

# Bendigo Foreign Currency Term Deposit Account.

Product Disclosure Statement.

9 November 2023

## About this document

This document is a Product Disclosure Statement (**PDS**) for our Foreign Currency Term Deposit (**FCTD**).

The PDS is an important document. It provides you with information about the FCTD Account so you can decide whether or not to acquire it. You should read this document carefully before acquiring an FCTD Account. You should also keep the PDS for your future reference. If you have any questions or have not received any part of the PDS, please contact us.

The information contained in the PDS is general information only and does not take into account your objectives, financial situation or needs. Accordingly, you may wish to seek professional advice before making an investment decision. The PDS should not be taken to be a recommendation or opinion that an FCTD Account is appropriate for you.

The issuer of the product described in the PDS is Bendigo and Adelaide Bank Limited  
ABN 11 068 049 178 AFSL No. 237879 (**Bendigo Bank**).

The PDS only applies where it is received by a person in Australia.

Information in this PDS may be subject to change from time to time.

We will advise you in writing of any changes that are in our reasonable opinion, materially adverse to you.

We will advise you in writing of any changes to this PDS.

A paper copy of any updated information will be given to you on request without charge.

This PDS can be accessed on the Bendigo Bank website at [www.bendigobank.com.au](http://www.bendigobank.com.au).

## Contact details

You can contact us at our Head Office:

- Financial Markets  
The Bendigo Centre,  
PO Box 480,  
Bendigo VIC 3552  
Telephone 1800 061 783  
[www.bendigobank.com.au](http://www.bendigobank.com.au)

Note: Telephone conversations with Bendigo and Adelaide Bank Financial Markets are recorded for dispute resolution purposes.

Alternatively you can contact us via:

- Telephone 1300 236 344  
From overseas +61 3 5445 0666
- The Bendigo Bank website at [www.bendigobank.com.au](http://www.bendigobank.com.au); or
- The Customer Feedback Team  
Telephone 1300 361 911  
8:30am – 5:00pm (AEST/AEDT)  
Monday to Friday  
Email: [feedback@bendigoadelaide.com.au](mailto:feedback@bendigoadelaide.com.au)  
Reply Paid PO Box 480  
Bendigo VIC 3552

## Key features

Term deposits are investments which provide for a fixed rate of interest for the investment term. A Foreign Currency Term Deposit (**FCTD**) is a term deposit that is denominated in a foreign currency. You must choose the investment term at the time you open your account as this will be one of the factors that determines the rate of interest we pay on your investment.

You should select the currency which most closely suits your needs.

We offer FCTD in certain currencies only. The currencies in which we currently offer these investments can be obtained from your foreign exchange dealer

Set out below is a summary of the main features of, and restrictions applying to, an FCTD.

Foreign Currency Term Deposit Account - Key Features Table	
<b>Minimum to open</b>	The equivalent in the relevant foreign currency on the day of opening of A\$10,000.00
<b>Investment Term</b>	Up to a maximum period of 12 months
<b>Interest Calculated</b>	Daily
<b>Interest Credited</b>	On the maturity date
<b>Withdrawals prior to the maturity date</b>	Subject to our agreement. A fee may apply. See “Costs” below and clause 4.1 of the terms and conditions below.
<b>Statement Frequency</b>	A confirmation with all contractual terms is sent when the term deposit commences.

The terms and conditions beginning on page 5 explain the way in which an FCTD operates.

## Significant benefits and risks

### The benefits include:

- You can invest foreign currency at a fixed interest rate for your selected investment term.
- You will earn interest on the money deposited into your investment at the contracted interest rate for the fixed investment term. For more information about interest, see clause 5 of the terms and conditions below.
- During the investment term you are not exposed to interest rate changes on the amount deposited until the end of the investment term.
- You can only withdraw money from your account on the maturity date.

### The risks include:

- If you want to withdraw all or part of your funds before the maturity date, you can ask us, however, we do not have to agree to the withdrawal. If we do agree, we may charge a fee. See “Costs” below and clause 4.1 of the terms and conditions below.
- Your interest rate is a rate set at the start of the investment term. You will not participate in favourable interest rate movements until the term of the investment ends.
- Foreign exchange markets are inherently risky and unpredictable. There is a risk that movements in exchange rates may adversely affect the investment.
- As with many investment products, you are also reliant on the issuer’s ability, in this case, our ability, to meet obligations including payment of your original investment and any interest owed to you at the end of the investment term. To reduce the risk of this not occurring, financial institutions are prudentially regulated by the Australian Prudential Regulation Authority and must comply with its prudential and reporting requirements, including a standard that aims to ensure that financial institutions have sufficient liquidity to meet their obligations to their customers.

## Commissions

We do not currently charge a commission to establish a FCTD Account.

## Costs

No Government charges currently apply to your account. However, fees and charges may be payable for transactions such as Telegraphic Transfers used to deposit and withdraw funds from a FCTD.

A schedule of all current fees charges may be obtained from your foreign exchange dealer, or our website [www.bendigobank.com.au](http://www.bendigobank.com.au)

## Early withdrawal fee

If you advise us that you intend to withdraw funds prior to the maturity date (the end of the investment term) we may charge you an early withdrawal fee that is our reasonable estimate of the loss we may incur as a result of the early withdrawal. This fee is payable immediately before you withdraw the funds. We only charge this fee to the extent we estimate that we make a loss as a result of the withdrawal. We calculate this fee by calculating, acting reasonably, the value, as at the date of the withdrawal, of the income stream forgone by us as a result of you making the early withdrawal.

## Terms and conditions

Unless you have previously agreed to be bound by these terms and conditions, your first use of an account indicates that you understand and agree to be bound by these terms and conditions.

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## Section A: Meaning of words

**“authorised signatory”** is defined in clause 11.

**“business day”** means a day when we are open for business in Sydney or Melbourne, excluding a weekend or public holiday and excluding any public holiday in the country of the relevant foreign currency. i

**“FCTD”** means Foreign Currency Term Deposit.

**“Government charges”** means all charges or duties on deposits into, or withdrawals from, your account that are payable under a law of the Commonwealth or any State or Territory whether or not you are primarily liable to pay these charges.

**“initial deposit”** means the amount you initially deposit with us when you open your account.

**“investment term”** means the period that you choose (see clause 1.5 below) for your FCTD. It is the period for which the interest rate that applies to your investment is fixed.

**“law”** means common law, principles of equity and laws made by parliament (including regulations and other instruments under them, and consolidations, amendments, re-enactments or replacements of them).

**“maturity date”** means the day on which your investment term expires.

**“terms and conditions”** means the terms and conditions set out in this document and any confirmation letter sent to you in relation to your account.

**“we”, “us”, and “our”** means Bendigo and Adelaide Bank Limited, ABN 11 068 049 178, AFSL No. 237879.

**“you” and “your”** means the holder of an account or if there are more than one of you, all of you jointly and each of you severally.

The singular refers to the plural and vice versa. A reference to:

a document includes any variation or replacement of it; and anything includes the whole and each part of it. All examples used in this document are for illustrative purposes only.

## Section B: General terms and conditions

### 1. Opening and holding an account

1.1 You must provide us with any information we reasonably require to open a deposit.

1.2 Subject to the requirements of any law, we may refuse to open a deposit.

1.3 A minimum amount of foreign currency is required to open a deposit. The minimum amount that currently applies is set out in the Key Features Table on page 3.

1.4 We offer deposits in certain foreign currencies only. Your foreign exchange dealer can provide currently available currencies.

1.5 You must choose an available investment term before you open your deposit. The investment term must not exceed 12 months from the day funds are cleared (see clause 3.2 below).

1.6 A Foreign Currency deposit can only be maintained if an existing Australian dollar account is held in the same name / title.

### 2. Identification

2.1 We need to obtain identification information as required by law, including Know Your Customer requirements under anti-money laundering and counter-terrorism financing legislation for all required parties. This will include information such as, for an individual, name, residential address and date of birth. Where the customer is a Trust, details of the Trustee and beneficiaries may be required. Our staff will advise you what items of identification are acceptable. We may also require other information such as information concerning your activities and reason for opening an account in Australia.

2.2 If you are unable to visit a branch, there is also a certifier method of identification available. We can supply you with a special form, which must be signed by an “acceptable certifier”.

2.3 An acceptable certifier includes a solicitor, police officer, accountant or Justice of the Peace. Please contact us for a complete list of all acceptable certifiers. You will be required to show identification such as your drivers licence, passport, birth certificate or citizenship certificate to the acceptable certifier.

2.4 There are special provisions for Aboriginal and Torres Strait Islander Peoples in isolated areas.

### Verification

- 2.5 We may, and you consent to us doing so, seek verification of your identification and identification documents from independent sources and/or third party service providers.
- 2.6 We will keep copies of all documents provided by you and will disclose or provide copies of your identification documents to third party bodies as required by law.
- 2.7 We may request, and you must provide, further documentary evidence of your identity as we deem necessary to confirm your identity.
- 2.8 We may request that you produce, and you must provide in person if necessary, the original and/or certified true copies of all documentary evidence confirming your identity.

### Inability to confirm identity

- 2.9 In the event that we are unable to properly confirm your identity, we may at our sole discretion, reject your application, suspend the operation of your deposit, refuse transactions and/or place a freeze on your funds until such time as your identity can be confirmed.

### Additional Information

- 2.10 We may request, and you must provide, any other additional information we deem necessary in relation to your identity, personal affairs, business dealings and/or the purpose of your relationship with us. In the event you refuse or fail to provide us with information we have reasonably requested, we may at our sole discretion, reject your application, suspend the operation of your deposit, refuse transactions and/or place a freeze on your funds until such time as the information is provided.
- 2.11 You provide us with the following undertakings and indemnify us against any direct losses we suffer arising from any breach by you of such undertakings, except to the extent that liability arises due to our fraud, wilful misconduct or negligence or that of our employees or agents:
- (a) you will not initiate, engage in or effect a transaction that may be in breach of Australian law or sanctions (or the law or sanctions of any other country); and
  - (b) the underlying activity/product for which Internet Banking is being provided does not breach any Australian law or sanctions (or the law or sanctions of any other country),

- 2.12 More information is available from the Australian Transaction Reports and Analysis Centre (AUSTRAC) 1300 021 037 or our Customer Service Team on 1300 236 344.

### 3. Deposit and withdrawals

#### Deposit

- 3.1 You may only make the initial deposit to open your account by:
- (a) purchasing the relevant foreign currency from us via a foreign exchange contract - our PDS for this product is available by contacting us;
  - (b) a self initiated transfer of foreign currency into your deposit from another account held with us or another financial institution; or
  - (c) a transfer of foreign currency by another party to your deposit with us (inward telegraphic transfer).

Deposits may not be made in cash.

- 3.2 You may not make any further deposits to your account after the initial deposit.

#### Withdrawals

- 3.3 You may withdraw the balance standing to the credit of your account on the maturity date.
- 3.4 As noted above, if you advise us that you intend to withdraw funds prior to the maturity date (the end of the investment term) we may charge you an early withdrawal fee that is our reasonable estimate of the loss we may incur as a result of the early withdrawal. This fee is payable immediately before you withdraw the funds. We only charge this fee to the extent we estimate that we make a loss as a result of the withdrawal. We calculate this fee by calculating, acting reasonably, the value, as at the date of the withdrawal, of the income stream forgone by us as a result of you making the early withdrawal.
- 3.5 We will not process the withdrawal until the next business day if we:
- (a) receive your instructions to make a withdrawal on the maturity date after the relevant cut off time for the relevant currency pair; or
  - (b) agree to allow you to make a withdrawal prior to the maturity date, after the cut-off time relevant to the foreign currency in which your account is denominated, The cut-off time relevant to each foreign currency can be obtained from your foreign exchange dealer.

- 3.6 On the maturity date or otherwise if we agree, you may make a withdrawal from your deposit in a number of ways including:
- (a) by requesting us to transfer the funds in the relevant foreign currency to another account held with another financial institution via telegraphic transfer;
  - (b) by requesting us to transfer the funds to another account you have with us denominated in the same foreign currency (this can be a new FCTD Account which will be subject to the same terms and conditions as set out in the PDS or a Foreign Currency At Call Account); or
  - (c) by converting the foreign currency balance in your deposit into Australian dollars via a foreign exchange contract, and depositing that Australian dollar equivalent into your nominated bank account with us (deposits to a third party's bank account with us or another bank are not permitted).

**Withdrawals may not be made in cash.**

- 3.7 We may not allow a withdrawal unless we have proof of your identity that is satisfactory to us.
- 3.8 You must keep a credit balance in your account at all times and must not overdraw your account. If you overdraw your account in breach of these terms and conditions, you must repay the overdrawn amount immediately. We do not agree to provide you with credit merely because we debit an amount to your account that causes it to be overdrawn.
- 3.9 You authorise us to debit to your deposit all withdrawals you or an authorised signatory make from that deposit.

**4. Fee for early withdrawal**

- 4.1 If we agree to a withdrawal prior to the maturity date, we may charge you an early withdrawal fee. This fee is described in the "Costs" section of the PDS.

**5. Interest**

- 5.1 We pay interest on your account at the rate calculated as described below.

**Interest rate**

- 5.2 The interest rate on your deposit is based on the prevailing foreign currency market interest rate for the relevant foreign currency on the first day of the investment term, which may be either positive or negative. The foreign currency market interest rate

is adjusted by a margin that reflects the following factors:

- (a) the amount you are depositing and the investment term;
- (b) an allowance for our business costs;
- (c) any risks associated with the account; and
- (d) our profit margin.

The profit margin may vary from time to time due to changing market conditions, the liquidity of the foreign currency held, the amount, the term of the investment, and the timing of the transaction. The interest rate that you receive on your deposit is fixed for the term of your investment, irrespective of movements in interest rates subsequent to the date on which your investment is made. You will be advised of your interest rate in the confirmation letter that we will provide to you shortly after the start of the investment term.

**Calculation and crediting of interest**

- 5.3 We calculate interest by applying the applicable daily percentage rate to the balance of your deposit at the end of each day. The daily percentage rate is the relevant interest rate divided by the day count convention applicable to the relevant foreign currency in which your account is denominated. The day count convention can be confirmed with your foreign exchange dealer.

The formula is:

Interest per day = (Balance of your deposit x interest rate / 100) / days in year, where days in year = the day count convention for the relevant foreign currency.

For example: A deposit of EUR 200 000 for 61 days at 2.25% earns interest of  $200,000 \times 61 \times (2.25/100) / 360 = \text{EUR } 762.50$  (360 being the day count convention for the Euro).

- 5.4 You can elect to have interest credited to your deposit or to another eligible account held with us. An eligible account is either a Foreign Currency Term Deposit Account with us denominated in the same currency as your deposit or another Australian dollar denominated account with us. If the interest is to be credited into another Australian dollar denominated account with us, the interest must first be converted from the relevant foreign currency into Australian dollars through a foreign exchange contract with us.

5.5 If you wish to change the account to which your interest is credited, you may do so at any time by giving us notice in writing prior to the maturity date.

5.6 Interest will be credited to you on the maturity date or, if you withdraw your funds before that date, immediately before you withdraw your funds.

## 6. Fees & charges

Full details of current fees can be found in the Bendigo Bank Schedule of Fees, Charges and Transaction Account Rebates. A copy of the Bendigo Bank Schedule of Fees, Charges and Transaction Account Rebates can be obtained by contacting any of our branches, by telephoning 1300 236 344 or by visiting our website at [www.bendigobank.com.au](http://www.bendigobank.com.au).

## 7. Your investment options

7.1 We will not provide notice to you of the impending or actual expiry of the investment term.

7.2 Before the maturity date you may contact us to provide instructions regarding your investment. At this time you may instruct us to renew your investment or you may advise us that you wish to close the deposit or withdraw the balance of your deposit.

## 8. What happens on the maturity date

8.1 On the maturity date, we will automatically deposit your investment to your foreign currency account in the same name.

8.2 If you instruct us to renew your investment it will be renewed from the maturity date. You will be advised of your new interest rate (which will be the interest rate prevailing at that time for the relevant foreign currency adjusted in accordance with clause 5.2) in the confirmation letter we will provide you at the time your investment is renewed. Your interest rate will then be fixed for that investment term.

8.3 If your investment is renewed (either in accordance with clause 8.1 or 8.2 above), the terms and conditions in the PDS will apply as if the amount of the investment that is renewed, and the renewal were an initial deposit.

## 9. Confirmation letters and confirmation of transactions

9.1 Shortly after:

- (a) you open a deposit account;
- (b) you make a withdrawal before the maturity date; and

(c) the maturity date, you will receive a confirmation letter.

Your confirmation letter will record the details of your investment and will include such information as the date and amount of your initial deposit, the maturity date, the investment term and the interest rate applicable. You must check your confirmation letter and immediately notify us if you notice an error on that confirmation letter. You agree that a letter of confirmation and confirmation of transactions are methods other than a statement of account that will be used to record transactions.

9.2 You should keep all confirmation letters safe for future reference.

9.3 We strongly advise you to keep all confirmation letters in a safe place, as you may need them to do things such as complete tax returns. If you misplace a confirmation letter or need us to provide you with information about your account, such as interest credits for tax purposes, we can help by conducting a search of our records. You may contact your Foreign Exchange Dealer, or branch if you are a Delphi Bank customer, to arrange for this.

9.4 You agree that confirmation of transactions involving your account may be provided by us to you by you contacting your Foreign Exchange Dealer, or branch if you are a Delphi Bank customer and requesting confirmation.

## 10. Joint accounts

10.1 This paragraph applies if an account is in two or more names jointly.

### Understanding your obligations

10.2 We may allow You to operate accounts jointly with other persons or entities.

10.3 If you do, your liability under these terms and conditions is both joint and several. This means that each of you is liable both on your own and together for the whole of any debit balance on the account. You should carefully consider any arrangement which involves you becoming a joint account holder.

10.4 It is up to you and the other joint account holder(s) to specify how many of you must sign in order to operate a joint account. Account operating instructions are part of your contract with us and may only be altered by written notification to us, signed by each party to the joint account. However, any joint account holder can cancel operating instructions by contacting us which will



- require that all further instructions be given jointly by all joint account holder(s).
- 10.5 Despite any instructions you may give us to the contrary, we may insist that the joint account only be operated on the signatures of all joint account holders if:
- (a) one of the joint account holders requests us in writing to do so; or
  - (b) we are notified of any dispute between the joint account holders; or
  - (c) we are notified of the death or bankruptcy of any of the joint account holders.
- 10.6 You agree that each of you act as an agent for the other and that we can send a copy of a notice or statement to all or any one of you, except where we are legally obliged to do otherwise
- 10.7 You agree that each joint account holder may have access to information about the account without the consent of the other joint account holders.
- 10.8 If any of you die, the account will be treated as the account of the surviving account holders only
- 11. Authorised signatories**
- 11.1 You may ask us, in writing, to authorise one or more other people to operate your account. We do not have to agree to your request but if we agree, we can impose conditions. If we do not agree to your request, we will notify you.
- 11.2 A person that is authorised to use your account is called an authorised signatory. You can arrange to have this authority revoked at any time. If you want to revoke the authority of an authorised signatory, you must notify us in writing.
- 11.3 These terms and conditions apply to the authorised signatory in the same way that they apply to you. You should ensure that any authorised signatory has read these terms and conditions and complies with them as if they were you. If the authorised signatory does not comply with these terms and conditions, you will be in default.
- 11.4 When an authorised signatory instructs us to carry out an action, or makes a transaction, we will act on the instructions of that person. We are not required to make any inquiries in relation to any instructions received by an authorised signatory in relation to your account. You are wholly liable for any loss or damage you or a third party suffers as a result of us acting upon those instructions.
- 11.5 You consent to us giving an authorised signatory information about your account.
- 12. Closing your account**
- 12.1 You may close your account on the maturity date only if it is in credit.
- 12.2 You may close the account by:
- (a) speaking to your Foreign Exchange Dealer or
  - (b) sending a written request to us.
- 12.3 We may close your account at any time, due to unsatisfactory conduct or if we consider it necessary to prevent fraud or other losses to you or us or to protect our legitimate interests, by giving you notice that is reasonable in all the relevant circumstances and reimbursing you for any amount outstanding to the credit of your account. If you or an authorised signatory breach any of these terms and conditions, we may close the account without giving you prior notice.
- 12.4 We will give you notice as soon as possible after closing the account (unless we have previously given you notice) and will reimburse you for the amount standing to the credit of your account.
- 12.5 If your account is closed:
- (a) you will be liable for any transactions that were not processed, or that occur, on the account at the time the account is closed; and
  - (b) you must pay to us on demand all unpaid fees and charges prior to closure of the account.
- 12.6 We reserve the right to withdraw any particular type of account or currency from offer without notice.
- 12.7 If we receive notice of a dispute from a third party who has a beneficial interest in the funds held in the account, we may at our discretion freeze the account until the dispute has been resolved.
- 13. Changes**
- 13.1 Acting reasonably, we may change these terms and conditions at our absolute discretion at any time. If any law regulates that change, we will only make the change to the extent permitted by, and subject to, the requirements of that law.
- 13.2 If we give you notice of a change that causes detriment to you (excluding any changes to Government charges or any changes we are required to make to comply with our legal obligations), you may opt-out of the change by written notice to us within 30 days of the date the notice is given. If you do so, that change will not apply to you until your next review date.

- 13.3 You agree that we can give notice of changes to these terms and conditions, any material change to, or any significant event that affects any of the matters specified in the PDS (including changes to fees and charges and interest rates) in writing, by an advertisement in a major daily newspaper or in any other way permitted by law.
- 13.4 The table at the bottom of this page sets out how and when we will notify you of changes.
- 13.5 If a Government charge payable directly or indirectly by you is introduced or varied, we will notify you by advertisement in the national media or local media or in writing unless the introduction or variation is publicised by the Government.

**14. Tax**

- 14.1 The information in this section is general information only. You should consult your own independent professional adviser regarding the tax consequences of operating the account, to take into account your own personal circumstances.
- 14.2 The interest earned on your account must be included in your assessable income.

**Quotation of Tax File Numbers and/or Australian Business Numbers**

- 14.3 If you do not already have a Tax File Number, or if applicable, an Australian Business Number, you may wish to apply for one from the Australian Taxation Office.

When you open an account with us, you have the option of supplying us with your Australian Business Number, or if applicable Tax File Number. If you do not, we are required by law to deduct withholding tax from your interest, at the highest marginal tax rate plus the Medicare Levy and forward it to the Australian Taxation Office.

Type of change	Minimum number of days notice	Manner of giving notice
Any change that is an increase in a fee or charge (other than a Government charge)	30	In writing
A variation of the method by which interest is calculated	30	In writing
Other change including change to any other term or condition (that is not caught by the above)	If the change is unfavourable to you, 30. Otherwise, no later than the day on which the change takes effect	In writing, by an advertisement in a major daily newspaper or in any other way permitted by law or agreed to by you.

**Providing your Tax File Number is NOT compulsory, but is advisable**

14.4 You may be exempt from the withholding rules above, even if you do not provide a Tax File Number or an Australian Business Number. In this case you should advise us of your type of exemption and provide any supporting documentation we may require. Certain groups, clubs and/or organisations who are not required to lodge tax returns, are exempt from giving a Tax File Number or, if applicable, Australian Business Number.

We are required to report annually to the Australian Taxation Office details of interest or income earned by customers, any Tax File Number withholding amounts deducted and Tax File Numbers quoted.

As you may be eligible for a tax refund, you will need to include details of the withholding tax deductions on your taxation form.

Information concerning Australian Business Numbers may be obtained from the Australian Business Registrar (the Commissioner of Taxation). You will find your Tax File Number on your income tax assessment, or you can inquire at your nearest Australian Taxation Office.

14.5 Collection of Tax File Number information by us is authorised and its use and disclosure are strictly regulated by tax laws and the Privacy Act. Under the tax laws the Australian Business Registrar may give access to an entity's Australian Business Number and no privacy provisions apply to the Australian Business Number itself.

More information on Tax File Numbers and Australian Business Numbers is available from the Australian Taxation Office.

**Australian Tax Position of Non-Resident Investors**

14.6 If you are not an Australian resident (for tax purposes) Australian non-resident withholding tax may be withheld from your distributions at the prescribed rates issued from the Australian Taxation Office unless an exemption applies. You may be entitled to claim a tax credit in your home country for this tax.

**15. Privacy**

15.1 We are committed to ensuring your privacy is protected and understand your concerns regarding the confidentiality and security of personal information you provide to us.

15.2 You can obtain information about privacy in our Privacy Policy which is available upon request at any of our branches or on our website [www.bendigobank.com.au](http://www.bendigobank.com.au)

**16. Resolving complaints**

If you have a complaint about our services you can refer your complaint directly to the appropriate external dispute resolution scheme. However, we consider Internal Dispute Resolution (IDR) to be an important and necessary step in the complaint handling process as it gives us an opportunity to hear when we do not meet our customers' expectations and address them genuinely, efficiently and effectively.

You can raise your complaint with us by:

- (a) speaking to a member of our staff directly or your Foreign Exchange Dealer;
- (b) telephoning 1300 236 344;
- (c) website [www.bendigobank.com.au/contact-us](http://www.bendigobank.com.au/contact-us);
- (d) secure email – by logging into e-banking;
- (e) contacting us through a Bendigo Bank social media channel;
- (f) telephoning the Customer Feedback Team on: 1300 361 911  
8.30am – 5.00pm (AEST/AEDT)  
Monday to Friday;  
Email: [feedback@bendigoadelaide.com.au](mailto:feedback@bendigoadelaide.com.au)  
Reply Paid 480  
Bendigo VIC 3552

If you have contacted us in the first instance and are not satisfied with our response you can refer your complaint to the appropriate external dispute resolution scheme.

We are a member of the Australian Financial Complaints Authority (AFCA). You can contact AFCA at:

Australian Financial Complaints Authority  
GPO Box 3  
Melbourne VIC 3001  
Telephone: 1800 931 678  
Website: [www.afca.org.au](http://www.afca.org.au)  
Email: [info@afca.org.au](mailto:info@afca.org.au)

Time limits may apply to the time in which you must make a complaint to AFCA, therefore you should act promptly or otherwise consult the AFCA website to find out if, or when the time limit relevant to your circumstances expires.

If your complaint relates to how we handle your personal information you can also contact the Office of the Australian Information Commissioner (OAIC):  
 GPO Box 5218  
 Sydney NSW 2001  
 Telephone: 1300 363 992  
 Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)  
 Web: [www.oaic.gov.au](http://www.oaic.gov.au)

**17. If you have changed your address or name**

- 17.1 If you have changed your address (home, business or email, where relevant) you must provide us with your new address as soon as possible, either by phoning 1300 236 344 or by writing to your local branch, your Foreign Exchange Dealer or our head office.
- 17.2 If you have changed your name, we will need to amend our records as soon as possible. Before amending our records, we will require evidence of your name change, such as a marriage certificate, birth certificate, decree nisi or dissolution of marriage, or certificate of registration of change of name.
- 17.3 You should advise us of the details of all of your accounts so that all our records can be changed.

**18. Banking Code of Practice**

- 18.1 We are bound by the Banking Code of Practice. The Banking Code of Practice will apply if you are an individual or a small business (as defined by the Banking Code of Practice.)
- 18.2 The Banking Code of Practice requires us to draw your attention to the availability of general descriptive information concerning our banking services. This includes information about account opening procedures, our obligations regarding the confidentiality of your information, complaint handling procedures, bank cheques, the advisability of you informing us promptly when you are in financial difficulty so that we may discuss your situation and the advisability of you reading the terms and conditions applying to this banking service.
- 18.3 That information is contained in this PDS to the extent relevant to the products offered under this PDS and is contained in full in the Personal Accounts and Facilities T&Cs and the Business Accounts and Facilities T&Cs.

**19. Other**

- 19.1 We can decide, acting reasonably, the order in which payments will be processed.
- 19.2 Notices and other communications for us may be:
- (a) given personally to one of the Foreign Exchange Dealers at your local branch or sent by post or facsimile to our registered office; or
  - (b) given by any other means permitted by law.
- 19.3 Subject to the requirements of any law, communications for you may be:
- (a) given to you personally or left at:
    - (i) any address specified by you; or
    - (ii) your residential or business address last known to us or your registered office;
  - (b) sent by prepaid post to any of these places;
  - (c) sent by facsimile to your residential or business facsimile number last known to us;
  - (d) given electronically;
  - (e) given by any other means permitted by law.
- 19.4 You must give us any information or documents we require to identify you or any person authorised to operate your account. Subject to the requirements of any law, you authorise us to check the authenticity of any such information or documents that you give to us.
- 19.5 Enforcement expenses may become payable if you breach these terms and conditions. For instance, if you overdraw your account without our written permission we may take legal action to recover the debt. Any reasonable expenses we incur in recovering our debt will be payable by you and you authorise us to debit the amount of these expenses to your account.
- 19.6 General descriptive information concerning banking services is available from us on request.
- 19.7 We may choose at any time to waive any of our rights under these terms and conditions. Subject to any applicable law, a waiver by us is not a change to, and does not reduce our rights under, these terms and conditions unless we give you written notice that it is a change to these terms and conditions.

- 19.8 Nothing in this agreement has the effect of excluding, restricting or modifying rights in the Australian Securities and Investments Commission Act or Competition and Consumer Act, which cannot be excluded, restricted or modified by agreement. If your account is of a kind not ordinarily acquired for personal, domestic or household use, our liability is restricted to re-supplying the services or the cost of re-supplying the services.
- 19.9 Part or all of any provision of these terms and conditions that is illegal or unenforceable will be severed from these terms and conditions, however the remaining provisions of these terms and conditions will continue in force.
- 19.10 We may assign or otherwise deal with our rights under these terms and conditions in any way we consider appropriate. You agree that we may disclose any information or documents we consider desirable to help us exercise this right. You also agree that we may disclose information or documents at any time to a person to whom we assign our rights under these terms and conditions. Where that information is confidential we will ensure that it is held confidentially by the person to whom we assign our rights.
- 19.11 To the extent that the National Credit Code applies to these terms and conditions and:
- (a) that Code would otherwise make a provision of these terms and conditions illegal, void or unenforceable; or
  - (b) a provision of these terms and conditions would otherwise contravene a requirement of that Code or impose an obligation or liability which is prohibited by that Code, these terms and conditions are to be read as if that provision were varied to the extent necessary to comply with that Code or, if necessary, omitted.
- 19.12 You should inform us promptly if you are in financial difficulty.
- 19.13 If you are in default, we may use any money you have in another account with us towards satisfying overdue amounts. We may do this without giving you any notice but we will tell you afterwards. When exercising this right we will comply with any applicable requirements of the Code of Operation for Department of Human Services and Department of Veterans' Affairs Direct Credit Payments. We will not exercise this right in connection with amounts you owe in respect of any credit facility which you hold with us that is regulated by the National Credit Code:
- (a) while we are actively considering your financial situation as a result of your hardship application (we may ask you, as a condition of not exercising our right to combine your accounts, to agree to retain funds in an account until our decision on your hardship application has been made); or
  - (b) while you are complying with an agreed arrangement with us resulting from our consideration of your hardship application.
- 20. Anti-Money Laundering and Counter-Terrorism Financing (AML/CTF)**
- 20.1 We are committed to the regulatory requirements for anti-money laundering and counter-terrorism financing.
- 20.2 To comply with these requirements we may:
- (a) require you to provide to us, or otherwise obtain, any additional documentation or other information;
  - (b) suspend, block or delay transactions on your account, or refuse to provide services to you;
  - (c) report any, or any proposed, transaction or activity to any body authorised to accept such reports relating to AML or any other law.

## Talk to us today

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<b>In person</b>	At your nearest Bendigo Bank branch
<b>On the phone</b>	Call FX Dealing Room <b>1800 061 783</b>
<b>Online</b>	At <a href="https://www.bendigobank.com.au">bendigobank.com.au</a>
<b>By mail</b>	The Bendigo Centre PO Box 480 Bendigo VIC 3552

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Bendigo and Adelaide Bank Limited, The Bendigo Centre, Bendigo VIC 3550 ABN 11 068 049 178. AFSL No. 237879.

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