

PRODUCT FACT SHEET (PFS): VISA Credit card - access to savings

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| Product issuer | <p>Northern Inland Credit Union Ltd ABN 36 087 650 422 AFSL 235022 Web: www.nicu.com.au Fax: 6766 5535 Tel: 1300 656581 Email: info@nicu.com.au PhoneTeller: 1300 656428 Lost/stolen cards: (BH) 1300 656581 (AH) 1800224004 or 02 99597480 Overseas (VISA international): collect 410-581-9994 or 410-581-3836 Calling NICU from overseas: 612 6763 5111</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) Agency: 132 Merton St, Boggabri 2382 (fax: 6743 4446) Hours: Monday – Friday 9.00 am to 4.30 pm; closed 1.00 pm – 2.00 pm daily.</p> |
| Definitions | <p>Associated entity: organisation with whom we conduct business to provide product/service Available balance: cleared funds in your account or unused portion of overdraft if applicable Card: NICU issued VISA credit card Cuscal: Credit Union Services Corporation (Australia) Ltd, our industry body/service provider PIN: Personal Identification Number We/our/us/NICU: Northern Inland Credit Union Limited You/your: Member/potential Member</p> |
| Benefits | <p>Use your VISA Credit Card to access your primary account savings through rediATMs, other ATMs and EFTPOS. Select 'savings', rather than 'credit'.</p> |
| Risks & restrictions | <p>NICU is regulated by ASIC and APRA. No significant risks apply to this product. All funds deposited are repayable on demand. Maintain sufficient funds in your account to cover withdrawals and payments. Availability of service may be varied by NICU from time to time; not available if two or more signatures needed to operate the account.</p> <p>Terms & conditions: refer to the terms & conditions issued with the Card which governs the credit facility. This PFS governs use of your Card to access your NICU savings account by the cardholder subject to application. Each transaction on an account is also governed by the terms & conditions for that account. In the event of an inconsistency these terms & conditions prevail. The Card can only be used after the valid date and before the expiration date as shown on the Card. You must not affix anything to the Card. You must not modify or otherwise interfere with the Card. Your PIN is sent to the mailing address held for your Membership. Use of the Card indicates an acceptance to be bound by these terms & conditions.</p> <p>Use: to access your savings account, choose 'Savings' (not 'Credit') and authorise the transaction with your PIN. From time to time we advise what EFT transactions may be performed using the Card and what EFT terminals of other foreign institutions may be used. We do not warrant that electronic equipment displaying rediATM will accept the Card. We are not liable if any person controlling electronic equipment refuses to accept/honour a Card. Third parties may impose restrictions on Card use.</p> <p>Accounts: at our discretion you can access your primary savings account through use of NICU rediATMs and other EFT terminals. We advise from time to time as to which account/s may be accessed using the Card. Accounts are debited with the EFT transaction and any account may be debited with any fees & charges incurred. EFT transactions may not be processed to your account on the same day as they are performed.</p> <p>Authorisation: you agree that we may refuse authorisation for any EFT transaction for any reason and that we are not liable to you or any other person for any loss/ damage suffered as a result of refusal.</p> <p>Deposits: this EFT facility is not offered by NICU.</p> <p>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 that the EFT access was unavailable NICU will only be responsible for correcting errors on your Account and refunding any fees/ charges incurred by the incomplete transaction.</p> <p>Reporting loss, theft & unauthorised use: Immediately contact NICU or after hours the VISA Card Hotline to report loss, theft or unauthorised use of your Card and/or PIN. You need to provide, as applicable, your name, Membership and account number, VISA Card number, disputed transaction and amount, copy of the statement on which the transaction appears, explanation as to why you think the transaction is unauthorised/in error. You will receive a reference number: keep this to show when you advised of the problem. If you have contacted the VISA Card Hotline, confirm your report with NICU as soon as possible. If the VISA Card Hotline is not operating, make your report to NICU as soon as possible.</p> <p>Liability for loss, theft & unauthorised use: refer to terms & conditions governing the credit facility.</p> <p>Payment in excess of credit limit: payment of funds to your Card in excess of your credit limit does not of itself increase your credit limit but does make available additional funds. These funds do not earn any interest, and can only be accessed in the same way as accessing the credit facility. Non-purchase access may be treated as a cash advance.</p> |
| Withdrawals, overdrawn & combining accounts | <p>When using your Card in place of a debit card (Redicard Plus), generally you can withdraw your money at any time: Maximum cash withdrawal is \$2000 (by card) per day. Minimum withdrawal at NICU rediATM: \$20. Amounts may differ at non NICU rediATMs/other ATMs. If you exceed your credit card limit (that is, overdraw your VISA account) fees and interest are payable by you, at rates as disclosed to you with the terms and conditions which govern the credit facility. For overdrawn savings accounts, see the PFS for your account. 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 NICU. We may transfer funds between your accounts to enable a payment but are under no obligation to do so. 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> |

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| Fees & charges | <p>We debit your account for any fees and any government or third party charges incurred, such as a surcharge levied by a merchant. Some fees & charges may be rebated. A list of VISA Card credit-related fees & charges and general current fees & charges/Member Loyalty Program for all products is available on request. The fees & charges on this PFS relate to access to your NICU savings accounts via your Card as it replaces your Redicard.</p> <p>In Australia as a debit card: 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: \$10; Non rediATM transactions: as charged by the ATM operator; Non-rediATM/NAB ATM usage fee: \$1; Annual fee: \$25.</p> <p>Overseas: withdrawal/declined transaction: \$4.00. All transactions made overseas are subject to a conversion fee equal to 2% of the value of the transaction and payable to Cuscal, the principal member of VISA International under which the overseas function of the Card is provided. Some merchants and ATMs charge a fee for making an EFT transaction. Once you have confirmed the transaction you will not be able to dispute the surcharge. The surcharge shows on your account statement as part of the purchase.</p> |
| Payment by periodical payments | <p>You can pay your VISA card statement amounts by periodical payment. You must give correct Membership and account information to us. We may determine the order of payments made. We are not liable to you or any other person should we fail or refuse to make a payment. Your payment can only draw on the available balance. If you have insufficient funds you may incur a fee and we may cancel your access to the payment service. To change your nominated savings account or to stop a payment you must give us written notice 3 working days before the payment is due. If you have insufficient funds on the payment due date, a multiple payment may automatically occur on the next payment date.</p> |
| ID | <p>To comply with federal law NICU confirms your identity to: open an account, be made a signatory or process a transaction. For more information, ask us for a brochure.</p> |
| Variations to interest, fees, charges, terms & conditions | <p>We may change these terms & conditions, interest rate, interest calculation method, interest payment frequency and amount of fee/charge that applies to any of our products/services. If there is a change: a) if the change is one that results in a reduction in your obligations – we will notify you in our next contact with you after the change takes place. For all other changes we will notify you: b) in writing at least 30 days before we introduce a new or increase an existing: fee/charge, interest calculation method or frequency of interest payment; c) by newspaper advertisement (national or local), member newsletter, account statement or by direct written notice of the introduction or change of a government charge payable by you (directly or indirectly), <i>unless</i> the change is publicised by government; d) by newspaper advertisement (national or local), member newsletter, account statement or by direct written notice, no later than the day the day we change any other term or condition or thing that affects you. You are taken to have been notified on the day which the advertisement is published or the second day after we have mailed notification to you. For joint accounts we will provide one copy of the notice addressed to the primary joint Member.</p> |
| Access cancellation | <p>You may cancel your facility at any time by giving us written notice. We may cancel your facility at any time for security reasons, if you close your Account, and if you breach terms & conditions governing the facility or your Account. If during VISA cancellation you make EFT transactions, you remain liable for those transactions. If you make an EFT transaction but close the Account before the transaction is processed, you remain liable for that transaction and any dishonour fees or interest penalties incurred in respect of that transaction. All VISA cards must be returned to NICU on facility cancellation or account closure. Also see the Terms & Conditions issued with the VISA Card which governs the credit facility.</p> |
| Statement | <p>Refer to terms & conditions issued with the VISA Card which governs the credit facility. Retain all transaction slips, receipts and payment/transfer reference numbers from EFT transactions to check against statement entries. Notify us of any errors or unauthorised transactions. Advise NICU of change of contact details.</p> |
| Security codes | <p>See the Terms & Conditions issued with the VISA Card which governs the credit facility. PIN: issued on request for ATM/EFTPOS access. Be careful with your card & PIN. Keep your PIN confidential. If unauthorised access to your Account occurs and you have not been careful with your PIN you may be liable for some or all of the loss you suffer. Contact NICU immediately if you lose a card or suspect unauthorised access. <u>Guidelines for ensuring security of VISA card & PIN:</u> Sign the card as soon as you receive it. Keep the card in a safe place. Do not select a PIN that represents your birth date, part of your name or other obvious code. Never write the PIN on the card or anything kept near the card. Never lend the card to another person. Never tell/show the PIN to another person. Use care to stop others see the card number and PIN being entered in an EFT transaction. Immediately report loss/theft/unauthorised use to NICU or the Card Hotline. Keep a record of your card number & the Card Hotline with your emergency phone numbers. Examine your account statement for any unauthorised transactions and report them immediately. Immediately 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> |
| Dispute | <p>See the PFS for your NICU account. Please address your written complaint to the Compliance Manager. If matters cannot be resolved locally, you can access our external dispute resolution provider. See leaflet: "Dispute Resolution".</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. We confirm the opening or closing of all products/services in writing; order a confirmation notice by contacting us.</p> |
| PFS date | <p>This PFS was prepared on 1 December 2009. Information is up to date at time of issue. For updates see www.nicu.com.au.</p> |