

## Notice of Change

Effective 7 August 2023, the Bank is making a number of changes to the terms and conditions as set out in the table below. These changes are outlined in this Notice of Change.

This Notice of Change applies to your relevant deposit account(s) and credit contract(s) issued by Teachers Mutual Bank Limited (branded as Teachers Mutual Bank, Health Professional Bank, Firefighters Mutual Bank or UniBank):

	NO.	TERMS AND CONDITIONS	EFFECTIVE DATES
<b>Part A</b>	<b>1</b>	Conditions of Use Accounts and Access	7 August 2023
	<b>2</b>	Consumer lending terms and conditions	7 August 2023
	<b>3</b>	Credit card terms and conditions	7 August 2023
	<b>4</b>	Fees and Charges brochure	7 August 2023
	<b>5</b>	Package Home Loan – Terms and conditions	7 August 2023
<b>Part B</b>	<b>6</b>	Schedule in your home loan and/or personal loan Offer and Loan Contract	7 August 2023
	<b>7</b>	Financial Information Table section of your credit card Letter of Offer	7 August 2023

### How will the changes affect you?

In order to accurately reflect the cost to the Bank in providing products and services, we are updating some fees and charges applicable to your deposit account(s) and credit contract(s). We are removing more than 30 fees and charges, to provide better value to our Members.

We are also introducing a new savings account called the Target Saver account, which offers a standard rate and bonus interest rate on amounts deposited, subject to specific criteria.

To simplify our suite of savings products, we will no longer be offering the Reward Saver account, Cash Management Account and Bill Paying Account. Existing accounts obtained prior to 7 August 2023 will remain open. Under revised terms, the Mighty Saver account will no longer automatically transfer the account balance to the Reward Saver account upon the member reaching 18 years of age.

To improve the benefits for credit card accounts, balance transfers will now be included within the interest-free period.

Lastly, amendments have been made to benefits under the Package Home Loan - Terms and Conditions for Your Way Plus customers.

# Part A

## What are the changes to your *Conditions of Use Accounts and Access*?

IMPORTANT INFORMATION	
<p><b>How we give you notices and other communications and documents</b> (existing page 5)</p>	<p><b>Replace</b> the second bullet point with the following:</p> <ul style="list-style-type: none"> <li>• “electronically (for example: by email, SMS text message, push notification (if enabled on your mobile device), secure messages in internet banking or secure messages in mobile banking app, publishing it on our website and notifying you by email, SMS text message or push notification (if enabled on your mobile device) that it is available).”</li> </ul>
OPENING AND OPERATING YOUR ACCOUNTS	
<p><b>Everyday Direct Account</b> (existing page 11)</p>	<p>In the first paragraph, <b>replace</b> the second sentence with the following:</p> <p>“Fees may apply to a staff assisted electronic fund transfer or a periodical payment transaction that takes place at our branches, member events and over the phone. Please refer to the Fees and Charges brochure for more information on fees and charges that may apply.”</p>
<p><b>Bill Paying Account</b> (existing page 11)</p>	<p>At the end of the paragraph, <b>add</b> a new third sentence as follows:</p> <p>“As of 7 August 2023, the Bill Paying account will be closed to new business. Existing account owners can continue to use their accounts as normal.”</p>
<p><b>Reward Saver Account</b> (existing page 12)</p>	<p><b>Delete</b> the final sentence which currently reads: “There is a limited allocation of free withdrawals before excess usage applies.” and <b>replace</b> it with the following:</p> <p>“As of 7 August 2023, the Reward Saver account will be closed to new business. Existing account owners can continue to use their accounts as normal.”</p>
<p><b>Target Saver Account</b> (existing page 12)</p>	<p>After the section relating to the Reward Saver Account, <b>add</b> a new section as follows:</p> <p><b>“Target Saver</b></p> <p>This account pays bonus interest each month, if during the month, you deposit a minimum of \$1,000, no withdrawals or transfers to other accounts (internal or external) are made and your account has a credit balance at all times. This last requirement means that your account must not be overdrawn at any time during the month, including, e.g., during a day, or when the balance is carried forward from the previous month. If all criteria are not met, the standard interest rate will apply.”</p>
<p><b>Mighty Saver Account</b> (existing page 12)</p>	<p>In the first paragraph, <b>delete</b> the second sentence which currently reads:</p> <p>“When the member turns 18 years of age we will automatically transfer the account to a standard Reward Saver Account as soon as practicable afterwards.”</p> <p>In the second paragraph, <b>delete</b> the last sentence which currently reads:</p> <p>“There is a limited allocation of free withdrawals before excess usage applies.”</p>
<p><b>Cash Management and Edvest Cash Management Accounts</b> (existing page 13)</p>	<p>At the end of the paragraph under this heading, <b>add</b> the following:</p> <p>“As of 7 August 2023, the Cash Management account will be closed to new business. Existing account owners can continue to use their accounts as normal. Edvest Cash Management accounts remain available for new accounts through Edvest.”</p>
<p><b>Pension Advantage Account</b> (existing page 13)</p>	<p><b>Delete</b> the second paragraph which currently reads:</p> <p>“There is a limited allowance of free withdrawals before excess usage applies.”</p>
<p><b>Summary of accounts and access facilities</b> (existing page 16)</p>	<p><b>Replace</b> the column heading that currently reads “Reward Saver and Mighty Saver” with:</p> <p><b>“Target Saver, Reward Saver and Mighty Saver Account.”</b></p>
<p><b>How to withdraw and transfer</b> (existing page 20)</p>	<p><b>Delete</b> the last bullet point which currently reads:</p> <p>“at National Australia Bank branches by cashing one of our cheques for up to \$200.”</p>

OTHER INFORMATION	
<b>Statements of Account</b> (existing page 24)	<b>Replace</b> the final paragraph in this section with the following: "You may request a copy of any statement of account at any time subject to any fee payable under these Conditions of Use or set out in the Fees and Charges brochure."
<b>Dormant Accounts</b> (existing page 24)	<b>Delete</b> the first bullet point which currently reads: "charge an Inactive Client Administration Fee"

ELECTRONIC ACCESS FACILITIES AND EPAYMENTS CONDITIONS OF USE	
<b>Definitions</b> (existing page 29)	<b>Replace the definition of "Fast Payment" with the following:</b> " <b>Fast Payment</b> means an NPP Payment."

## What are the changes to your *Consumer lending terms and conditions*?

CONTENTS	
<b>Contents – Part A</b> (existing page 4)	<b>Replace</b> the term 'Break Fee' with 'Break Cost'.

HOME LOANS & PERSONAL LOANS – SPECIFIC TERMS	
<b>Early Repayments and Break Fee</b> (existing page 6)	<b>Replace</b> the term 'Break Fee' with 'Break Cost'.
<b>Calculation of Break Fee</b> (existing page 6 and 7)	<b>Replace</b> the term 'Break Fee' with 'Break Cost'.
<b>Meaning of certain words and expressions</b> (existing page 7)	<b>Replace</b> the term 'Break Fee' with 'Break Cost'.

HOME LOANS – FURTHER SPECIFIC TERMS	
<b>Clause 7.3</b> (existing page 24)	<b>Replace</b> the existing clause with the following: "If you cancel the interest only period prior to the end of the interest only period, a Break Cost may apply."

ALL LOANS – GENERAL TERMS	
<b>Variation of credit fees and charges</b> (existing page 16)	<b>Replace</b> the term 'Break Fee' with 'Break Cost'.

## What are the changes to your *Credit Card Terms and Conditions*?

THE CREDIT CARD OFFER	
<b>Definition of “balance transfer”</b> (existing page 4)	<b>Replace</b> the definition of “balance transfer” with the following: “ <b>balance transfer</b> means a transfer of money in accordance with clause 9.”
<b>Definition of “cash advance”</b> (existing page 4)	<b>Replace</b> the definition of “cash advance” with the following: “ <b>cash advance</b> means a debit to the credit card account (whether or not the credit card account is in credit or in debit) and which results in you receiving actual cash or its equivalent, including: <ul style="list-style-type: none"> <li>• purchasing “quasi-cash” items such as gambling chips, travellers cheques, bank cheques or cryptocurrency;</li> <li>• paying a bill at a branch or via an approved agent of the biller (for example, when funds are used to pay tertiary fees or utility bills);</li> <li>• any other transaction we reasonably consider to be a cash advance (unless we treat it as a balance transfer).”</li> </ul>
<b>Clause 9.3</b> (existing page 11)	<b>Delete</b> the final sentence in clause 9.3 which currently reads: “Interest applies from the date of funding your balance transfer request, until you repay the transferred amount in full.”
<b>Clause 10.4</b> (existing pages 12 and 13)	<b>Replace</b> clause 10.4 with the following: <b>“10.4 Interest free days on purchases and balance transfers</b> If an interest free period applies to your account (refer to paragraph (b) below), we will not charge interest on purchases and balance transfers. Please note there are no interest free days for cash advances. Interest free periods start the day your account opens and continue unless you fail to pay the closing balance by the due date shown in that statement. The length of an interest free period may be up to 55 days. If you do not pay the closing balance in full on or before the due date shown in your statement, the interest free period will end. From the day after the due date shown in that statement, interest will be charged on the outstanding balance.”
<b>Clause 10.5</b> (existing pages 13)	<b>Replace</b> clause 10.5 as follows: <b>“10.5 How to regain your interest free days on purchases and balance transfers</b> If you have lost interest free days, you can regain your interest free period on purchases and balance transfers by: <ul style="list-style-type: none"> <li>• paying the closing balance in full by the due date shown in your statement, or</li> <li>• paying another amount which puts your account into a nil or positive balance in your next statement period.”</li> </ul>

## What are the changes to your *Fees and Charges brochure*?

INTRODUCTION	
<b>Third Party Fees</b> (existing page 3)	<b>Delete</b> the last sentence in this section which reads: “Third party fees (wholly or partially) are marked with an “*” in this brochure.”
<b>State Governments’ Charges</b> (existing page 3)	<b>Delete</b> the section (including the heading) under the heading “State Governments’ charges”.
<b>Timing of Fees and Charges</b> (existing page 3)	After the second paragraph under the heading “Timing of fees and charges”, <b>add</b> a new heading as follows: <b>“Changes to Fees and Charges”</b>

<p><b>Everyday Banking Fees</b> (New Section)</p>	<p>After the 'Introduction' section of the Fees and Charges brochure, <b>add</b> the following new section heading and table:</p> <p><b>"Everyday Banking Fees</b></p> <table border="1" data-bbox="470 230 1461 887"> <thead> <tr> <th colspan="2" data-bbox="470 230 1461 280"><b>Transaction account</b></th> </tr> </thead> <tbody> <tr> <td data-bbox="470 280 1264 329"><b>BPAY</b></td> <td data-bbox="1264 280 1461 329">Free</td> </tr> <tr> <td data-bbox="470 329 1264 378"><b>Pay Anyone</b></td> <td data-bbox="1264 329 1461 378">Free</td> </tr> <tr> <td data-bbox="470 378 1264 427"><b>EFTPOS Transactions</b></td> <td data-bbox="1264 378 1461 427">Free</td> </tr> <tr> <td data-bbox="470 427 1264 477"><b>Monthly Account Keeping Fee</b></td> <td data-bbox="1264 427 1461 477">Free</td> </tr> <tr> <td data-bbox="470 477 1264 526"><b>Online Banking</b></td> <td data-bbox="1264 477 1461 526">Free</td> </tr> <tr> <td data-bbox="470 526 1264 575"><b>Overlimit Fee</b></td> <td data-bbox="1264 526 1461 575">Free</td> </tr> <tr> <td data-bbox="470 575 1264 624"><b>Periodical Payments</b></td> <td data-bbox="1264 575 1461 624">Free</td> </tr> <tr> <td data-bbox="470 624 1264 736"> <b>Transactions at Australia Post</b>            Each <b>deposit and withdrawal</b> through Bank@Post™ facility at Australia Post outlets.         </td> <td data-bbox="1264 624 1461 736">Free</td> </tr> <tr> <td data-bbox="470 736 1264 887"> <b>Dishonour Fees</b>            Payable if an electronic deposit, direct debit, cheque, debit card or credit card transaction is returned unpaid, rejected or otherwise dishonoured by the other financial institution."         </td> <td data-bbox="1264 736 1461 887">Free</td> </tr> </tbody> </table>	<b>Transaction account</b>		<b>BPAY</b>	Free	<b>Pay Anyone</b>	Free	<b>EFTPOS Transactions</b>	Free	<b>Monthly Account Keeping Fee</b>	Free	<b>Online Banking</b>	Free	<b>Overlimit Fee</b>	Free	<b>Periodical Payments</b>	Free	<b>Transactions at Australia Post</b> Each <b>deposit and withdrawal</b> through Bank@Post™ facility at Australia Post outlets.	Free	<b>Dishonour Fees</b> Payable if an electronic deposit, direct debit, cheque, debit card or credit card transaction is returned unpaid, rejected or otherwise dishonoured by the other financial institution."	Free
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<b>TRANSACTION FEES</b>	
<p><b>Transaction Fees</b> (existing page 4)</p>	<ul style="list-style-type: none"> <li>• <b>Replace</b> the section heading "Transaction Fees" with "Non Everyday Banking Fees"</li> <li>• In the table:             <ul style="list-style-type: none"> <li>• in the section relating to Transaction Accounts, <b>delete</b> the first row relating to "Bank@Post deposits and withdrawals", and</li> <li>• <b>delete</b> the section relating to Savings Accounts (including, for the avoidance of doubt, the four rows relating to Reward Saver Account &amp; Mighty Saver Account and to the Pension Advantage Fee).</li> </ul> </li> <li>• In the section relating to Transaction limits:             <ul style="list-style-type: none"> <li>• Under the heading "Cash", <b>replace</b> the existing paragraph with the following new wording: "You may withdraw up to a maximum of \$2,000 cash per membership per day at selected Teachers Mutual Bank Limited branches. Cash withdrawals by the account holder or a third party at a Teachers Mutual Bank Limited branch requires written authorisation from the account holder(s)."</li> <li>• Under the heading "Online banking", <b>replace</b> the existing paragraph with the following new wording: "A daily limit of \$5,000 on electronic funds transfers to other Australian financial institutions through Internet Banking (including BPAY® payments, Fast Payments and Osko) is automatically applied to each account. You can change this limit to a level that meets your daily transactional needs. If you require an increase or decrease in your online banking electronic funds transfer limit you can do this in Internet Banking."</li> <li>• Under the heading "Card", <b>replace</b> the existing paragraph with the following new wording: "Our Visa Debit card and Credit Card have transaction limits of \$1,000 per card, per day for ATM, EFTPOS and Bank@Post™ transactions. If you require an increase to your daily limit up to \$2,000, you may request this by contacting us. This is only available for members aged 18 years or older. Visa Debit card and Visa Credit Card also have transaction limits of up to \$100 per PayWave transaction."</li> </ul> </li> </ul>

**PAYMENT SERVICES**

**Payment Services**  
(existing page 6)

- In the table, under the heading "Cheques", **delete** the first three rows (which relate to Cheque books, Encashment and Cheque trace) and the fifth and six rows (which relate to Special clearance for cheque deposits and Bank cheques respectively).
- In the table, **delete** the rows (including the section heading) under the section heading "Other payment fees". For the avoidance of doubt, the removed rows relate to Electronic funds transfer and Periodical payments.
- In the table, under the heading "Tele transfer" **replace** "\$20" with "Free".
- In the table, under the heading "International conversion fee", after the second bullet-point, **add** new third and fourth bullet-points as follows:
  - transactions made in Australia where the merchant is located overseas, or
  - transactions made in Australia where the transaction processing is located overseas.
- In the table, **delete** the rows (including the section heading) under the section heading "Dishonours". For the avoidance of doubt, the removed rows relate to Deposit of dishonoured cheque, Electronic deposit, Payments, Cheque dishonour and Cheque dishonour at Bank@Post.

**LOANS AND OVERDRAFTS**

**Loans and Overdrafts**  
(existing page 8-10)

- In the table under the section heading "Home Loans":
- **Replace** the paragraph under the heading "Establishment fee" with the following:  
"Payable for the processing and assessing of your home loan application and the preparation of your loan. Payable at the time of settlement/funding of your loan. This fee is waived for the Your Way Plus Home Loan."
  - After the row relating to the Establishment Fee, **add** a new row as follows:
 

<b>Loan Administration Fee</b>	<b>\$250</b>
Payable for the processing and assessing of your home loan application and the preparation of your loan. Payable at the time of settlement/funding of your loan.	
  - **Delete** the row relating to the Top up fee.
  - **Replace** the paragraph under the heading "Fee for Full Valuation" with the following:  
"Payable when we require a valuation of the mortgaged property by an external valuer. This charge applies for each secured property or proposed secured property, where we require a full valuation to be obtained. Payable at the time the valuation is arranged. Please note: If you are a first home buyer, this fee is waived with respect to the establishment of Your Way Plus Home Loan. This fee will be charged if a full valuation is needed for a subsequent top-up or when we take enforcement action."
  - **Delete** the row relating to the Title search fee.
  - **Replace** the paragraph under the heading "Legal fees" with the following:  
"Payable to our external advisors in respect of professional fees for preparing non-standard loan documents. Payable at the time of preparation of the documentation."
  - In the row relating to the Break fee (Home Loans):
    - **Change** "Break fee" to "Break Cost", and
    - **Change** "fee" to "cost".

<p><b>Loans and Overdrafts</b> Continued...</p>	<ul style="list-style-type: none"> <li>After the amended row relating to Break Cost (Home Loans), <b>add</b> a new row as follows: <table border="1" data-bbox="486 170 1461 309"> <tr> <td data-bbox="486 170 1262 208"> <p><b>“Variation fee</b></p> <p>Payable when you apply to vary the terms of your loan (including switching, renegotiating the interest rate, substituting security, splitting or principal increase or reductions). Payable when the variation is agreed between us.”</p> </td> <td data-bbox="1262 170 1461 208"> <p>\$200</p> </td> </tr> </table> </li> <li><b>Delete</b> the rows relating to the Security Fee, the Construction loan administration fee and the Production of certificate of title fee.</li> <li>After the new row relating to the Variation Fee, <b>add</b> a new row as follows: <table border="1" data-bbox="486 443 1461 728"> <tr> <td data-bbox="486 443 1262 481"> <p><b>“Package fee</b></p> <p>Payable if a Your Way Plus Package, Rewards Package or Solutions Plus Package applies to this loan. The fee will be debited from your nominated Everyday Direct Account within 30 days after settlement/funding. After this, the fee is payable annually on the anniversary of settlement/funding. For Your Way Plus Home Loan customers, please refer to the Package Home Loan – Terms and Conditions for more information. For Rewards Package customers, please refer to the terms and conditions set out in the Rewards Package application form.”</p> </td> <td data-bbox="1262 443 1461 481"> <p>\$300</p> </td> </tr> </table> </li> <li>In the row relating to the Mortgage discharge fee: <ul style="list-style-type: none"> <li><b>Change</b> “Mortgage discharge” to “Discharge Fee”</li> <li><b>Replace</b> the existing description of the fee with: <p>“Payable for the discharge of the Security by us or our representative, and includes costs of preparing the discharge, attending settlement and lodgement of documents. This is in addition to any external fees and registration costs payable in relation to the matter. Payable at the time the mortgage is discharged for any reason.”</p> </li> <li><b>Replace</b> “\$75” with “\$210”.</li> </ul> </li> <li>In the row relating to Registration of mortgage, discharge of mortgage, transfers or ownership, <b>insert</b> a new paragraph below this heading as follows: <p>“Payable to Land Registries in the respective State or Territory where we register any dealing in respect of your loan or security, such as registering a mortgage. Payable at the time of lodgement of the relevant dealing.”</p> </li> </ul>	<p><b>“Variation fee</b></p> <p>Payable when you apply to vary the terms of your loan (including switching, renegotiating the interest rate, substituting security, splitting or principal increase or reductions). Payable when the variation is agreed between us.”</p>	<p>\$200</p>	<p><b>“Package fee</b></p> <p>Payable if a Your Way Plus Package, Rewards Package or Solutions Plus Package applies to this loan. The fee will be debited from your nominated Everyday Direct Account within 30 days after settlement/funding. After this, the fee is payable annually on the anniversary of settlement/funding. For Your Way Plus Home Loan customers, please refer to the Package Home Loan – Terms and Conditions for more information. For Rewards Package customers, please refer to the terms and conditions set out in the Rewards Package application form.”</p>	<p>\$300</p>
<p><b>“Variation fee</b></p> <p>Payable when you apply to vary the terms of your loan (including switching, renegotiating the interest rate, substituting security, splitting or principal increase or reductions). Payable when the variation is agreed between us.”</p>	<p>\$200</p>				
<p><b>“Package fee</b></p> <p>Payable if a Your Way Plus Package, Rewards Package or Solutions Plus Package applies to this loan. The fee will be debited from your nominated Everyday Direct Account within 30 days after settlement/funding. After this, the fee is payable annually on the anniversary of settlement/funding. For Your Way Plus Home Loan customers, please refer to the Package Home Loan – Terms and Conditions for more information. For Rewards Package customers, please refer to the terms and conditions set out in the Rewards Package application form.”</p>	<p>\$300</p>				
<p><b>Personal loans - Break fee</b> (existing page 11)</p>	<p>In the table, under the heading “Personal Loans” and in the row relating to the Break fee:</p> <ul style="list-style-type: none"> <li><b>Change</b> “Break fee” to “Break Cost”, and</li> <li><b>Change</b> “fee” to “cost”.</li> </ul>				
<p><b>Accounts overlimit and/or in arrears</b> (existing page 11)</p>	<p>In the table under the heading “Accounts overlimit and/or in arrears”:</p> <ul style="list-style-type: none"> <li><b>Delete</b> the rows relating to the Overlimit fee and the Member Trace Fee.</li> <li>In the row relating to the Arrears administration fee, <b>replace</b> the description of the fee with the following: <p>“Payable each time we contact you in relation to arrears on a loan account (including home loans, credit cards and personal loans), which includes contacting you by letter, email or SMS.”</p> </li> <li>In the row relating to Collection charges: <ul style="list-style-type: none"> <li><b>Change</b> “Collection charges” to “External collection charges”</li> </ul> </li> <li><b>Replace</b> the description of the fee with the following: <p>“Payable if we engage agents to assist us in the collection of arrears. Payable at the time of us incurring the cost.”</p> </li> <li>In the row relating to the Default notice fee, <b>replace</b> the description of the fee with the following: <p>“Payable where we send you a letter in connection with a default that has occurred in relation to your Loan. Payable at the time we send you such a letter.”</p> </li> </ul>				

OTHER FEES	
<p><b>Other Fees</b> (existing page 12)</p>	<p>Under the heading "Other Fees":</p> <ul style="list-style-type: none"> <li>• <b>Insert</b> the following new paragraph: "A manual administration fee applies to the following requests (other than where we are not legally permitted to charge you in relation to that request): <ul style="list-style-type: none"> <li>• Anything that you could do yourself through Internet Banking or the Mobile Banking App (such as processing electronic funds transfers from your account)</li> <li>• Providing replacement or additional copies (whether in paper or electronic form) of statements of account we have previously provided to you</li> <li>• Providing transaction listings</li> <li>• Setting up and/or making changes to direct debit or recurring payments</li> <li>• Providing copies of documentation such as cheques and deposit slips, and archived documents. Payable at the time the service is provided. \$2.50 for each increment up to 3 minutes."</li> </ul> </li> <li>• <b>Delete</b> the sections relating to the Account functions fee, Business account fee, Monthly account keeping fee and Coin deposits fee.</li> </ul>
<p><b>Statements</b> (existing page 12 &amp; 13)</p>	<p>In the table under the heading "Statements":</p> <ul style="list-style-type: none"> <li>• <b>Delete</b> the first 2 rows relating to Replacement and additional statements fee and Transaction listings.</li> <li>• Under the heading "Paper Statement Fee": <ul style="list-style-type: none"> <li>• <b>Replace</b> "\$1.50 per month" with "\$1.55 per statement"</li> <li>• <b>Delete</b> the final paragraph (including the three bullet-points within that paragraph) and <b>replace</b> with the following: "The Bank reserves its right to waive this fee for members considered to be vulnerable."</li> <li>• <b>Delete</b> the fourth, fifth, seventh, eighth and eleventh rows (relating to Document copies, Inactive Client administration fee, Telegraphic transfer trace, Overdrawn account and Package fee – Home Loans).</li> </ul> </li> </ul>
<p><b>Important Information</b> (existing page 15 - fine print text)</p>	<ul style="list-style-type: none"> <li>• <b>Delete</b> footnote 1, and re-number the remaining footnotes accordingly.</li> <li>• Under re-numbered footnote 1, <b>delete</b> "the Your Way Plus top up fees".</li> <li>• Under re-numbered footnote 2, <b>replace</b> the references to "Break Fee" with "Break Cost".</li> <li>• Under re-numbered footnote 3, <b>replace</b> "break fee" with "break cost".</li> <li>• At the end of the section, <b>add</b> the following new footnote: "* means Third Party Fees (wholly or partially)."</li> </ul>

## What are the changes to your *Package Home Loan – Terms and Conditions*?

OTHER FEES	
<p><b>Section 5</b> (existing page 1)</p>	<ul style="list-style-type: none"> <li>• <b>Replace</b> the first bullet-point with the following: <ul style="list-style-type: none"> <li>• "The variable interest rate under the Your Way Plus Home Loan will be lower than our Your Way standard variable rate home loan;.</li> </ul> </li> <li>• <b>Replace</b> the second bullet-point with the following: <ul style="list-style-type: none"> <li>• "100% offset with no offset account servicing fee".</li> </ul> </li> <li>• Under the third bullet point <b>replace</b> "break fee" with "break cost".</li> <li>• Under the fifth bullet point, <b>delete</b> the fourth point which currently reads: - the Your Way Plus top-up fees;".</li> </ul>

### More information about these changes

From **7 August 2023**, you can obtain full updated versions of the Conditions of Use Accounts and Access, Consumer Lending Terms and Conditions, Credit Card Terms and Conditions, Fees and Charges brochure and Package Home Loan – Terms and Conditions on our website.

For more information about these changes, contact us.



## Part B

### What are the changes to your Credit Contract?

#### (i) Changes to your Credit Contract if you have a home loan with us

CHANGES TO THE SCHEDULE TO THE OFFER AND LOAN CONTRACT			
Fee	Changing an existing fee, adding a new fee or removing a fee?	Current wording in the Schedule	New wording in the Schedule
<b>CREDIT FEES AND CHARGES RETAINED BY US</b> - Payable in relation to or over the course of the loan			
<b>Part A</b> – Fees payable at the time of settlement or funding (new heading only)	Other change to the Schedule	Not applicable	After the heading “Credit fees and charges retained by us – Payable in relation to or over the course of the loan**:” <b>insert</b> the new heading:  <b>“Part A – Fees payable at the time of settlement or funding.”</b>
Establishment Fee	Changing an existing fee	<b>Establishment Fee - \$600</b> <b>Please note:</b> This fee is waived for a Your Way Plus Home Loan  Fee includes cost of preparing standard documents, one automated valuation model or desktop valuation, three title searches and Settlement attendance.  <b>Please note:</b> If a Full Valuation is required, the Fee for Full Valuation is a separate fee. (Refer to the Credit Fees and Charges Payable to Others section).	<b>Establishment Fee - \$600</b>  Payable for the processing and assessing of your home loan application and the preparation of your loan. Payable at the time of settlement/funding of your loan. This fee is waived for the Your Way Plus Home Loan.
Loan Administration Fee	New fee	Not applicable	<b>Loan Administration Fee – \$250</b>  Payable for the processing and administration costs for settlement and funding our loan. Payable at the time of settlement/funding of your loan.
<b>Part B</b> – Fees that may apply during the term of your loan (new heading only)	Other change to the Schedule	Not applicable	After the section relating to the Loan Administration Fee, <b>add</b> the following new heading:  <b>“Part B – Fees that may apply during the term of your loan.”</b>
Package Fee	New fee	Not applicable	<b>Package Fee – \$300 per year</b>  Payable if a Your Way Plus Package, Rewards Package or Solutions Plus Package applies to this loan. The fee will be debited from your nominated Everyday Direct Account within 30 days after settlement/funding. After this, the fee is payable annually on the anniversary of settlement/funding. For Your Way Plus Home Loan customers, please refer to the Package Home Loan – Terms and Conditions for more information. For Rewards Package customers, please refer to the terms and conditions set out in the Rewards Package application form.

Discharge Fee	Changing an existing fee	<b>Mortgage Discharge Fee – NSW \$75.00 per discharge; Other States At Cost</b> For preparation of discharge documentation on your written request.	<b>Discharge Fee – \$210</b> Payable for the discharge of the Security by us or our representative, and includes costs of preparing the discharge, attending settlement and lodgement of documents. This is in addition to registration costs payable in relation to the matter. Payable at the time the mortgage is discharged for any reason.
Variation Fee	New fee	Not applicable	<b>Variation Fee – \$200</b> Payable when you apply to vary the terms of your loan (including switching, renegotiating the interest rate, substituting security, splitting or principal increase or reductions). Payable when the variation is agreed between us.
Account Functions Fee	Changing an existing fee	<b>Account Functions – \$50.00 per hour</b> (minimum charge \$25.00) Additional accounting services carried out on your account at your request.	<b>Account Functions Fee – \$2.50</b> for each increment up to 3 minutes A manual administration fee applies to the following requests (other than where we are not legally permitted to charge you in relation to that request): <ul style="list-style-type: none"> <li>• Anything that you could do yourself through Internet Banking or the Mobile Banking App (such as processing electronic funds transfers from your account)</li> <li>• Providing replacement or additional copies (whether in paper or electronic form) of statements of account we have previously provided to you</li> <li>• Providing transaction listings</li> <li>• Setting up and/or making changes to direct debit or recurring payments</li> <li>• Providing copies of documentation such as cheques and deposit slips, and archived documents.</li> </ul> Payable at the time the service is provided.
Arrears Administration Fee	Changing an existing fee	<b>Arrears Administration Fee – \$10.00 per action</b> Payable each time we action a loan account in arrears.	<b>Arrears Administration Fee – \$10</b> Payable each time we contact you in relation to arrears on your Loan, which includes contacting you by letter, email or SMS.
Default Notice Fee	Changing an existing fee	<b>Default Notice Fee – \$25</b> Payable when we send you a default notice asking you to remedy a default under your credit contract.	<b>Default Notice Fee – \$25</b> Payable where we send you a letter in connection with a default that has occurred in relation to your Loan. Payable at the time we send you such a letter.

**CREDIT FEES AND CHARGES PAYABLE TO OTHERS** – Payable in relation to or over the course of the loan

Fee for Full Valuation	Changing an existing fee	<p><b>Fee for Full Valuation – At cost</b> (maximum \$400) per security property</p> <p>A Full Valuation is where our external valuer physically attends the property to be mortgaged. The mortgage is our security for the loan. If we require a Full Valuation for more than one property, the Fee for Full Valuation is payable for each property offered as security for the loan.</p>	<p><b>Fee for Full Valuation – At cost per security property</b></p> <p>Payable when we require a valuation of the mortgaged property by an external valuer. This charge applies for each secured property or proposed secured property, where we require a full valuation to be obtained. Payable at the time the valuation is arranged. Please note: If you are a first home buyer, this fee is waived with respect to the establishment of Your Way Plus Home Loan. This fee will be charged if a full valuation is needed for a subsequent top-up or when we take enforcement action.</p>
Legal Fees	Changing an existing fee	<p><b>Legal Fees – At Cost</b></p> <p>For third party professional services used in the preparation of non-standard documents.</p>	<p><b>Legal Fees – At Cost</b></p> <p>Payable to our external advisors in respect of professional fees for preparing non-standard loan documents. Payable at the time of preparation of the documentation.</p>
Collections Charges	Changing an existing fee	<p><b>Collection Charges – At Cost</b></p> <p>Payable when we request an agent to assist our efforts to address defaults under your contract before we can commence legal action.</p>	<p><b>External Collections Charges – At Cost</b></p> <p>Payable if we engage agents to assist us in the collection of arrears. Payable at the time of us incurring the cost.</p>
Registration Fee	Changing an existing fee	<p><b>Registration Fee – At Cost</b></p> <p>A government charge; payable if and when there is a need to register, transfer or discharge an interest on the Certificate of Title.</p>	<p><b>Registration Fee – At Cost</b></p> <p>Payable to Land Registries in the respective State or Territory where we register any dealing in respect of your loan or security, such as registering a mortgage. Payable at the time of lodgement of the relevant dealing.</p>
Statements fee	Removing a fee	<p><b>Statements</b></p> <ul style="list-style-type: none"> <li>• Replacement and additional statements – \$7.00 per month</li> <li>• Transactional listings for current month (on request or sent more frequently than monthly) – \$7.00 per page</li> </ul>	Not applicable
Document copies fee	Removing a fee	<p><b>Document Copies – \$25.00 per copy or \$50.00 per hour</b> (minimum charge \$25.00)</p> <p>Copy of cheque or deposit, recently presented cheque and/or deposit and any copy of any other document/archival search.</p>	Not applicable
Production of Certificate of Title fee	Removing a fee	<p><b>Production of Certificate of Title – NSW \$75.00 per title; Other States At Cost</b></p> <p>Payable when you require us to produce a certificate of title (includes consent).</p>	Not applicable
Variation of Security Fee	Removing a fee	<p><b>Variation of Security Fee – \$120.00</b></p> <p>Payable for preparing and lodging a change of name on a certificate of title, swapping a security, lodging a notice of death, plan of subdivision etc. (this doesn't include lodgement fees charged by the Government).</p>	Not applicable
Additional Security Fee	Removing a fee	<p><b>Additional Security Fee – \$120.00</b></p> <p>Fee applies for each additional security taken.</p>	Not applicable

Paper Statement Fee	Removing a fee	<b>Paper Statement Fee – \$1.50</b> This fee applies when you have elected to receive a paper statement by post in addition to a statement available for you to view and download in internet banking. It is in addition to fees for replacement and additional statements.	Not applicable
Switch Fee	Removing a fee	<b>Switch Fee – \$120.00</b> Payable when you convert to another loan product other than at the end of any fixed rate or interest only period.	Not applicable
Top Up Fee	Removing a fee	<b>Top Up Fee – \$390.00</b> <b>Please note:</b> This fee is waived for a Your Way Plus Home Loan Fee applies to home loan limit increases. Fee includes one automated valuation model or desktop valuation and two title searches. If a Full Valuation is required, the Fee for Full Valuation (refer to the Credit Fees and Charges Payable to Others section) is a separate fee.	Not applicable
Construction Loan Administration Fee	Removing a fee	<b>Construction Loan Administration Fee – \$450.00</b> Payable for the administration of unlimited progress payments and inspections per construction loan.	Not applicable
Title Search Fee	Removing a fee	<b>Title Search Fee – At Cost</b> Fee applies for additional title searches that may be required in addition to those already included in the Establishment fee and Top up fee.	Not applicable

**(ii) Changes to your Credit Contract if you have a personal loan with us**

<b>CHANGES TO THE SCHEDULE TO THE OFFER AND LOAN CONTRACT</b>			
<b>Fee</b>	<b>Changing an existing fee, adding a new fee or removing a fee?</b>	<b>Current wording in the Schedule</b>	<b>New wording in the Schedule</b>
<b>CREDIT FEES AND CHARGES PAYABLE TO OTHERS</b> - Payable in relation to or over the course of the loan			
<b>Part A</b> – Fees payable at the time of settlement or funding (new heading only)	Other change to the Schedule	Not applicable	After the heading “Credit fees and charges retained by us – Payable in relation to or over the course of the loan**.” <b>insert</b> the new heading: <b>“Part A – Fees payable at the time of settlement or funding.”</b>
Application Fee	Changing an existing fee	<b>Application Fee – \$100.00</b> This fee is applicable when the loan is funded.	<b>Application Fee – \$100.00</b> Payable for the processing and assessing of your personal loan application and the preparation of your loan. Payable at the time of settlement/funding of your loan.
<b>Part B</b> – Fees that may apply during the term of your loan (new heading only)	Other change to the Schedule	Not applicable	After the section relating to the Application Fee, <b>add</b> the following new heading: <b>“Part B – Fees that may apply during the term of your loan.”</b>

Arrears Administration Fee	Changing an existing fee	<p><b>Arrears Administration Fee – \$10.00 per action</b></p> <p>Payable each time we action a loan account in arrears.</p>	<p><b>Arrears Administration Fee – \$10.00</b></p> <p>Payable each time we contact you in relation to arrears on your Loan, which includes contacting you by letter, email or SMS.</p>
Account Functions Fee	Changing an existing fee	<p><b>Account Functions – \$50.00 per hour</b> (minimum charge \$25.00)</p> <p>Additional accounting services carried out on your account at your request.</p>	<p><b>Account Functions Fee – \$2.50</b> for each increment up to 3 minutes</p> <p>A manual administration fee applies to the following requests (other than where we are not legally permitted to charge you in relation to that request):</p> <ul style="list-style-type: none"> <li>• Anything that you could do yourself through Internet Banking or the Mobile Banking App (such as processing electronic funds transfers from your account)</li> <li>• Providing replacement or additional copies (whether in paper or electronic form) of statements of account we have previously provided to you</li> <li>• Providing transaction listings</li> <li>• Setting up and/or making changes to direct debit or recurring payments</li> <li>• Providing copies of documentation such as cheques and deposit slips, and archived documents.</li> </ul> <p>Payable at the time the service is provided.</p>
Default Notice Fee	New fee	Not applicable	<p><b>Default Notice Fee – \$25</b></p> <p>Payable where we send you a letter in connection with a default that has occurred in relation to your loan. Payable at the time we send you such a letter.</p>
Break Fee	Changing an existing fee	<p><b>Break Fee</b></p> <p>When you enter into a fixed rate loan, we commit to lend you the funds at that fixed rate for the whole of the Fixed Rate Period. As a consequence, we may incur a loss if you make an Early Repayment. To determine if a Break Fee is payable, we calculate the difference between:</p> <p>(a) Our estimation of the present value of the scheduled repayments and End Balance discounted at the fixed interest rate applying to your loan during your Fixed Rate Period, but reduced for the Difference in Wholesale Interest Rates; and</p> <p>(b) Our estimation of the present value of the scheduled repayments and End Balance discounted at the fixed interest rate applying during your Fixed Rate Period.</p> <p>If an Early Repayment is made which partially reduces the total outstanding balance of your loan, the Break Fee is initially calculated as above, but then reduced in the same proportion that the amount you repaid early bears to the unpaid balance immediately prior to the time of the partial Early Repayment. For details see the Consumer lending terms and conditions.</p>	<p><b>Break Cost</b></p> <p>When you enter into a fixed rate loan, we commit to lend you the funds at that fixed rate for the whole of the Fixed Rate Period. As a consequence, we may incur a loss if you make an Early Repayment. To determine if a Break Cost is payable, we calculate the difference between:</p> <p>(a) Our estimation of the present value of the scheduled repayments and End Balance discounted at the fixed interest rate applying to your loan during your Fixed Rate Period, but reduced for the Difference in Wholesale Interest Rates; and</p> <p>(b) Our estimation of the present value of the scheduled repayments and End Balance discounted at the fixed interest rate applying during your Fixed Rate Period.</p> <p>If an Early Repayment is made which partially reduces the total outstanding balance of your loan, the Break Cost is initially calculated as above, but then reduced in the same proportion that the amount you repaid early bears to the unpaid balance immediately prior to the time of the partial Early Repayment. For details see the Consumer lending terms and conditions.</p>

Document Copies fee	Removing a fee	<b>Document Copies – \$25.00 per copy or \$50.00 per hour</b> (minimum charge \$25.00) Copy of cheque or deposit, recently presented cheque and/or deposit and any copy of any other document/ archival search.	Not applicable
Paper Statement Fee	Removing a fee	<b>Paper Statement Fee – \$1.50 per month</b> This fee applies when you have elected to receive a paper statement by post in addition to a statement available for you to view and download in internet banking. It is in addition to fees for replacement and additional statements. This fee is debited to your transaction, savings or loan account in that order on the 15th day of the month after the end of a statement period.	Not applicable
Statements Fee	Removing a fee	<b>Statements</b> • Replacement and additional statements - \$7.00 per month • Transactional listings for current month (on request or sent more frequently than monthly) - \$7.00 per page	Not applicable
Member Trace Fee	Removing a fee	<b>Member Trace Fee – \$20 per search</b> Payable by debit to your account, each time we undertake a search to locate you following a payment default if you changed your address without notifying us.	Not applicable

**(iii) Changes to your Credit Contract if you have a credit card with us**

<b>CHANGES TO THE FINANCIAL INFORMATION TABLE TO YOUR LETTER OF OFFER</b>			
<b>Fee</b>	<b>Changing an existing fee, adding a new fee or removing a fee?</b>	<b>Current wording in the Schedule</b>	<b>New wording in the Schedule</b>
Maximum Interest free Period	Changing an existing fee	55 days on purchases	55 days on purchases and eligible balance transfers
<b>CREDIT FEES AND CHARGES RETAINED BY US</b>			
Administration Fee	Changing an existing fee	<b>Arrears Administration Fee – \$10</b> Payable each time we action a Credit Card account in arrears.	<b>Arrears Administration Fee – \$10</b> Payable each time we contact you in relation to arrears on your credit card account, which includes contacting you by letter, email or SMS.
Default Notice Fee	New fee	Not applicable	<b>Default Notice Fee – \$25</b> Payable where we send you a letter in connection with a default that has occurred in relation to your credit card account. Payable at the time we send you such a letter.

Account Functions Fee	Changing an existing fee	<p><b>Account Functions – \$50 per hour</b> (minimum charge \$25)</p> <p>Additional accounting services carried out on your account at your request.</p>	<p><b>Account Functions Fee – \$2.50</b> for each increment up to 3 minutes</p> <p>A manual administration fee applies to the following requests (other than where we are not legally permitted to charge you in relation to that request):</p> <ul style="list-style-type: none"> <li>• Anything that you could do yourself through Internet Banking or the Mobile Banking App (such as processing electronic funds transfers from your account)</li> <li>• Providing replacement or additional copies (whether in paper or electronic form) of statements of account we have previously provided to you</li> <li>• Providing transaction listings</li> <li>• Setting up and/or making changes to direct debit or recurring payments</li> <li>• Providing copies of documentation such as cheques and deposit slips, and archived documents.</li> </ul> <p>Payable at the time the service is provided.</p>
Paper Statement Fee	Changing an existing fee	<p><b>Paper Statement Fee – \$1.50</b></p> <p>This fee applies when you have elected to receive a paper statement by post in addition to a statement available for you to view and download in internet banking. It is in addition to fees for replacement and additional statements. This fee is debited to your credit card account on the 7th day of the month after the end of the statement period.</p>	<p><b>Paper Statement Fee – \$1.55 per paper statement</b></p> <p>Payable when you have elected to receive a paper statement by post in addition to a statement available for you to view and download in internet banking. It is in addition to the Account Functions Fee for issuing replacement and additional statements. This fee is debited to your credit card account on the 7th day of the month after the end of the statement period.</p>
International Conversion Fee	Changing an existing fee	<p><b>International Conversion Fee – 2.0% of transaction value in \$AUD</b> (Collected by Cuscal Limited – 1.00% retained by Cuscal; 1.00% paid to Visa International)</p> <p>Payable when you make a transaction in a foreign currency using your Visa card either online or at a merchant point of sale (irrespective of where the transaction occurs). A foreign currency transaction (also known as a multi-currency transaction) is an international transaction where:</p> <ul style="list-style-type: none"> <li>• it is performed not in Australian Dollar; or</li> <li>• overseas merchants transact in a foreign currency; or</li> <li>• transactions made in Australia where the merchant is located overseas; or</li> <li>• transactions made in Australia where the transaction process is located overseas.</li> </ul>	<p><b>International Conversion Fee – 2.90% of transaction value in \$AUD</b> (Collected by Cuscal Limited – 0.90% paid to Us; 1.00% retained by Cuscal; 1.00% paid to Visa International).</p> <p>Payable when you make a transaction in a foreign currency using your Visa card either online or at a merchant point of sale (irrespective of where the transaction occurs).</p> <p>A foreign currency transaction (also known as a multi-currency transaction) is an international transaction where:</p> <ul style="list-style-type: none"> <li>• it is performed not in Australian Dollar; or</li> <li>• overseas merchants transact in a foreign currency; or</li> <li>• transactions made in Australia where the merchant is located overseas; or</li> <li>• transactions made in Australia where the transaction processing is located overseas.</li> </ul>

Document Copies fee	Removing a fee	<p><b>Document Copies - \$25.00 per copy or \$50.00 per hour</b> (minimum charge \$25.00)</p> <p>Copy of cheque or deposit, recently presented cheque and/or deposit and any copy of any other document/archival search.</p>	Not applicable
Statements Fee	Removing a fee	<p>Statements</p> <ul style="list-style-type: none"> <li>• Replacement and additional statements - \$7.00 per month</li> <li>• Transactional listings for current month (on request or sent more frequently than monthly) - \$7.00 per page.</li> </ul>	Not applicable

## More information about changes to your Credit Contract

You can obtain more information about these changes by contacting us.