

PRODUCT FACT SHEET (PFS): NORTHERN INLAND VISA DEBIT CARD

Product Issuer	<p>Northern Inland Credit Union Ltd ABN 36 087 650 422 AFSL 235022 Australian credit license 235022 Web: www.nicu.com.au Fax: 6766 5535 Tel: 1300 656581 Email: info@nicu.com.au PhoneTeller: 1300 656428 Calling NICU from overseas: 612 6763 5111 Lost/stolen cards: BH-1300 656581 AH- 1800224004 or 02 99597480 Overseas (VISA international): collect 410-581-9994 or 410-581-3836</p> <p>Head office: 481 Peel Street, Tamworth 2340 (fax: 6766 5535) Mail: PO Box 652, Tamworth 2340. Branches: •142 Bridge Street, Tamworth 2340 (fax: 6765 5998) • 73 Maitland Street, Narrabri 2390 (fax: 6792 3296) • 252 Conadilly Street, Gunnedah 2380 (fax: 6742 2300) From 2012: Branch hours - Mon/Wed/Thurs/Fri: 9.00 am to 5.00 pm; Tues 9.30 am to 5.00 pm.</p>
Definitions	<p>Account: we agree you can access with the Card. Card: NICU VISA debit card. Card details: information eg card number, expiry date. EFT: Electronic Funds Transfer; transaction with Card and PIN but not signature. EFT System: system in which EFT transactions are processed. EFT Terminal: electronic equipment including software for use of Card and PIN for EFT transaction including automatic teller machine (ATM) and point of sale terminal. EFT Transaction: instruction to withdraw cash from ATM, or purchase goods/services, or payment via internet/phone with Card and PIN/signature. Electronic equipment: includes television, phone and EFT terminal. Notification: notice you give us/Hotline of unauthorised use/theft/loss/disclosure of Card and/or PIN. PIN: personal identification number we issue for use with Card. Regular Payment Arrangement: recurring or instalment agreement between cardholder and merchant which preauthorises Account billing at predetermined intervals. Amounts may be the same or differ for each transaction. We/our /us/NICU: Northern Inland Credit Union Limited. You/your: Member/authorised signatory.</p>
Features	<p>Access funds through EFTPOS, ATMs and online purchases. For EFTPOS select 'Credit' to use your own funds and save on fees. To get cash out when making an EFTPOS debit, select 'Savings'. At rediATMs select 'Cheque' to access the S2 account. When overseas use VISA ATMs.</p>
Conditions of Use	<p>These Conditions: govern use of the Card. Each EFT transaction is also governed by the Conditions of use for the account. In the event of an inconsistency these Conditions prevail. Only use the Card after the valid date and before the expiration date as shown on the Card. Do not affix anything to the Card. Do not modify/interfere with the Card. Card and PIN are sent to the cardholder's mailing address. Your instruction to activate the Card and its use indicates your acceptance of Conditions. Eligibility criteria applies: for personal Memberships where account holders are aged 16 years and over. Account holders must have a satisfactory account operation history. You automatically register for Verified by VISA before Card activation. You agree to use security features which are introduced. Account: subject to approval the Card attaches to a primary savings account, either S1, S10, S11, S25, S28, S29, S30, S31, S32, S40, S45, S50 or L27 and replaces the Redicard Plus. Not available on sub-accounts. Not available on accounts where two or more signatures are required for account operation. Account availability and balance limits may be varied by us. Access your S2 account at rediATMs only. Accounts are debited with the EFT transaction, including sales and cash advance vouchers arising from use of the Card, and mail/telephone orders placed by quoting Card details. Any account may be debited with fees & charges incurred. Account holders are jointly and severally liable for all transactions on the account. EFT transactions may not be processed to the account on the same day as they are performed. Cardholder: you may authorise us to issue a card to an authorised signatory to your account. You acknowledge where you have more than one linked Account, your authorised signatory has access to all those Accounts. You are liable for their transactions and fees. Signing the Card: immediately upon receiving it and before using it helps prevent unauthorised use. Ensure your signatory does the same. PIN: provided to use with the Card on Electronic equipment. Protect the PIN to prevent fraudulent/unauthorised use. Do not disclose/show your PIN to any other person including family/friends. If changing the PIN do not choose one representing part of your name, date of birth or other obvious choice. If you use an obvious PIN you may be liable for losses occurring from unauthorised use before Notification. Do not record the PIN on the Card or on anything kept with or near the Card unless the PIN has been reasonably disguised to prevent unauthorised access. Use: we advise what EFT transactions may be performed using the Card and what EFT terminals of other foreign institutions may be used. Third parties may impose restrictions on Card use. The option to request cash out when making an EFTPOS purchase is only available when 'Savings' is selected. The Card cannot be used for internet gambling and gaming transactions. You can conduct transactions up to AU\$35.00 dollars without entering your PIN or signing as long as these transactions are conducted face-to-face at a participating merchant outlet. The merchant must provide a transaction receipt if you request it. Authorisations: you agree we may deny authorisation for any EFT Transaction for security/credit risk purposes. We are not liable to you or any other person for any loss/damage which you or such other person may suffer as a result of such refusal. Deposits and transfers at ATMs: we do not offer this EFT facility. Malfunction: you are not liable for any loss you suffer when an EFT terminal accepts your instruction but does not complete the transaction. If there is an EFT malfunction and you should have been aware EFT access was unavailable we are only liable for correcting errors on your Account and refunding fees/charges incurred by the incomplete transaction. Using the card overseas: fees are subject to change. We advise you in advance of such change. Some overseas merchants/EFT Terminals charge a surcharge. Once you confirm the transaction you cannot dispute the surcharge. The surcharge may show on your statement as part of the purchase price. Some overseas Merchants/EFT Terminals allow you to convert the transaction value into Australian dollars at the point of sale ('Dynamic Currency Conversion'). Once you confirm the transaction you cannot dispute the exchange rate applied. Before travelling overseas, ask us for the VISA Card Hotline number for your country of destination. Use the Hotline if a card is lost/stolen/used without authorisation. You must comply with all applicable exchange control and tax laws governing use of the card. You indemnify us against liability, loss, fees, charges or costs arising as a consequence of a failure to comply with them. Reporting loss/theft/unauthorised use: immediately contact us/Hotline to report loss/theft/unauthorised use of your Card/PIN. We are liable for losses arising because the Hotline is not operating at the time of attempted Notification, provided the loss/theft/unauthorised use is reported to us as soon as possible during business hours. Your liability if the Card is lost/stolen or in case of unauthorised use: (a) you are liable for losses caused by unauthorised EFT Transactions unless any circumstances in (b) below apply. (b) You are not liable for losses: 1. Where it is clear you/your signatory has not contributed to the loss; 2. Caused by the fraudulent/negligent conduct of employees/agents of: i. NICU; ii. Any organisation involved in EFT System provision; or iii. Any Merchant; relating to a forged/faulty/expired/cancelled Card/PIN; 3. Caused by the same transaction being incorrectly debited more than once to the same Account; 4. Resulting from unauthorised use of Card/PIN: i. In relation to an EFT Transaction not requiring PIN authorisation, before receipt of the Card; ii. In relation to an EFT Transaction requiring PIN authorisation, before receipt of the PIN; or iii. In either case, after notification to us/Hotline in accordance with these Conditions, the Card is being used without authority, is lost/stolen, or PIN security has been breached. (c) You are liable for loss of funds arising from unauthorised EFT Transaction using the Card/PIN if loss occurs before notification to us/Hotline the Card has been misused/lost/stolen or PIN has become known to someone else and if we prove, on the balance of probabilities, you/your signatory contributed to loss through: 1. Fraud, failure to look after/keep PIN secure in accordance with clause titled 'PIN', or extreme carelessness in failing to protect PIN security; or 2. Unreasonably delaying in notifying us/Hotline of the misuse/loss/theft of the Card or of the PIN becoming known to someone else and the loss occurs between the time you/your signatory did, or reasonably should have, become aware of it and the time of notification to us/Hotline. 3. However, you are not liable for: i. Portion of loss exceeding daily/periodic Account transaction limits; iii. Portion of loss on any Account exceeding Account balance (including any prearranged credit); or iii. Losses incurred on any account which you had not agreed with us could be accessed with the Card. Where a PIN was required to perform the unauthorised EFT Transaction and clause (c) does not apply, your liability for loss of funds arising from an unauthorised EFT Transaction using the Card, if the loss occurs before notification to us/Hotline the Card has been misused/lost/stolen or PIN has become known to someone else, is the lesser of: 1. \$150; 2. actual loss at time of notification to us/Hotline of the misuse/ loss/theft of the Card, or PIN becoming known to someone else (except that portion of loss exceeding any daily/periodic transaction limits to the Card/ Account); or 3. Account balance, including any prearranged credit. (e) If, in cases not involving EFT Transactions, Card and PIN are used without authority, you are liable for use before notification to us/Hotline of unauthorised use, up to</p>

Terms & Conditions including risks & restrictions	<p>your current daily withdrawal limit. (f) Notwithstanding any of the above provisions, your liability does not exceed your liability under provisions of the EFT Code where it applies. Exclusions of warranties/representations: we do not warrant Merchants displaying VISA signs/promotional material accept the Card to pay for goods/services. Ask before selecting goods/services. We accept no responsibility if a Merchant/bank/other institution displaying VISA signs/promotional material refuses to accept or honour the Card. We are not responsible for defects in goods/services acquired by you through Card use. You acknowledge and accept all complaints about goods/ services must be addressed to the supplier/Merchant of those goods/services. Reversals/chargebacks: where you have authorised a Merchant to transact on the account by providing your Card or card details you may be entitled to reverse (chargeback) a transaction where you have a dispute with the Merchant. You may be entitled to reverse a transaction where you have not been provided with goods/services you paid for and you have tried to get a refund from the merchant and were unsuccessful. Please note we cannot reverse (chargeback) direct debit transactions set up using your default deposit account number and branch number (BSB). To avoid losing rights you may have for transactions other than unauthorised EFT Transactions you should: tell us within 30 days after the date of the statement which shows the transaction, and provide us with information we ask for to support your request. Please contact us for more information about your chargeback rights. Time limits apply. Regular repayment arrangement: maintain records of any Regular Payment Arrangement you have entered with a Merchant. To change/cancel a Regular Payment Arrangement, contact the Merchant or us at least 15 days prior to the next scheduled payment. Retain a copy of the change/cancellation request. If your Card Details change (eg if your Card was lost/stolen/expired and has been replaced) ask the Merchant to change the details of the existing Regular Payment Arrangement to ensure payments continue. If you fail to do so your Regular Payment Arrangement may not be honoured, or the Merchant may stop providing the goods/services. If the Card or Linked Account is closed for any reason, immediately contact the Merchant to change/cancel your Regular Payment Arrangement, as the Merchant may stop providing the goods/services. Transaction slips/receipts: check and keep all transaction slips, receipts and payment or transfer reference numbers issued to you after conducting an EFT Transaction, and copies of sales and cash advance vouchers, to check EFT Transactions against your statements. Statements: a quarterly statement issues for Memberships with a VISA Debit Card. A monthly statement issues for Accounts with a pre-arranged credit facility attached (line of credit, overdraft). You may request more frequent statements and/or a statement copy at any time. We may charge a fee for statements. Card renewal: unless you are in breach of these Conditions or we deem otherwise for the security of the EFT System or accounts, we automatically provide you and your cardholders with a replacement card before the expiry date of the current card. To stop a replacement card issuing, notify us before the expiration date of the current card. Give us reasonable time beforehand to arrange cancellation.</p>
Withdrawals, overdrawn, combination accounts	<p>Generally you can withdraw money at any time: Maximum cash withdrawal is \$2000 per card per day. Amounts may differ at non NICU rediATMs/ other ATMs. Third parties, may impose additional restrictions on amounts that may be withdrawn, paid or transferred. Minimum withdrawal at NICU rediATM: \$20. You agree the card is not used to overdraw any Account, nor exceed the unused portion of your credit limit under any prearranged credit facility (line of credit or overdraft). Immediately repay any overdrawn amount. For overdrawn amounts, see your account PFS. We may charge any reasonable legal fees incurred in obtaining payment from you. We may take a credit balance from any of your accounts toward repayment of a debt you owe us. We may transfer funds between your accounts to enable a direct debit/periodical payment/cheque payment but are under no obligation to do so. We may at any time limit the amount of an EFT Transaction for security or credit risk purposes. We may delay, block or freeze a transaction/account if we reasonably believe it is in breach of the law. You agree we incur no liability if we take such action and you indemnify us against any loss we suffer as a result of taking such action. You agree to provide us with additional information to allow compliance with anti money laundering and other legislation.</p>
Fees & charges	<p>We debit your account for any fees and any government or third party charges incurred. Some fees & charges may be rebated. Monthly card fee per card: \$2. In Australia: rediATM/NAB ATM withdrawals: first 5 per month nil, then \$1.50; EFTPOS debits: first 5 per month nil then \$1; EFTPOS declined: \$1; rediATM balance query & declined transactions: \$1.50; Replacement Card fee: \$12; Non rediATM transactions: as charged by the ATM operator; Non-rediATM/NAB ATM usage fee: \$1; Monthly statement fee: \$1 per statement. Overseas: withdrawal/declined transaction: \$2. All transactions made overseas are converted into Australian currency by VISA Worldwide and calculated at a wholesale market rate selected by VISA from within a range of wholesale rates or the government-mandated rate in effect one day prior to the Central Processing Date (date which VISA processes the transaction). All overseas transactions are subject to a currency conversion fee equal to 2% of the transaction value, payable to Cuscal as the principal member of VISA Worldwide, plus 1% of the transaction value payable to us. This fee is subject to change. Some overseas merchants and EFT Terminals charge a surcharge.</p>
Variations to interest, fees etc	<p>We may change Conditions to: •comply with change/anticipated change in relevant law/code/guidance/general banking practice •reflect court/ ombudsman/regulator decision •reflect change in systems/procedures, including for security reasons •as a result of changed circumstances (including adding benefits, features) •respond proportionately to changes in Card provision costs •make them clearer. We notify you in writing at least 30 Days before the effective date of change if it: •imposes/increases fees/charges •increases your liability for losses •imposes/ removes/adjusts daily/periodic transaction limits applying to the Card, PIN, Account or Electronic Equipment. We notify you of other changes no later than the day the change takes effect by advertisement in national/local media, notice in newsletter/account statement, or individual notice to you. You are taken to have been notified on the day the advertisement is published or the second day after we mail notification. For joint accounts we send a notice to the primary joint Member. We are not obliged to give advance notice if immediate change is necessary for security of EFT System/individual accounts. When the Card is used after notification, you accept the changes and use of the Card is subject to the changes.</p>
Conditions: Access and closure	<p>The Card is our property. We can immediately cancel it/demand its return/destruction at any time for security reasons. We may cancel it for any reason by giving you 30 Days written notice. We do not have to give reasons for cancellation. You may cancel Card/s by giving us written notice. If you or we cancel your Card, any signatory's Card may also be cancelled. You are liable for transactions you/your signatory make before cancellation but which are not posted to your Account until after cancellation. Return Card/s to us when: • we notify you we have cancelled Card/s • you close your Account/s • you cease to be a NICU Member • you cancel the Card of you, your signatory, or both • you alter authorities governing use of Account/s, unless we agree otherwise. Use after cancellation/expiry: you/your signatory must not use Card/s: • before the valid date or after the expiration date shown on the Card • after the Card cancellation. You continue to be liable to us for indebtedness incurred whether or not you have closed your Account/s.</p>
Security/Dispute	<p>Contact us/Hotline immediately if you lose a card or suspect unauthorised access. If matters cannot be resolved locally, you can access our external dispute resolution provider. See leaflet: "Dispute Resolution". Guidelines for ensuring security of Card & PIN: Sign the Card when you receive it. Keep it in a safe place. Don't select a PIN representing your birth date, part of your name or other obvious code. Don't write the PIN on the Card or anything kept with/near the Card. Don't lend the Card to another person. Immediately report loss/theft/ unauthorised use to NICU or the VISA Hotlines. Keep a record of your Card number & Hotlines with your emergency telephone numbers. Check your statement for unauthorised transactions. Notify NICU of any change of address. <i>These are examples of security measures only & will not determine your liability for loss. Liability for any losses resulting from unauthorised transactions will be determined in accordance with the EFT Code of Conduct.</i></p>
More info	<p>General descriptive information referred to in the Mutual Banking Code of Practice and other written material mentioned in this PFS is available from NICU. We comply with the EFT Code of Conduct and each relevant provision of the Mutual Banking Code which applies to this product. Your confirmation of receipt of this financial product is your card and PIN. Confirmation of closure is provided on request.</p>
PFS Date	<p>This PFS was prepared on 1 December 2011. Information is up to date at time of issue. For updates, see www.nicu.com.au.</p>