

PRODUCT FACT SHEET (PFS): **OSKO and PayTo**

Issuer	<p>Northern Inland Credit Union Ltd ABN 36 087 650 422 AFSL 235022 Australian credit licence 235022 Web: www.nicu.com.au Fax: 6761 2332 Tel: 02 6763 5111 Email: info@nicu.com.au Calling from overseas: +612 6763 5111 Lost/stolen cards: 02 6763 5111 Head office: 481 Peel Street Tamworth 2340 ● Mail: PO Box 652 Tamworth 2340 ● Branch hours: see www.nicu.com.au for current hours Branches: ● 481 Peel Street Tamworth ● 73 Maitland Street, Narrabri 2390 ● 252 Conadilly Street, Gunnedah 2380</p>
Definitions	<p>Account: that we agree you use for Osko. Available balance: cleared funds/unused portion of overdraft. Daily transaction limit: amount that may be transferred. Osko: real-time payment service, via BPAY Pty Ltd ABN 69 079 137 518, Level 1, 255 George Street Sydney NSW 2001. PayID: unique identifier for Osko-linked Account. PayTo: service used to make payments from your account under the Payment Agreement you set up with a Merchant/Payment Initiator. We/our/us/NICU: Northern Inland Credit Union Ltd. You: Member/signatory.</p>
Conditions	<p>1. What is Osko: NICU subscribes to Osko under the BPAY scheme. You can receive and make payments in near real time. 2. To get Osko access: use Online Banking with second level authentication. Select osko (real-time payment) or standard transfer (up to 3 days). We verify your identity and check your account/services for Osko eligibility. 3. Eligible accounts: elect a transactional account from which you can access Osko payments. You must comply with the terms & conditions applying to the Account from which you request us to credit/debit an Osko payment, and the service you use to participate in Osko, to the extent that those account terms are not inconsistent with or expressly overridden by these terms. If there is an inconsistency, the Osko terms apply to the extent of the inconsistency. 4. Daily transaction limits: for payments sent are \$3,000 (Online Banking) and \$1,000 (Mobile Banking) per day. We may vary transfer limits for operational reasons at any time. 5. PayID: a unique identifier you choose to create for an Account for the purpose of receiving osko payments to that account. An account can only have one PayID. You do not need a PayID to use osko. Your PayID can be your email address, phone number, ABN or organisational ID. You can have more than one PayID if they are linked to different Accounts. You warrant you have the authority to use the PayID you give us; you advise us if your situation changes, and/or you close your PayID via Online Banking. We must approve your PayID as accurately reflecting the accountholder name. We may close your PayID if we reasonably believe you no longer have a right to use it, or it is being used for fraudulent purposes, or if we cannot verify you are still the owner of the PayID, or if you are not using your PayID regularly. If your PayID changes or is closed you must advise those who may use the PayID to make payments to you, as the PayID may be registered to another user. You can apply to transfer your PayID between accounts and institutions. Osko payments and associated messages/notifications can be seen by all account holders and signatories. 6. Check PayID details: when you enter the PayID to initiate the Transaction, check the corresponding PayID name before authorising the Transaction. See also Mistaken Payments. 7. Osko payment direction: you must give us certain information for us to debit your Account with the amount of the Osko payment from your Available Balance, on the date requested. Subject to the ePayments Code, we treat your instruction to make an Osko payment as valid (i) if you provide us with (a) the amount of the Osko payment, and (b) the details of the intended recipient's account to be credited, or the intended recipient's PayID, and (ii) we are able to verify your identity by your use of access/ security features of the Service, and (iii) your Account has an Available Balance sufficient to honour the payment. We are not obliged to effect an Osko payment if you do not provide us with all necessary information or if you provide us with inaccurate information. We may not process future-dated transactions if the recipient PayID changes before the transaction is processed. If we suspect your Service security or access has been compromised, we may contact you and/or hold your Transaction. You can ask us to lock and unlock a PayID that you own, should you wish to stop and restart your use of Osko with that PayID. A locked PayID cannot receive payments, have its details updated nor be transferred to another Account. 9. Managing Payments: is via Online Banking and the smartPAY app. You can view, sort, delete, track and manage payments you have received and sent. 10. NPP PayTo: your Biller may request a real-time osko payment in place of a direct debit. To set up a Payment Agreement with a Merchant or Payment Initiator, you provide your BSB/account number or PayID. The Merchant/Payment Initiator notifies the Payment Agreement to their payments processor for inclusion in the Mandate Management Service. You consent to your details being used by us, the Merchant/Payment Initiator, their financial instruction and the Mandate Management Service to effect your instructions and payments. The Management Mandate Service notifies NICU of the Payment Agreement. We notify you via Online Banking of the Merchant/Payment Initiator details, amount and payment frequency. You confirm or decline the Payment Agreement via Online Banking. Check Payment Agreement details are correct before confirming. Merchant/Payment Initiator may set a timeframe for your approval. You or the Merchant/Payment Initiator can amend the Payment Agreement. We notify you of proposed amendments via Online Banking for you to confirm or decline within 3 days, or it is deemed declined. Declined amendment requests do not otherwise affect the Payment Agreement. You can tell us to amend your account name or account details in the Payment Agreement only. To amend the Payment Instruction to another financial institution, give us a Transfer Instruction. We give you a Transfer ID via Online Banking to give to your other financial institution. If the other financial institution does not complete the transfer in 14 days, it is deemed ineffective and the Payment Agreement payments continue to be debited from your NICU Account. We may decline instructions if we are not satisfied your request is legitimate. We act on your request to pause or resume your Payment Agreement by updating the Payment Agreement record in the Mandate Management Service. We are not liable for any losses arising from a breach of your agreement with the Merchant/Payment Initiator. We notify you via Online Banking if the Merchant/Payment Initiator pauses/resumes a Payment Agreement. You can tell us to cancel a Payment Agreement via Online Banking. Merchant/Payment Initiators who have existing direct debit arrangements with you may set up Payment Agreements and we are not obliged to notify you on these migrated direct debit arrangements. Notify us immediately if you cease to be a signatory to an account where you have set up a Payment Arrangement. Keep sufficient funds in your account to meet Payment Arrangements and direct debits. Subject to a fee we may manually transfer funds between your accounts to honor direct debits/Payment Arrangements. We may notify you via Online Banking to check and confirm your direct debit/Payment Arrangements are up to date. 11. Report suspected spam: call 67635111 or to privacyofficer@nicu.com.au. 12. Osko availability: we advise you if we are no longer able to offer you Osko, which means you can neither receive nor send payments. Where possible we advise of delays in processing payments and when a payment is likely to be completed, and give you the chance to cancel a payment if it is delayed. Delays may be caused by technical/payment systems issues that are outside our control. Your Osko access may be suspended and/or cancelled if we suspect fraud, unauthorised use, suspicious or illegal activity. We may amend this agreement by notifying you via Online Banking; if you do not accept the agreement you may terminate it.</p>
MIP	<p>A Mistaken Payment (MP) is where funds are paid to the account of an unintended recipient because the payer enters a Bank/State/Branch number and/or identifier (such as an incorrect PayID) that does not belong to the named and/or intended recipient, as a result of either the</p>

Mistaken internet payments continued	<p>payer's error, or having been told the wrong BSB number and/or identifier. Take care to verify all details before authorising a Payment: we can not cancel an Osko payment once it has been processed. It may not be possible to recover funds from an unintended recipient as payments occur in real time. Make a report: call us urgently on 02 6763 5111 in business hours or use Online Banking to send us an email via the secure link. We acknowledge receipt of your report. We investigate the matter. If we are satisfied a MP has occurred, we send the receiving financial institution a request for return of funds. If the receiving financial institution is not satisfied a MP has occurred or is unable to obtain further information or cannot recover the funds, they are not required to take further action. If the receiving financial institution returns the funds, we will return them to your account. If you receive a payment by mistake: we may withdraw those funds from your account and return them to the payer's financial institution without notice to you. Time limits & process: apply to reporting MPs and response times between us and the receiving institution. Where the sending and receiving institutions accept an MP has occurred and there are sufficient credit funds in the unintended recipient's account to the value of the MP: a. If the MP is reported within 10 days of the MP occurring: the receiving institution returns the funds 5-10 business days of receiving the request, or as soon as practicable; b. If the MP is reported between 10 business days and 7 months of the MP occurring: the receiving institution completes investigations within 10 business days of receiving the request, then allows the recipient 10 days to respond, then returns the funds within a further 2 business days, or as soon as practicable; c. If the MP is reported after 7 months of the MP occurring: the receiving institution seeks consent of the unintended recipient to return the funds. Where the receiving institution is not satisfied a MP has occurred it may seek the consent of the unintended recipient to return the funds, and return the funds to the sending institution as soon as practicable. Recovery of MP funds is subject to the Code of Operation for Centrelink Direct Credit Payments. We keep you advised of the progress of the investigation. Not all payments in error are mistaken payments covered by the ePayments Code: these include payments made by Business Members, over payments and repeated payments. Error payments: are payments to unintended recipients made by Business Members using Osko. Trace/recovery fees apply. Contact us for assistance. Over payment and repeated payments: contact the recipient to make arrangements. Liability for mistaken payments and other payments is governed by the terms in this document, the terms of use for Online Banking and the ePayments Code.</p>
Limits, variations to conditions	<p>Osko payments require second level authentication methods and the maximum daily limit is \$3000 per day. We may vary limits at any time. Merchants/other institutions may impose additional restrictions. We are not required to give advance notice of reduction/cancellation of daily limits, and/or changes to Conditions, in order to immediately restore/maintain security or prevent criminal activity including fraud. We may introduce new security features at any time. We may change these terms and conditions 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 notify you in our next contact with you after the change takes place. For all other changes we notify you: b. by notice on our website and in branches or in writing (including by SMS or email) at least 20 days before, <i>unless</i> the change is reasonably necessary to (i) comply with any law; (ii) accommodate changes in the operation of the BPAY scheme or Osko; (iii) accommodate changes in our operations or systems; (iv) comply with BPAY's or our security policies/procedures. For joint accounts we may provide one direct notice addressed to the first-named accountholder. You must immediately repay any overdrawn amount: see your Account PFS. We charge 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 accounts to enable a direct/periodical/cheque 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>
Fees	<p>We debit your account for any fees/government/third party charges incurred. Some fees may be rebated. See PFS Fees & Charges/Member Loyalty Program. Online Banking security one-time password via SMS or Smart Phone application: free. You incur the cost to access the Service via a modem or device. Normal transaction fees apply to accounts you access using the Service.</p>
D	<p>To comply with federal law we confirm your identity to: open an account, be made a signatory or process a transaction.</p>
Cancellation of access	<p>Cancel your Osko access: at any time in writing. Allow 3 business days to process cancellation. NICU cancellation/closure of your access to Osko and/or PayID: we may cancel at any time if (i) we suspect you or someone acting on your behalf is fraudulent; (ii) we suspect you are using Osko in a manner likely to affect our ability to continue providing Osko to you or other customers; (iii) you breach the terms & conditions which govern Osko, Online Banking or your Account; (iv) we believe it reasonably necessary for security reasons; (v) you close your Account (vi) we reasonably believe you are using the service in an inappropriate or threatening manner. We notify you of cancellation if our subscription to Osko is suspended/ceases. If during cancellation you make a Transaction, you are liable for it. Cancellation of your access to Osko does not prejudice any claims either party may have against the other in respect of any then subsisting breaches of terms & conditions, and does not otherwise affect the accrued rights or remedies of either party.</p>
Security	<p>Have up to date anti virus/anti spyware software and a firewall on your computer. Keep your codes confidential: Don't keep a record of your code with any part of your access method unless you take reasonable steps to disguise it. Don't select an obvious code, as you may be liable for losses resulting from unauthorised use before you notify us the code has been misused/is no longer secret. Don't disclose the code to anyone, including family and friends. Use care to stop anyone seeing the details you use to access the Service. Change codes regularly. Immediately notify us of any address change. Tell us if your device/phone is stolen so access can be frozen. <i>The guidelines contained in this box provide examples only of security measures and will not determine your liability for any losses resulting from unauthorised Transactions. Liability for unauthorised transactions is determined in accordance with these Conditions, the Conditions for Online Banking and your Account, and the ePayments Code. If unauthorised access to your account occurs and you have not been careful with your codes you may be liable for some or all of the loss you suffer. Contact us immediately if you suspect unauthorised access or if you have made a mistaken payment of any kind.</i> Change your code immediately by following Online Banking prompts. Use the Fraud After Hours number via 02 6763 5111 to cancel Osko and Online Banking access if you suspect unauthorised activity.</p>
Privacy	<p>To provide you with osko access, we disclose personal information to BPAY and/or its service providers. Your PayID name may be shown to anyone who looks up your PayID. We may retain information as to PayIDs you use in order to provide you with better service, for example, to facilitate scheduled payments. See our Privacy Policy on our website.</p>
More info	<p>Complaints: see your Account PFS. We comply with the ePayments Code and each relevant provision of the Customer Owned Banking Code which applies to this product.</p>
	<p>This PFS was prepared on 16 March 2023. Information is up to date at time of issue. For PFS updates, see www.nicu.com.au.</p>