telephone Banking (automated)</b> Automated Telephone Banking transfer withdrawals.	Nil	Nil
<b>Telephone Banking (staff assisted)</b> A Telephone Banking transfer withdrawal assisted by a staff member over the telephone.	Nil	Nil
<b>Cheque Withdrawals</b> Withdrawals or payments made by cheque. Excludes cashing of a cheque. Only available to customers aged 18 years and over.	Nil	Nil
<b>Direct Debits</b> A transfer of funds from your account drawn under a Direct Debit request you gave another person or company.	Nil	Nil



## Everyday bank accounts (continued).

Transaction Fee	Westpac Choice	Westpac 55+ and Retired
<b>PayTo payment</b> A transfer of funds from your account in accordance with a Payment Agreement you have established with a merchant or Payment Initiator.	Nil	Nil
<b>Branch staff assisted withdrawals</b> Includes any withdrawals conducted at a Westpac branch, including cashing of Westpac cheques.	Nil	Nil
<b>Periodical Payments</b> An automated transfer that is debited from your account and credited to a specified account on a regular basis on your request. Additional fees apply for Periodical Payments made by Bank Cheque and International Periodical Payments. These additional fees are not included as part of any free monthly withdrawal allowance, see the 'Other bank charges' section for more information.	Nil	Nil

### Transaction fees that are charged per transaction.

Foreign Transaction Fee	The fee charged will either be:
<ul style="list-style-type: none"> <li>The Foreign Transaction fee is payable and will be incorporated into the AUD transaction amount shown on your statement.</li> <li>If incurred, this fee will be charged to your account on the same day the transaction was made on the account or the next business day.</li> </ul> The Foreign Transaction fee includes the Westpac On-Charged Scheme Fee and the Westpac Processing Fee.	<ul style="list-style-type: none"> <li>3% of the AUD transaction amount where a transaction is made in foreign currency and the merchant or financial institution accepting the card is located outside of Australia (comprising of 2% Westpac Processing Fee plus 1% Westpac On-Charged Scheme Fee);</li> </ul> or <ul style="list-style-type: none"> <li>2.2% of the AUD transaction amount where a transaction is made in foreign currency and the merchant or financial institution accepting the card is located in Australia (comprising of 2% Westpac Processing Fee plus a Westpac On-Charged Scheme Fee of 0.2%).</li> </ul>

## Savings accounts.

Transaction Fee	Westpac Life	Westpac eSaver	Westpac Bump Savings
<b>Account-Keeping Fee</b>	Nil	Nil	Nil
<b>The fees below will be charged per domestic transaction (additional fees may apply to international payments and transactions) and charged to the account on the first day of the following month (unless stated otherwise).</b>			
<b>Online Banking</b> Online transfer withdrawals via Online Banking.	Nil	Nil	Nil
<b>Point of Sale (POS) transactions</b> All transactions conducted at a POS terminal.	N/A	Nil	N/A
<b>Telephone Banking (automated)</b> Automated telephone banking transfer withdrawals.	Nil	Nil	Nil
<b>Telephone Banking (staff assisted)</b> A telephone banking transfer withdrawal assisted by a staff member over the telephone.	Nil	Nil	Nil
<b>Direct Debits</b> A transfer of funds from your account drawn under a Direct Debit request you gave another person or company.	N/A	Nil	N/A
<b>Branch staff assisted withdrawals</b> Includes any withdrawals conducted at a Westpac branch, including cashing of Westpac cheques (if applicable).	Nil	Nil	Nil Shown as \$0.00 on your account statement.
<b>Foreign Transaction Fee</b> The Foreign Transaction fee is payable and will be incorporated into the AUD transaction amount shown on your statement. If incurred, this fee will be charged to your account on the same day the transaction was made on the account or the next business day. The Foreign transaction fee includes the Westpac On-Charged Scheme Fee and the Westpac Processing Fee.	N/A	The fee charged will either be: <ul style="list-style-type: none"> <li>3% of the AUD transaction amount where a transaction is made in a foreign currency and the merchant or financial institution accepting the card is located outside of Australia (comprising of 2% Westpac Processing Fee plus 1% Westpac On-Charged Scheme Fee);</li> </ul> or <ul style="list-style-type: none"> <li>2.2% of the AUD transaction amount where a transaction is made in foreign currency and the merchant or financial institution accepting the card is located in Australia (comprising of 2% Westpac Processing Fee plus a Westpac On-Charged Scheme Fee of 0.2%).</li> </ul>	N/A

## Other bank charges.

Transaction type	Fee
<b>Account Overdrawn</b>	
This fee will be applied once on any given day on which you overdraw or further overdraw your account if the balance is not returned to a positive balance by the end of the day or to a balance within the agreed overdraft limit (as applicable).	\$15.00 per item. Nil for Westpac Choice Concession account holders. <b>This fee is not applicable to Bump Savings or Westpac Life accounts.</b>
<b>Outward Dishonour</b>	
Each transaction that is dishonoured due to insufficient available funds in the account.	Nil

Banking service type	Fee
<b>Bank cheques</b>	
<b>Issue of a bank cheque:</b>	
Staff assisted	\$10.00* per cheque
Online	Nil
Cancelling a bank cheque and requesting a refund when you present the original.	Nil
Cancelling a bank cheque and refunding or replacing the cheque when the original has been lost, stolen or destroyed.	Nil
<b>Personal Cheques – Stop Payments</b>	
Stopping a cheque payment due to a lost, stolen or destroyed cheque book or where the cheque book is no longer required and the cheques are not signed.	Nil*
All other cheques (such as those you have signed but have decided to stop).	\$12.00* per cheque.
<b>Document Requests</b>	
<b>Special statement</b> – if you require a statement of transactions on your account to be sent to you earlier than your next statement is due.	Nil Provides all transactions since your last statement.
<b>Additional copies of your current statement</b> – if you receive paper statements and want extra copies of your original statement mailed to you or to a nominated person, we can do this but you will need to let us know prior to your original statement being issued.	Nil One statement page provides approximately 36 transactions on it.

Banking service type	Fee
<b>Duplicate statement</b> – if you require an extra copy and your original statement has already been issued, we can order a duplicate statement for you. Note, duplicate statements are not issued within five business days of the original statement date.	Nil
<b>Online Banking statement summary</b> – a list of transactions which you can see and print out from <a href="http://westpac.com.au">westpac.com.au</a>	Nil Provides details of your last 100 transactions plus up to the last seven years' statements.
<b>Telephone Banking statement summary</b> – a list of transactions available for mail delivery through self-service Telephone Banking. In addition you can listen to a list of recent transactions via self-service for free or via staff-assistance.	Nil per mail requests (via self service). Provides details of all transactions since your last statement.
<b>Voucher retrieval</b> – if you want us to physically locate a paper copy of a withdrawal slip, cheque or deposit slip that you have previously given us, we can do this. This service is available by calling Telephone Banking or at any branch.	Nil
<b>Tracing</b> – you may sometimes need to confirm the destination of a cheque you have written. We can assist you by tracing the cheque to confirm if it was deposited to the payee's account. This service is available by calling Telephone Banking or at any branch.	Nil
<b>Audit Certificate</b> – if you require an audit certificate which shows your holdings on a particular date.	Nil
<b>Optional Deposit Services</b>	
<b>Mail credits:</b>	
If a deposit slip is included in the envelope with the deposit.	Nil*
If a deposit slip is not included in the envelope with the deposit.	\$2.00*
<b>Deposits to accounts held at other banks or financial institution:</b>	
By branch staff.	\$5.00*
By 'Pay Anyone' on Online Banking.	Nil
<b>Periodical Payment</b>	
From an eligible Westpac branded account to an account at an overseas financial institution via Overseas Telegraphic Transfer.	Please refer to the section in this table under 'Overseas Telegraphic Transfer (Outward)' for the applicable fees for international periodical payments.
By bank cheque.	Please refer to the section in this table under 'Bank Cheque' for the applicable fees for periodical payments made via bank cheque.
Periodical Payment Not Made (for lack of funds in your account).	Nil

## Other bank charges (continued).

Banking service type	Fee
<b>Telegraphic Transfers</b>	
You can send a payment in Australian Dollars or foreign currency to any account by:	
<b>Local Telegraphic Transfer</b> Any branch or bank within Australia. Funds are normally available on the same day if request is received before 4pm.	\$30.00
<b>Overseas Telegraphic Transfer (Outward)</b> Any overseas branch or bank. Funds are normally available within 1-3 business days.	\$32.00 per transfer via branch*. Nil per transfer in foreign currency via online#. \$20.00 per transfer in Australian Dollars via online#. \$25.00 when you ask us to advise you of the outcome of the transfer*. \$25.00 when you ask us to amend the transfer instructions*. \$25.00 when you ask us to cancel the transfer and/or return the funds*.
<b>Overseas Telegraphic Transfer (Inward)</b> All inward payments from overseas and locally.	\$12.00 credit to Westpac account*. \$22.00 paid by bank cheque or cash*. \$24.00 where you instruct us to credit to an account at another Australian financial institution in AUD*. \$50.00 all disbursements in foreign currency*.

\* These fees are payable for banking services that are not related to your account. They are current as at the effective date on the front of this document but are subject to change without notice. Contact us for more information about our fees for other banking services.

# These fees are not included as part of any monthly withdrawal allowance. Excess transaction fees may apply where you exceed any monthly withdrawal allowance that applies to your account. See the Fees and Charges table that applies to your account. Account holders under 14 years old cannot make International Payments in Online Banking. They can make International Payments in branch with a signatory or debit card present.

## 10. Explaining fees and charges

### Transaction fees.

Transaction fees, including those for Periodical Payments, are calculated based on the order they appear on your statement and are debited from your account on the first day of the following month or upon account closure for account activity for the previous month. See the 'Using your accounts' section for information on fees that may apply for transactions carried out at ATMs.

We may elect not to charge a fee, which we are otherwise entitled to charge, under the terms and conditions of the account. Any failure by us to charge a fee shall not constitute a waiver of that fee or the right to charge that fee.

If you would like interest, fees and charges to be applied (e.g. redirected) to another eligible Westpac deposit account or make any changes to how interest, fees and charges are applied, please visit one of our branches or call us on 132 032.

## 11. How to save on fees

The amount of fees you incur depends largely on the way you bank. At Westpac, we would like to help you keep fees to a minimum – or avoid them altogether. It's all in the way you choose to manage your banking.

- Plan your banking – if fees for withdrawals apply to your Account, try to limit the number of withdrawals.
- Use Online Banking or self-service Telephone Banking.
- Take advantage of any transaction allowances or fee exemptions that apply to your Account.
- Ensure you deposit the required monthly amount.
- Simplify your banking – avoid maintaining multiple accounts.
- Make sure you're familiar with the fees that may apply.
- Consider whether you have the most suitable account for your needs.

Would you like further information on fees and charges? It is available on request by contacting us using the details on the back of this document.



## 12. Security and liability for card, Telephone Banking and Online Banking usage

### Protecting your card.

To protect your card, you will need to:

- Sign it as soon as you receive it.
- Carry it with you or keep it somewhere safe.
- Regularly check that you still have your card.
- Not give your card to anyone else, including a family member or friend.

### Recording your PIN.

If you make a record of your PIN you will need to keep it separate and well away from your card unless the PIN is reasonably disguised. However, to minimise the risk of unauthorised transactions occurring on your account, it is best to keep your PIN record, even if disguised, separate and well apart from your card.

### Protecting your access codes including your PIN.

What you have to do.	What you can't do.
<ul style="list-style-type: none"> <li>• Try to memorise them.</li> <li>• Destroy our letter telling you your PIN (if applicable) and any documentation we issue to you containing a code.</li> <li>• Make sure nobody watches or hears you when you are entering or using your codes at electronic equipment (e.g ATMs and POS terminals).</li> <li>• Be ready to make a transaction when you approach an ATM or POS terminal.</li> <li>• Make sure you do not leave anything behind when you complete a transaction including leaving your card unattended in or at an ATM.</li> <li>• Notify us immediately if your PIN mailer has not been received intact or if a PIN change request has taken place without being requested.</li> </ul>	<ul style="list-style-type: none"> <li>• Write your PIN on your card even if it is disguised.</li> <li>• Keep a record of your PIN with or near your card.</li> <li>• Tell anyone your codes, even your family members and friends.</li> <li>• If you select your own code, don't pick a number or word that can be easily guessed (e.g. part of the number printed on your card, date of birth, drivers licence number).</li> <li>• Enter your PIN in an electronic banking terminal that does not look genuine, has been modified, has a suspicious device attached to it or is operating in a suspicious manner.</li> </ul>

If you have selected your own codes, you should try to change it at regular intervals (say, every two years).



### Reasonable attempts to disguise.

If you make a record of your PIN or any other access codes you will need to take reasonable steps to prevent unauthorised access to the record or ensure the record is reasonably disguised. We do not consider that you have made a reasonable attempt to disguise a code if you only:

- record it in reverse order;
- record it as a series of numbers with any of them marked to indicate the code;
- record the code as a telephone number with the code in its correct sequence anywhere within the telephone number;
- record the code as a telephone number where no other telephone numbers are recorded; or
- disguise the code as a date or as an amount.

There may be other forms of disguise which may be similarly unsuitable because of the ease of another person working out your code.

### Loss, theft, or misuse of a card, PIN or other code.

You must notify us as soon as possible if your card, PIN or code record is lost, stolen or misused, or you suspect that unauthorised transactions have been made on any account. This will enable us to put a stop on your card straight away preventing or minimising losses resulting from unauthorised transactions and your potential liability for such losses. If you've misplaced your card, you can put a temporary lock on it by using Online Banking. If your card has been lost or stolen, you'll need to contact us to permanently cancel your card.

You can notify us using Online Banking or by using the contact details at the back of this document.

### Lost or stolen card, PIN or other code when overseas.

If you are calling about a lost or stolen card, PIN or other code from overseas, please use our reverse charge international phone number (see the contact details on the back of this document). Please note that calls made from mobile phones or hotel rooms may attract additional charges, not covered by the reverse charge service.

### If the lost card is also a Debit Mastercard®.

If you are overseas, you may also report the loss to:

- Mastercard Global Cardholder Services; or
- any financial institution displaying the Mastercard logo.

When you contact us, we will give you a notification number or some other form of acknowledgment which you should retain as evidence of the date and time of your report. We may require you to also confirm your report at one of our branches and complete certain documentation.



### What happens if you can't call us?

If you can't contact us by phone because our telephone numbers on the back of this document are unavailable, you will not be responsible for unauthorised use of your card, PIN or other code which could have been prevented if you were able to contact us by phone. However, you will still need to tell us of the loss, theft or misuse of your card, PIN or other code within a reasonable time after our facilities become available again.

## 13. Liability for unauthorised transactions

Liability for losses resulting from unauthorised transactions is determined under the relevant provisions of the ePayments Code where that Code applies (notwithstanding the obligations in the 'Security and liability for card, Telephone Banking and Online Banking usage' section). In this section, we outline when you will and when you will not be liable for unauthorised transactions.

When you are not liable.	When you are liable.
<p>You will not be liable for losses resulting from unauthorised transactions where it is clear that the user has not contributed to the loss.</p> <p>You will not be liable for losses resulting from unauthorised transactions that:</p> <ul style="list-style-type: none"> <li>• are caused by the fraudulent or negligent conduct of our staff or agents or of companies involved in networking arrangements or providers of goods or services who are linked to the Electronic Funds Transfer system or of their agents or employees; or</li> <li>• require the use of a card or other device and/or a code and happen before the user receives their card or other device, or receives or selects their code(s) (as the case may be), including a replacement or reissued card, other device or code; or</li> <li>• require the use of a card or other device and/or a code and happen after we have been notified that the card, or other device has been misused, lost or stolen or that the security of the code has been breached; or</li> <li>• require the use of a card and happen after you have requested us to cancel the card and have either returned the card to us, or taken all reasonable steps to have the card returned to us; or</li> <li>• are made with a card, code or with any other device or identifier that is forged, faulty, expired or cancelled; or</li> <li>• are the result of the same transaction being incorrectly debited more than once to the same account; or</li> <li>• are electronic transactions able to be made using an identifier without a code or device; or</li> <li>• are electronic transactions able to be made using a device and not a code, provided you did not unreasonably delay in reporting the loss or theft of the device.</li> </ul>	<p>You will be liable for losses resulting from transactions which are carried out by the user, or by another person with the user's knowledge and consent.</p> <p>You will be liable for actual losses resulting from unauthorised transactions caused by the user:</p> <ul style="list-style-type: none"> <li>• engaging in fraud; or</li> <li>• voluntarily disclosing any of their codes to anyone, including a family member or friend; or</li> <li>• keeping a record of a PIN or other code: <ul style="list-style-type: none"> <li>– without making a reasonable attempt to disguise it or to prevent unauthorised access to it; and</li> <li>– in a way that it could be lost or stolen with their card (in the case of a PIN) or any device to which the code relates; or</li> </ul> </li> <li>• keeping a record of a code: <ul style="list-style-type: none"> <li>– without making a reasonable attempt to disguise it or to prevent unauthorised access to it; and</li> <li>– where more than one code is used, recording both/all codes in a way that they could be lost or stolen together; or</li> </ul> </li> <li>• writing their PIN on their card; or</li> <li>• writing their code on the device to be used with that code; or</li> <li>• selecting a code which represents their birth date, or being an alphabetical code which is a recognisable part of their name, after we have asked them not to select such a code and told them of the consequences of doing so; or</li> <li>• leaving a card in an ATM (provided the ATM incorporates reasonable safety standards that mitigate the risk of a card being left in the ATM); or</li> <li>• acting with extreme carelessness in failing to protect their codes.</li> </ul>

You will also be liable for actual losses resulting from unauthorised transactions caused by the user unreasonably delaying notifying us of the misuse, loss or theft of their card or other device, or of their code(s) becoming known to someone else. Your liability will only extend to losses which occur between the time when the user became aware (or should reasonably have become aware) of such misuse, loss or theft and when we were actually notified.

**However you will not be liable to pay for:**

- that portion of the losses incurred on any one day which exceed the daily transaction limit applicable to the card, their account(s) or the relevant device;
- that portion of the losses incurred which exceed the balance of their account(s), including any prearranged credit;
- losses incurred on any accounts which we and you have not agreed could be accessed using the relevant device; or
- losses occurring after we have been notified that the card or other device has been misused, lost or stolen or that the security of the code has been breached.

Your liability is subject to us proving on the balance of probability that the user contributed to the losses in one or more of the ways listed above.

If more than one code is required to perform a transaction and we prove that a user breached the security requirements for one or more, but not all, of those codes, you will be liable under this clause only if we also prove, on the balance of probabilities, that the breach of the security requirements was more than 50% responsible for the losses when assessed together with all the contributing causes.

**When limited liability applies.**

You will only be liable for losses resulting from unauthorised transactions to a limited extent, in circumstances where a code was required to perform the transaction and it is unclear whether the user contributed to the loss. Your liability in such cases will be the least of:

- \$150; or
- the balance of the account(s), including any pre-arranged credit; or
- the actual loss at the time we are notified of the misuse, loss or theft of the card or of the code(s) becoming known to someone else (excluding that portion of the loss incurred on any one day which exceeds the applicable daily transaction limit).

You will not be liable for losses resulting from an unauthorised electronic transaction made using your Debit Mastercard® or Handycard to the extent they exceed what your liability would have been had we exercised any rights we had under the rules of the card schemes at the time you reported the unauthorised transaction to us against other parties to the Scheme.

**Consequential damages.**

Notwithstanding anything else in these terms and conditions, for transactions governed by the ePayments Code, we do not deny a user's right to claim consequential damages resulting from a malfunction of a system or equipment provided by a party to a shared electronic payments network that you are entitled to use pursuant to these terms and conditions (such as a merchant or us) except where a user should reasonably have been aware that the system or equipment was unavailable or malfunctioning, in which case our liability for any loss arising from the equipment or system unavailability or malfunction is limited to:

- correcting any errors; and
- refunding any fees or charges imposed on the user.

# 14. Mistaken internet payments

If the ePayments Code ('Code') applies to a particular payment, or if the payment is an Osko® Payment or a Basic Single Credit Transfer, we will act in accordance with the Code when dealing with mistaken internet payments.

This section sets out a summary of some of the processes in the Code but it does not apply to BPAY payments.

**Reporting mistaken internet payments.**

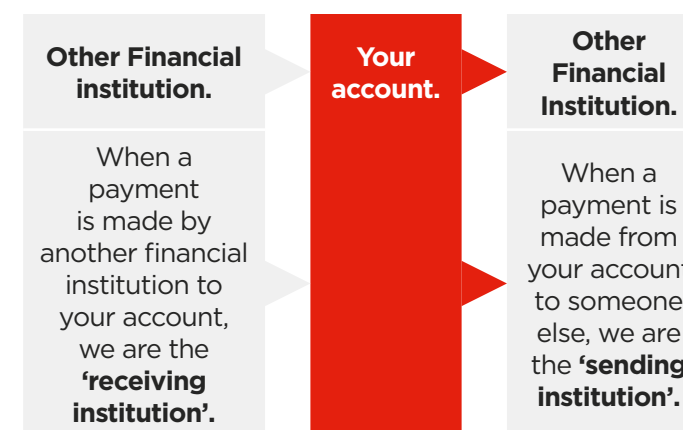
You should report mistaken internet payments to us as soon as possible after you become aware of them. You can report mistaken internet payments to us by visiting a branch or by contacting us using the contact details at the end of this document.

We will acknowledge receipt of your report of a mistaken internet payment, conduct an investigation into that mistaken internet payment, and inform you in writing of the outcome of our investigation within 30 business days of the day on which you made the report.

If you are unhappy with how your report was dealt with, you have a right to complain to us. Information on our complaints procedure is set out in this document. If you are still not satisfied with our response or handling of your complaint, you have the right to complain to the external resolution scheme, the Australian Financial Complaints Authority (AFCA). AFCA's contact details are set out in the 'Feedback and Complaints' section of this document.

**Dealing with mistaken internet payments.**

When dealing with mistaken internet payments, there are two scenarios:



If another financial institution is the sending or receiving institution, we cannot guarantee they will act in accordance with the processes in the Code. A financial institution is unlikely to follow these processes if it is not an authorised deposit-taking institution for the purposes of the Banking Act. We are not liable for any loss suffered if it does not follow those processes.

Where the sending institution is not satisfied that a payment is a mistaken internet payment, it is not required to take any further action.

Where you or another financial institution advises us that you are, or we think you may be, the sender or recipient of a mistaken internet payment, you will need to give us, as soon as reasonably practicable and within the time we request, any information we reasonably require to enable us to determine whether the payment was a mistaken internet payment.



**Where the unintended recipient of the mistaken internet payment is receiving income support payments from Services Australia or the Department of Veterans' Affairs, the receiving institution will need to recover the funds from that recipient in accordance with the Code of Operation: Recovery of Debts from Customer Nominated Bank Accounts in receipt of Services Australia income support payments or Department of Veterans' Affairs payments.**



### Where you receive a mistaken internet payment.

We can prevent you from withdrawing funds the subject of a mistaken internet payment where we are required to do so under the processes set out in the Code.

The process that applies generally depends upon when the report of the mistaken internet payment is made by the payer to their financial institution.

Where we are satisfied that a mistaken internet payment has been made, and there are sufficient funds in your account to meet the payment, we will do the following:

If the report is made within 10 business days of payment	If the report is made between 10 business days and 7 months of payment	If the report is made after 7 months of payment
We will, without your consent, deduct from your account an amount equal to that mistaken payment and return the funds to the financial institution of the payer.	<p>We will:</p> <ul style="list-style-type: none"> <li>notify you that we will withdraw the funds if you do not establish that you are entitled to the payment within 10 business days after that notification; and</li> <li>prevent you from withdrawing the funds for that 10 business day period.</li> </ul> <p>If you do not establish you are entitled to the payment within that time, we will, without your consent, deduct from your account an amount equal to the mistaken payment and return the funds to the financial institution of the payer within 2 business days of the expiry of the 10 business day period referred to above. You will not be entitled to withdraw those funds from your account.</p>	We will seek your consent to return the funds.

In each case where the receiving institution is not satisfied that a mistaken internet payment has occurred, it may (but is not required to) seek consent of the unintended recipient to return the funds. Where the funds are returned to the sending institution, it will return the funds to the holder as soon as practicable.

### Where sufficient funds are not available.

Where you do not have sufficient funds available, we may, without your consent, deduct any amount up to your available balance and send that amount to the sending institution. We will follow the processes described above depending on when the report was made by the payer to the sending institution.

In addition, we will use reasonable endeavours to recover the remaining funds from you. You agree to co-operate with us to facilitate payment by you of the amount of the mistaken internet payment to the payer.

We can prevent you from withdrawing funds the subject of a mistaken internet payment where we are required to do so under the processes set out in the ePayments Code.

### Where you make a mistaken internet payment.

If you make a mistaken internet payment, please report it to us as soon as possible.

If we are satisfied that you have made a mistaken internet payment, we will, as soon as reasonably possible (and by no later than 5 business days of your report), send a request to the receiving institution for the return of the funds.

If the receiving institution subscribes to the Code and they are satisfied that a mistaken internet payment was made, they are required to follow the process for recovering the payment that we described under the section, 'Where you receive a mistaken internet payment'.

### Liability for losses arising from internet payments.

You will need to ensure that internet payment details are correct. You and your user are solely responsible for providing correct payment details including amount and payee details.

We will return to you any funds recovered by us on your behalf from an unintended recipient in respect of a mistaken internet payment but otherwise have no liability to you or your user for any payment made in accordance with details provided by you or your user including mistaken internet payments.

# OTHER IMPORTANT INFORMATION

# 15. Changes to terms and conditions

At various times, we may make changes without your consent to the terms and conditions relating to:

- fees and charges (including their amount, frequency, and times for payment and to introduce new fees and charges);
- interest rates;
- how interest is calculated, charged or paid to your account or to the balance tiers which determine the interest rate or rates;
- transaction limits;
- the types of transactions performed or ways you can access or transact on your account;

- eligibility requirements in relation to your account; or
- the features of your account or of a product or service.

We'll always let you know if, for any reason, the terms and conditions of your account change. However, advance notice may not be given where a change has to be made to immediately restore or maintain the security of our systems or of individual accounts or facilities. We may give you a shorter notice period, or no notice, of an unfavourable change if it is reasonable for us to manage a material and immediate risk. Unless otherwise specified in this document, we may notify you of changes as set out in the following table:

Type of change.	Time frame.	Method of notification.
Minimum monthly balance required to waive the account-keeping fee.	30 days in advance.	In writing, electronically or through media advertisement.
New fee or charge or increase in fee or charge for performing electronic transactions, or issuing or replacing a device used to conduct electronic transactions (such as a card, token, or code).	30 days in advance.	In writing or electronically.
Other new fee or charge or increase to a fee or charge.	30 days in advance.	In writing, electronically or through media advertisement.
Interest rate changes.	No later than the date of the change, except where the rate is linked to money market rates or other rates - changes to which we cannot notify you of in advance.	In writing, electronically or through media advertisement.
Change in the way interest is calculated, charged or paid to your account - or to the balance tiers which determine the interest rate or rates.	30 days in advance.	In writing, electronically or through media advertisement.
Changes increasing your liability for electronic transactions.	30 days in advance.	In writing or electronically.
Transaction limits on electronic transactions, a facility or electronic equipment, including Debit Mastercard®, Handycard and Pay Anyone transactions.	30 days in advance.	In writing or electronically.

Type of change.	Time frame.	Method of notification.
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.	In writing, electronically or through media advertisement.
Any other change to a 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.	In writing, electronically or through media advertisement.

By 'electronically', we mean:

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



**We may also make any other changes to the terms and conditions without your consent at any time:**

- as a result of any change or anticipated change in:
  - circumstances relating to the account or product or service such as, for example, changes in technology or our systems or procedures or product mix or changes to the risks of, or the features or benefits of, the account or product or service; or
  - our structure or financial position, including our cost of funds and liquidity; or
  - industry, market or best practice; or
- for prudential reasons; or
- if we reasonably think the change should be made:
  - to meet our legal obligations or as a result of any change or anticipated change to a relevant law, code of guidance; or
  - to reflect judgments of any court or tribunal or guidance or views of any regulator or external dispute resolution service of which we are a member; or
  - to correct errors, inaccuracies or ambiguities; or
  - to streamline the administration of the account or product or service; or
  - on the basis that it is impractical for us to continue without the change; or
  - for reasons of security; or
- to make them clearer or simpler.

## 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.

## The ePayments Code.

The ePayments Code governs certain electronic payments to or from your account where you are an individual.

For example, using your card at ATMs, online payments, telephone banking payments and BPAY. We will comply with this Code where it applies.

## What happens if your details change?

If your address or other relevant details change, please notify us as soon as possible. Please also notify us of any change to your legal status or structure (including any change of name, change of trustee, partnership or office holders changes, bankruptcy or, if applicable, deregistration, winding up, dissolution or any analogous event). In each case this can be done easily using Online Banking, Telephone Banking, or at any branch. Depending on the nature of the change, we may ask that you provide us with further information (such as evidence of your change of name).

If the account signatories change, please notify us as soon as possible by visiting any of our branches.

Please note that unless you give us adequate prior notification of changes to your relevant details, unfortunately we will not be responsible for any resulting errors or losses.

If you change to an overseas address, you must give us a valid email address and agree to receive communications from us electronically.

If we cannot locate you after having made reasonable efforts to do so, we may stop operations on your account until you give us your current contact details.

## Privacy.

Westpac's Privacy statement explains our commitment to the protection of your personal information. You may obtain a copy of our Privacy statement by:

- calling Telephone Banking on 132 032;
- asking at any of our branches;
- visiting [westpac.com.au/privacy/privacy-statement/](http://westpac.com.au/privacy/privacy-statement/)

## Duty of Confidentiality.

In addition to the Bank's duties under legislation, it has 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 the interests of the Bank require disclosure;
- where disclosure is made with your express or implied consent.

## Tax Reporting Obligations.

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, including information about the foreign tax identification number for all countries you or any shareholder, beneficiary, settlor or controlling person are a foreign tax resident of, we may be required to limit the services we provide to you. This could include not opening your Product, or limiting functions or services of your Product, or closing it.

Unless you tell us otherwise, by completing any application for products covered by these terms and conditions, you certify that you, 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 (e.g. 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 such beneficiary and, in any case, before such distribution is to be made to them. You may contact us to provide foreign tax residence information by calling 1300 725 863. 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.

## The amounts we pay our staff.

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.

## Notices and communications.

Communications relating to your Account, including statements of account and notice of any changes to the Terms and Conditions will be given in writing, or in any other way set out in these Terms and Conditions or agreed with us.

We may use electronic means to communicate with you. This may include emailing you written notices or other communications about changes to our products and services, or sending you notification the changes are available for viewing within Internet Banking or on a website.

If we post you a written communication directly, we will send it to the most recent address you have given us. Where we send written notice by ordinary mail, we will regard that notice as given 7 Business Days after we post it.

## Marketing Communications.

We will use your personal information to send you offers for products and services we believe may be of interest and value to you (including by email, SMS or other means) unless you have previously told us that you do not want to receive marketing offers from us. The products and services offered may be provided

by us or one of our third-party partners. If you do not want to receive direct marketing offers from us, you can manage your marketing preferences in your online banking profile, let us know using the contact details in our [Privacy Statement](#) or follow the opt-out instructions in the message.

## When we may delay or refuse transactions.

In some circumstances, including where we consider it reasonably necessary to meet our regulatory and compliance obligations (including those relating to anti-money laundering and counter-terrorism financing) or to manage associated risk, we may, without giving you notice:

- block or place a stop on your card; and/or
- delay, block, freeze or refuse a transaction.

Examples of when we may take these measures include where we have reasonable grounds to believe that:

- a transaction may breach Australian law or sanctions (or the law or sanctions of any other country); or
- a transaction involves a payment to, from or through a Sanctioned Jurisdiction; or
- your account, Online Banking and/or card is being used in a manner we reasonably consider is unsatisfactory, fraudulently or in a way that might cause you or us to lose money; or
- you do not provide us with any document or information we reasonably request from you.

We may take these measures for as long as we reasonably need. Westpac and its correspondents are not liable for any loss you suffer (including consequential loss) in connection with the relevant product(s).

You provide us with the following undertakings and indemnify us against any potential losses arising from any breach by you of such undertakings:

- you must not initiate, engage in or effect a transaction that may be in breach of Australian law or sanctions (or the law or sanctions of any other country) or that involves a payment to, from or through a Sanctioned Jurisdiction;
- the underlying activity for which any product is being provided does not breach any Australian law or sanctions (or the law or sanctions of any other country); and
- you will not access or use your Online Banking in a Sanctioned Jurisdiction.



You should also be aware that:

- we may from time to time require additional information from you to assist us to comply with our regulatory and compliance obligations or to manage associated risk; and
- where legally permitted to do so, we may disclose the information gathered to regulatory and/or law enforcement agencies, other banks, other members of the Westpac Group, service providers or to other third parties.

## Payments made in error.

Where we reasonably believe that a payment made to your account may be a payment made in error, we may, without your consent, deduct from your account an amount no greater than the payment amount made in error and return it to the understood source of origin or as required by law, code or regulation. A payment made in error includes a fraudulent payment, a payment as a result of a scam affecting you or another person, an over payment, a duplicate payment or a payment error made by us. We will take steps, acting reasonably, to contact you in relation to a payment made in error where we consider it relates to a scam or fraud, unless we are unable. See the 'Mistaken internet payments' section for more information.

## Australian Government Financial Claims Scheme.

If you have a deposit account with us, you may be entitled to a payment under the Financial Claims Scheme (FCS) in certain circumstances. The FCS is run by the Australian Government to protect customer bank account deposits held in Australian Authorised Deposit-Taking Institutions. Payments under the Financial Claims Scheme are limited for each customer. You can find out more information about how the FCS limit is applied by visiting [westpac.com.au](http://westpac.com.au) and searching Financial Claims Scheme. You can also obtain more information about the FCS at [www.fcs.gov.au](http://www.fcs.gov.au)

## Deregistration.

If we become aware that all account holders are companies that are deregistered, we'll freeze the account, which means:

- We'll notify the former directors that the account has been frozen.
- No activity on the account will be permitted, including withdrawals, payments, periodical payments and scheduled payments.

- We may apply funds in the account to clear debts in accordance with the 'When we can combine your accounts' section in clause 3.
- We will close the account and send any credit balance that belonged to the deregistered company to the government and pay any remaining balances to their rightful owner(s).
- We may take action to recover outstanding debit balances on the account.

## 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.

## We're here to help

- 📞 132 032 in Australia  
+61 2 9155 7700 if you are overseas
- 💻 For further information go to our website and search 'Feedback and Complaints'
- ✉️ [westpaccustomersolutions@westpac.com.au](mailto:westpaccustomersolutions@westpac.com.au)
- 🏠 Westpac Customer Solutions  
Reply Paid 5265  
Sydney NSW 2001
- 📍 Visit us in branch

## 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).

### Australian Financial Complaints Authority.

The Australian Financial Complaints Authority (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.

### Australian Financial Complaints Authority

**Online:** [www.afca.org.au](http://www.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

# 17. Meaning of words

<b>‘account holder’ and ‘you’</b>	means the person(s) in whose name an account is conducted and who is responsible for all transactions on the account.
<b>‘Authorised Representative’</b>	means a person(s) who is accepted by the bank as being a person who is appropriately appointed under a legal instrument as a representative(s) of the account holder.
<b>‘authorised signatory’</b>	means the third party who is authorised to operate on the account.
<b>‘available balance’</b>	means the total balance in your account less any unsettled transactions (e.g. cheques deposited that have not yet been cleared or Debit Mastercard® transactions pending authorisation) plus any credit limit you may have on your account for accounts with overdraft arrangements.
<b>‘ATM’</b>	means an Automated Teller Machine operated by us or someone else.
<b>‘balance’</b>	means the balance in your account, based on the deposits, withdrawals, fees, charges and interest we’ve recorded on your account at a particular point in time, which may include unsettled transactions.
<b>‘Banking Day’</b>	means a day that is not a Saturday or Sunday and which banks in Melbourne or Sydney are able to effect settlement through the Reserve Bank of Australia, and typically excludes national public holidays.
<b>‘Bank@Post™’</b>	includes selected Australia Post Offices where you can deposit or withdraw cash and check your account balance.
<b>‘Basic Single Credit Transfer’</b>	means a credit payment message, other than an overlay service payment or an international funds transfer instructions payment, sent by a New Payments Platform (NPP) participant via the NPP basic infrastructure for the benefit of a payee with another NPP participant.
<b>‘BSB’</b>	means Bank State Branch (often referred to as ‘BSB’). It is the name used in Australia for a bank code, which is a branch identifier. The BSB is normally used in association with the account number system used by each financial institution.
<b>‘business day’</b>	means any weekday when we are open for business in any State or Territory of Australia. If we are closed in all States and Territories then that day will not be a business day. If our offices are closed in your State or Territory but open in other States or Territories then we will still regard that day as a business day in every State and Territory. Saturday and Sunday are not classified as business days even though branches may be open for business.
<b>‘card’</b>	means any authorised card issued by us for your account or for which we allow you to link to your account and includes a Debit Mastercard, Visa Debit card, Handycard and a Westpac credit card.
<b>‘CDM’</b>	means any authorised Coin Deposit Machine where you can to deposit coins.
<b>‘code’</b>	means a PIN, Telephone Banking access code, Online Banking password or any similar information which may be required in order to make electronic funds transfer transactions to or from accounts, and which the user is required to keep secret.
<b>‘Concession or Health Care card’</b>	includes Pensioner Concession Card, Commonwealth Seniors Health Care Card or Health Care Card.
<b>‘contactless terminal’</b>	means an electronic terminal or electronic equipment which can be used to make a contactless transaction.
<b>‘contactless transaction’</b>	means a transaction made by holding your card (which is capable of making a contactless transaction) in front of a contactless terminal and without having to insert or swipe the card.

<b>‘CVC’</b>	means Card Verification Code. Merchants online or over the phone will ask for your card number, expiry date and may ask you to provide a CVC number. This can be found on the back of your Debit Mastercard or a generated CVC is available in Westpac Mobile Banking.
<b>‘device’</b>	means an article we give to a user to perform electronic transactions.
<b>‘digital token’ or ‘tokenised credentials’</b>	means the unique number created in some circumstances by the card scheme which represents your card number and may be used by a merchant to process payments.
<b>‘direct debit’</b>	means a payment you have authorised a third party (this includes a person, company, or merchant) to debit from your account at set times, by using your BSB and account number.
<b>‘eftpos’</b>	means debit card payment system owned and administered by eftpos Payments Australia Ltd ABN 37 136 180 366.
<b>‘electronic equipment’ or ‘electronic terminal’</b>	means electronic terminals (e.g. ATMs, POS terminals and terminals located at the counter in a branch), computers, televisions and telephones.
<b>‘electronic transaction’</b>	means payment, Transfer Funds, and cash withdrawal transactions that are initiated on your account using electronic equipment and not intended to be authenticated by comparing a manual signature with a specimen signature.
<b>‘Elevated Risk Transactions’</b>	means transactions that identify with specific merchant category codes relating but not limited to things such as alcohol, tobacco, and adult entertainment.
<b>‘Eligible payment for Westpac Choice Concession’</b>	means an Australian Government benefit payment that makes you eligible to hold a Concession or Health Care card. Some examples of an eligible payment: <ul style="list-style-type: none"> <li>• Age Pension or ABSTUDY paid by Services Australia; or</li> <li>• Service Pension paid by the Department of Veterans’ Affairs.</li> </ul>
<b>‘Foreign Transaction Fee’</b>	means the charging of both the Westpac On-Charged Scheme Fee plus the Westpac Processing Fee (where applicable).
<b>‘identifier’</b>	means information that a user knows and must provide to perform an electronic transaction but is not required to keep secret.
<b>‘merchant’</b>	means a provider of goods or services who accepts payment by card.
<b>‘mistaken internet payment’</b>	means a ‘Pay Anyone’ payment (other than one made using BPAY®) made by you to an account of an unintended recipient, because you entered an identifier, BSB, and/or account number that doesn’t belong to the intended recipient, as a result of: (a) your error; or (b) you being advised of the wrong identifier, BSB, and/or account number. This excludes payments made as a result of a scam.
<b>‘NPP’</b>	means the New Payments Platform operated by NPP Australia Limited.
<b>‘Online Banking’</b>	means Westpac Online Banking if you open an account as a personal customer or Online Banking for Business if you open an account as a business customer. Online Banking also refers to Mobile Banking and Tablet Banking in this document. Refer to the Online Banking terms and conditions for full details of features and services available.
<b>‘Osiko’</b>	means the Osiko payment service administered by BPAY.
<b>‘Osiko payment’</b>	means a payment made using the Osiko payment service.
<b>‘payment’</b>	includes, where relevant, any payment in connection with clause 5 (Section C) of the Online Banking terms and conditions (which includes any NPP payments) and subject to those terms.
<b>‘Payment Agreement’</b>	means an agreement established by you and an approved merchant or Payment Initiator, by which you authorise us to make payments from your account via NPP.

<b>‘Payment Initiator’</b>	means an approved payment service provider who, whether acting on behalf of you or a merchant, is authorised by you to initiate payments from your account via the New Payments Platform.
<b>‘PayTo’</b>	means the service which enables us to process NPP payments from your account in accordance with, and on the terms set out in, a Payment Agreement you have established with a merchant or Payment Initiator that subscribes to the service.
<b>‘PIN’</b>	means the Personal Identification Number used in conjunction with your Card.
<b>‘POS’</b>	means point of sale.
<b>‘recurring payment’</b>	means a payment you have authorised a third party (including a person, company or merchant) to charge your Debit Mastercard or Handycard number at set times.
<b>‘Sanctioned Jurisdiction’</b>	a jurisdiction listed at <a href="https://westpac.com.au/osaccess">westpac.com.au/osaccess</a>
<b>‘Telephone Banking’</b>	means a telephone banking service registered in the name of the account holder referred to as either Personal Telephone Banking or Group Telephone Banking.
<b>‘Third Party Access’</b>	means granting access to one or more of your accounts and services to another party via their own Online Banking.
<b>‘Transfer Funds’</b>	means by using the Transfer Funds options in Online Banking or Telephone Banking you may Transfer Funds between the Westpac accounts that are accessible through the Online Banking or Telephone Banking service.
<b>‘Unarranged Lending Rate’</b>	means the rate at which you are charged interest if your account becomes overdrawn without arrangement. The current unarranged lending rate is available by contacting Telephone Banking or visiting <a href="https://westpac.com.au">westpac.com.au</a>
<b>‘user’</b>	means the person(s) authorised by you to perform the type of transactions permitted by you.
<b>‘Weekly Spend Limit’</b>	means the feature available to customers through Online Banking to apply a limit to their weekly spend amount on their Debit Mastercard transactions as specified in these terms and conditions. The accumulative weekly spend amount (counted towards the Weekly Spend Limit) resets every Monday at 12am AEDT (Sydney time).
<b>‘Westpac’, ‘we’, ‘us’ and ‘our’</b>	means Westpac Banking Corporation.
<b>‘Westpac Choice Concession’</b>	‘Westpac Choice Basic’ account as per the statement you will receive
<b>‘Westpac Group’</b>	means Westpac Banking Corporation and its related bodies corporate. St.George Bank, BankSA and Bank of Melbourne are divisions of Westpac.
<b>‘Westpac Group partner ATM’</b>	refers to a third party ATM operator who Westpac has an arrangement with. The available ATM locations can be found on our website at the ATM locator <a href="https://westpac.com.au/locateus/">westpac.com.au/locateus/</a> or via the Westpac app.
<b>‘Westpac On Charged Scheme Fee’</b>	means a fee charged to Westpac by Mastercard Worldwide when processing foreign currency transactions which we pass on to you. The amount varies depending on the nature of the transaction.
<b>‘Westpac Processing Fee’</b>	means a fee charged to you by Westpac where a transaction is made in foreign currency with a merchant or financial institution located outside Australia.
<b>‘Youth’</b>	means anyone under the age of 18.

Unless otherwise specified, a reference in this booklet to a time is a reference to that time in Sydney.



*Westpac acknowledges the Traditional Owners as the custodians of this land, recognising their connection to land, waters and community. We pay our respects to Australia's First Peoples, and to their Elders, past and present.*

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