

The following Supplementary Terms and Conditions for Maitland Mutual Building Society Limited Deposit Accounts and associated Payment Facilities became effective 1 January 2019.



Supplementary Terms and Conditions 2

Supplementary Terms and Conditions of Maitland Mutual Building Society Limited for Deposit Accounts and associated Payment Facilities prepared on 30 November 2018 by Maitland Mutual Building Society Limited. ABN 94 087 651 983 Australian Credit Licence 238139 AFSL 238139

This is a Supplementary Terms and Conditions, which should be read in conjunction with information in the *Product Disclosure Statement Part 1, effective 31 January 2018, Key Features and Terms and Conditions*

The information in this Supplementary Terms and Conditions is current at the date of printing. Some of the information contained in this Supplementary Terms and Conditions and in the Terms and Conditions may change from time to time.

If there have been changes to information that do not include materially adverse information, we may prepare a written update showing those changes. If so, you will be able to obtain the update in writing free of charge at any branch, at www.themutual.com.au or by calling our Member Services Department on 1300 688 825.

If there is any change to information, which includes materially adverse information, then Maitland Mutual Building Society Limited will issue a new Terms and Conditions or further Supplementary Terms and Conditions. A paper copy of any updated information will be provided to you on request without charge.

Terms and Conditions Amendments

This Supplementary Terms and Conditions 2 alters *Key Features and Terms and Conditions Product Disclosure Statement Part 1, effective 31 January 2018* and include:

Amendment to Part B General Terms and Conditions

4. Deposits and Withdrawals

Changes to clause to include other deposits made in error, counterfeit or fraudulent.

- 4.2 You must not draw against any cheque deposited into your account until it has been cleared. We may, in our absolute discretion, refuse to accept any cheque for deposit into your account. You must not withdraw against any cheque or other deposit into your account (whether that deposit has been made by you or by another party) which has been made in error (including but not limited to, where you were not the intended recipient) or where we, in our absolute discretion, believe to be counterfeit or otherwise fraudulent.

5. Transaction Restrictions

Changes to clause to include declining transactions from merchants identified as high risk.

- 5.2 We may attempt to decline transactions you carry out at Visanet facilities in Australia or overseas, at merchants identified by us as high risk of fraudulent or illegal activities including money laundering and terrorism financing.

20. Dispute Resolution Procedures

Changes to clause to replace CIO scheme with new AFCA scheme details

We have appointed a Member Relationship Manager to coordinate the Dispute Resolution process.

A dispute arises where you find our response to a complaint raised by you unsatisfactory. When we receive a request for the resolution of a dispute we will, subject to Part F of these Terms and

Conditions in respect of EFT transactions and subject to Part G of these Terms and Conditions in respect of BPAY® transactions:

- a) acknowledge receipt of that request promptly;
- b) investigate the dispute;
- c) decide upon the appropriate action; and
- d) respond in writing to you within 21 days and where practical earlier advising the outcome of the dispute.

If we are unable to resolve the dispute within 45 days, we will notify you of this fact in writing, inform you of the reasons for the delay and specify a date by which a decision can reasonably be expected.

If the dispute has not been resolved in a manner acceptable to you, we will provide you with a written statement of reasons for the decision, and inform you of any recourse available to you, including any avenue of appeal against our decision to an independent external dispute resolution scheme. We are a member of the following external dispute resolution scheme:

Australian Financial Complaints Authority (AFCA)

Online: www.afca.org.au

Email: Info@afca.org.au

Phone: 1800 931 678

Mail: Australian Financial Complaints Authority GPO Box 3 Melbourne VIC 3001

This service is provided free of charge.

If you believe we have breached the COBCoP, you can complain to us. If we are not able to resolve the complaint to your satisfaction and the complaint involves a claim that you have suffered loss or detriment, you may refer the matter to the External Dispute Resolution scheme to which we belong. If the complaint does not involve loss or detriment, further details can be obtained by obtaining a copy of the COBCoP which is available at www.themutual.com.au

Amendment to Part E: Terms and Conditions for Cards and Electronic Banking

35. Visa Card Transaction Authorisation & Disputes

Changes to clause to include payWave purchase transaction

- 35.5 You can pay with your Visa Card using Visa payWave by tapping your card against the contact reader. Payments using payWave can only be made at a participating merchant and if your purchase is under AUD \$100. If your purchase is equal to or over the AUD \$100 or you are using payWave with your Visa Card for the first time you may have to sign or enter your Visa Card PIN. Visa and our security systems continue to protect you from unauthorised transactions. The same conditions apply to your Visa Card payWave transactions as your other Visa Card transactions.

Amendment to Part F: Terms and Conditions for EFT Transactions

New clause to provide information on checks carried out and caution on deposits made by EFT Transactions

- 58.2 The Mutual accepts deposits to accounts by EFT Transactions based on the electronic account number and BSB only, we do not check the account name for EFT Transactions and those deposited funds will be credited directly to the account of the electronic account number provided. **Caution:** When arranging EFT Transactions for deposit to an account at The Mutual, you must ensure that the electronic account number you provide is correct, as any additional information (such as an account name) will not be matched to the account.

For more information call **1300 688 825** or visit your local branch.

This Supplementary Terms and Conditions is issued by:

Maitland Mutual Building Society Limited

ABN 94 087 651 983 Australian Credit Licence 238139 AFSL 238139