

PRODUCT FACT SHEET (PFS): **INTERNET SAVER ACCOUNT** (S99)

Product issuer	Northern Inland Credit Union Ltd ABN 36 087 650 422 AFSL 235022 Australian credit license 235022 Web: www.nicu.com.au Tel: 02 6763 5111 Email: info@nicu.com.au 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 2340 ● 73 Maitland Street, Narrabri 2390 ● 252 Conadilly Street, Gunnedah 2380
Definitions	Available balance: cleared funds in your account. Direct credit: electronic transfer of funds from a Supplier's account to your account. Supplier: third party who can make a direct credit to your account. We/our/us/NICU: Northern Inland Credit Union Limited. You/your: Member/potential Member.
Use	With this savings account, enjoy a competitive interest rate and easy internet access to your at-call funds. You can only have one Internet Saver account in your name. For personal or commercial use.
Risks & restrictions	To get the best from your Internet Saver Account keep the balance at a minimum of \$5,000. Interest is calculated daily, and no interest is paid on days where the balance is less than \$5,000 as at close of business. You must register for Online Banking to transfer funds to and from the Internet Saver Account. The Internet Saver Account is not available on Memberships where two or more signatures are needed to operate the account, unless the Membership is registered for Online Business Banking. The Internet Saver Account balance is <u>excluded</u> from rebate calculations under the Member Loyalty Program: see PFS Fees & Charges/Member Loyalty Program. Maximum one account per accountholder. We may vary availability of accounts and account balance limits from time to time. We may close your account/Membership if you do not transact upon it within 6 months of opening it.
FCS	We are regulated by ASIC and APRA. No significant risks apply to this product. Funds deposited are repayable on demand. This account is eligible for Financial Claims Scheme (FCS) protection, limited to \$250,000 per depositor per banking institution. See www.fcs.gov.au.
Access	Make deposits by Online Banking transfer or by direct credit. Use Online Banking or NICU App to transfer to a transactional account. Ask for a PFS.
Withdrawals, overdrawn & combining accounts	Transfer funds to and from your Internet Saver Account by using Online Banking. Access your funds by transferring them to a nominated NICU transactional account. You must immediately repay any overdrawn amount. Overdrawn amounts are charged interest at 15.75% pa calculated daily on the closing balance and debited from your account on the last day of each month or on account closure. Failure to levy the interest does not constitute a waiver. 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. Funds are not transferable from the Internet Saver Account to enable a direct debit/periodical payment. The sweep facility cannot be applied to the Internet Saver Account. We may delay/block/freeze a transaction/account if we reasonably believe it breaches the law, threatens security or creates risk. You agree we incur no liability if we take such action. You indemnify us against any loss we suffer as a result of taking such action. You agree to give us additional information to allow compliance with anti-money laundering and other legislation, and that information about you/your transactions may be reported by third party suppliers (such as Cuscal) to meet regulatory requirements.
Interest	Rates subject to change. The Interest Rates update sheet lists all products. \$0-\$4,999 as at the close of business: 0.00%pa ; \$5,000+ as at the close of business: 2.50%pa . Interest is calculated daily on the balance as at the close of business, multiplied by the annual interest rate divided by 365. Paid monthly on the last calendar day of the month at the close of business.
Fees & charges	For transaction fees relating to payment services, see the PFS for that service. We debit your transactional or other savings account for any fees and any government/third party charges incurred as a result of transactions on the Internet Saver Account. See PFS Fees & Charges/Member Loyalty Program. The Internet Saver Account balance is excluded from rebate calculations under the Member Loyalty Program. Paper account statements: \$7 ; Document retrieval: electronic- \$1.50 per page , all other documents \$50 per hour; Dormant accounts 2 years & older annual fee: \$20 .
Cheque deposits	Cheques cannot be deposited to the Internet Saver Account.
Joint account & signatories	Balance (debit or credit) is held jointly by account holders. If two or more signatures are needed to operate the account, all signatories must change authority to operate instructions (eg reversion to either to sign) in writing. Some facilities may not be available. In disputes we may require all account holders to sign the necessary authority before processing any instruction. Where an accountholder dies we require the surviving accountholder to transfer all funds/facilities into their own name within a 3 month period. Written notifications to us of bankruptcy or mental incapacity of an accountholder may cause the account to be frozen until certain evidence/instructions can be provided. You may authorise a person (signatory) to operate on your account. You are liable for any debits, credits, fees, charges and interest incurred on the account by the signatory. Your authority is in force until we process your written cancellation or get written notification of your death. Your signatory's identity must be verified before we accept your authority. We are not liable for any damage/loss caused by any authority you issue, or delay in processing your cancellation of authority. You authorise us to freeze such accounts for such time as we deem necessary. In cancelling an authority you should request cancellation of the signatory's codes and electronic addresses for receipts.
Direct credits	You can make a deposit to your Internet Saver Account by direct credit. You must give correct BSB and account information to Suppliers. We 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, give us written notice 3 working days before the payment is due. The Supplier may require your written authorisation to commence making a payment. We may refuse deposits from a Supplier who is not registered in the Direct Entry Scheme with a current supplier number. The Supplier must provide sufficient funds to us to credit your Account and comply with conditions that we may impose from time to time. We may reverse a direct credit if we are instructed to do so by the Supplier via their financial institution or if the credit has

C	D	been made in error.
I	D	To comply with federal law NICU confirms your identity to: open an account, be made a signatory or process a transaction.
	Tax	Under <u>Income Tax Assessment Act 1997</u> tax is payable on interest earned on deposited monies. All accountholders need to supply a Tax File Number (TFN) or exemption or we must deduct withholding tax at the highest marginal rate. If you disclose your TFN you still need to disclose any interest earned in your tax return.
	Variations to interest, fees, charges, terms & conditions	We may change these terms and 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) by notice on our website and in our branches or in writing at least 20 days before we introduce a new or increase an existing fee/charge, change the interest calculation method or frequency of interest payment or reduce the number of fee-free transactions; c) by newspaper advertisement (national or local), 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 notice on our website and in our branches or by newspaper advertisement (national or local), newsletter, account statement or by direct written notice, no later than 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 notice displayed or the second day after we have mailed notification to you. For joint accounts we may provide one direct notice addressed to the first-named accountholder.
	Account closure	You can close an account at any time if outstanding fees, charges and debits (including pending transactions) are paid. All automatic payments and payment instruments (eg card) must also be cancelled. If you have a Card you are liable for any transactions, fees or charges which are received after the account has been closed. We can close an account giving you reasonable notice and repaying any credit balance. We may notify you if an account is due to become dormant where the balance is at least \$30.
	Statements documents	Via online banking: free ; paper statements: \$7 . We may not send a statement if you have not transacted on the account for 6 months. You agree to receive statements electronically unless you have made other arrangements with us. Check statement entries: notify us of any errors or unauthorised transactions. For a joint account the statement is sent to the first-named accountholder only. Advise us of change of contact details. Our Annual Report is on our website. Only some documents are retained for 7 years after date of issue. Refer requests to the Privacy Officer.
	Security	Access code: issued on request for Online Banking. Take care with access methods. Keep codes confidential. If unauthorised access 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. <i>Liability for any losses resulting from unauthorised transactions is determined in accordance with the ePayments Code.</i>
	Dispute	If you think a transaction is wrong/unauthorised or your statement shows possible unauthorised use/errors, immediately notify us. Time limits apply for recovery attempts. We are responsible for complaint resolution. As soon as you can, give us: • your name, Account and Card numbers as relevant • details of transaction • copy of the statement in which error/transaction first appeared • why you think it is unauthorised/in error • dollar amount of the transaction. If your complaint concerns authorisation, we may ask for more information. We investigate. We reply to you in writing. If unable to fix it immediately, we advise of the investigation/ resolution process. Within 21 days of receiving complaint details we complete our investigation and advise results, or if we require more time. We complete investigations within 21 days unless there are exceptional circumstances. If unable to resolve it within 21 days, we let you know reasons for the delay and give monthly updates on progress and likely resolution date, except where we wait on your response and you have been so advised. If we find an error, we make appropriate Account adjustments including interest/charges and advise the amount. When advising you of the outcome, we give reasons for our decision by referring to these Conditions. If you are not satisfied, or you think we have breached the Customer Owned Banking Code of Practice (see the Complaints Factsheet/Form for details), contact the Australian Financial Complaints Authority: GPO Box 3, Melbourne VIC 3001; Phone 1800 931 678; www.afca.org.au . If we decide you are liable for all/any part of loss, we give you copies of documents/ evidence we relied upon. If we fail to comply with this process or cause unreasonable delay we may be liable for part/all of the amount of the disputed transaction where failure/delay has prejudiced the outcome.
	More Info	General descriptive information referred to in the Customer Owned Banking Code of Practice and other written material mentioned in this PFS is available. We comply with the ePayments Code and each relevant provision of the Customer Owned 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.
	PFS date	This PFS was prepared on 5 December 2023 . Information is up to date at time of issue. For updates see www.nicu.com.au .