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*ANZ Rural Premium
Investment Account Product
Disclosure Statement*

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Introduction

References to ANZ

In this Product Disclosure Statement (PDS), 'ANZ' means Australia and New Zealand Banking Group Limited ABN 11 005 357 522 and its related entities.

Application of This PDS

These terms and conditions will apply immediately upon opening an ANZ Rural Premium Investment Account. Other terms and conditions, including those implied by law, apply. To the extent of any inconsistency, these terms and conditions shall prevail to the extent permitted by law.

You should read all relevant product disclosure material that is provided to you and ask ANZ about any issues that concern you.

Section 1 – The Account

Opening an ANZ Rural Premium Investment Account

You can open an ANZ Rural Premium Investment Account at any ANZ branch.

To open any account, Federal law requires all account holders and signatories to the account to be identified. One easy way to provide identification is to present your birth certificate, passport or citizenship certificate along with any two of the following forms of identification:

- › Driver's Licence
- › Credit Card
- › Medicare Card
- › Electricity, Gas or Rates Notice.

If you do not have a birth certificate, passport, or citizenship certificate, four types of identification are required.

Listed below are the documents and identification you may need with you when you open an ANZ Rural Premium Investment Account.

Companies

- › Australian Company Number
- › Certificate of Registration of Business Name (if applicable)
- › Tax File Number (optional)
- › Trust Deed (if applicable)
- › Certificate of Incorporation.

Partnerships

- › Partnership Agreement or Deed
- › Certificate of Registration of Business Name (if applicable)
- › Tax File Number (optional).

Clubs, Lodges and Societies

- › Certificate of Incorporation (if applicable)
- › Tax File Number (optional)
- › Copy of Constitution or Book of Rules.

Super Funds, Family, Unit Trusts

- › Trust Deed
- › Tax File Number (optional).

Body Corporate

- › Certificate of Incorporation
- › Minutes of a Properly Constituted Meeting of the Body Corporate.

Eligibility

An ANZ Rural Premium Investment Account can only be opened by:

- › one or more individuals; or
- › by a company in its own name; or
- › by a corporate trustee for a trust or a superannuation fund.

Tax File Numbers

Federal law provides that all accounts earning deposit interest in a tax year may be subject to Tax File Number (TFN) legislation. It is not compulsory for you to provide your TFN. However, if you choose not to do so, ANZ is required to deduct withholding tax from any interest earned unless you are in an exempt category. Withholding tax is calculated at the highest marginal tax rate plus Medicare Levy. ANZ will preserve the confidentiality of your TFN, which can be recorded for all your accounts, in accordance with the Privacy Act.

Code of Banking Practice

If you are an individual or a small business (as defined in the Code of Banking Practice) ANZ is bound by the Code of Banking Practice when it provides its products and services to you.

Deposits

You can make deposits to your ANZ Rural Premium Investment Account:

- › at any ANZ ATM, if your account is linked to an ANZ Access Card or ANZ Credit Card;
- › by arranging an automatic deposit of income to be paid directly into your account;
- › in person at any ANZ branch or agency;
- › by transferring funds electronically using ANZ Internet Banking or ANZ Phone Banking; and
- › by arranging an electronic credit via another financial institution.

Deposits may also be made by using Fast Deposit Boxes or Fast Deposit Bags in ANZ branches (where available). Additional conditions apply if you use a Fast Deposit Box or Fast Deposit Bags. These conditions are available from any ANZ branch.

Withdrawals

If your account is linked to an ANZ Access Card or ANZ Credit Card, you can withdraw money from your ANZ Rural Premium Investment Account by using your linked ANZ Card at any ANZ ATM. Your withdrawal limit using this method and EFTPOS is a combined total of AUD\$1,000 per ANZ Access Card per day.

This means you can use each ANZ Access Card to withdraw AUD\$1,000 per day via an ATM or EFTPOS from the account(s) to which it is linked provided the account(s) contains sufficient cleared funds. If you need to withdraw additional cash via an ATM or EFTPOS you will need to make prior arrangements with your branch.

Over the counter withdrawals can be made at any ANZ branch. If you wish to make a withdrawal at an ANZ branch where the account is not held,

ANZ may require you to provide satisfactory identification and may impose a daily limit on the amount which you withdraw. You can also make a withdrawal or balance enquiry at a non-ANZ ATM within Australia, but that financial institution charges ANZ for providing that service and a fee will be charged to your account for these transactions.

Withdrawals without an ANZ Card can be made by any authorised operator to the account by using the withdrawal process at ANZ branches. If your account has a cheque facility, you can withdraw by using cheques.

ANZ may allow you to make withdrawals or debits to your account in other ways. If it does, ANZ can impose further terms and conditions for those withdrawals or debit arrangements.

Direct Debit and Periodical Payments

A direct debit is a debit from your ANZ Rural Premium Investment Account that you arrange through a merchant or other service provider. A periodical payment is a debit from your ANZ Rural Premium Investment Account, which you instruct ANZ to make to the account of another person or business.

You can:

- › arrange for a direct debit or a periodical payment to be stopped if you notify ANZ in writing before the payment is made. A Stop Payment Fee may be charged for this service;
- › arrange for payment of a direct debit or a periodical payment to be altered if you notify ANZ in writing at least two banking days before the payment is made; and
- › cancel a direct debit request or a periodical payment facility at any time by notifying ANZ in writing.

Speed is Important

You may notify ANZ initially by telephone. This may temporarily stop your direct debit or periodical payment until you call at your branch or send written instructions.

ANZ may charge you a fee for cancelling a direct debit or periodical payment.

A Dishonour Fee is charged if you authorise a third party to direct debit your account and payment is not made because of insufficient cleared funds. A Non-payment Fee is charged if you have authorised a periodical payment that is not made because of insufficient cleared funds.

Non-ANZ ATM Transactions

If you make a withdrawal or balance enquiry at a non-ANZ ATM within Australia, that financial institution charges ANZ for providing you with that service. A fee will be charged to your account for these transactions. These transactions do not count toward your fee free withdrawal limits.

Crediting of Withdrawals and Deposits

Generally, any withdrawal, deposit or transfer made on your account at any ANZ ATM (or ATM of an associated financial institution) or via EFTPOS, ANZ Phone Banking or ANZ Internet Banking will be processed to your account on the same day, before the following times:

- › 4pm Monday to Friday (excluding national public holidays) for

withdrawals or deposits at ANZ ATMs (or ATMs of associated financial institutions);

- › 10pm Melbourne time Monday to Friday (excluding national public holidays) for funds transfers made through ANZ Phone Banking or ANZ Internet Banking; and
- › 6pm Sydney time on Banking Business Days when using BPAY®.

Any transaction made after these cut-off times may be processed on the following business day or Banking Business Day. A Banking Business Day is a day on which banks in Melbourne or Sydney are able to effect settlement through the Reserve Bank of Australia.

Fees and Charges

The most common fees and charges, together with fee free thresholds, applicable to your ANZ Rural Premium Investment Account are set out in Section 2 ('Fees and Charges') of this PDS. Fees incurred will be charged to your account monthly, based on the account opening date or such other date as ANZ advises. Other fees and charges may apply. Please refer to the 'ANZ Personal Banking General Fees and Charges' brochure or the 'ANZ Business Banking General Service Fees and Charges' brochure.

If ANZ fails to collect a fee to which it is entitled, ANZ has not waived its right to collect the fee for future transactions of the same nature. ANZ may waive fees under certain conditions.

Statements

ANZ will issue statements for your ANZ Rural Premium Investment Account at least every six months or more often if you request.

ANZ can arrange for statements to be sent to a nominated third party (e.g. your accountant). A fee will be charged if you require multiple statements, duplicate copies of statements, faxed statements or held statements.

It is your responsibility to carefully review your statements so you are aware of the status of your account. If you believe there are errors or unauthorised transactions shown on your statement, you must contact ANZ as soon as possible.

Authority for Account Operation

At the time of opening your ANZ Rural Premium Investment Account, you nominate the persons who are authorised to operate the account.

ANZ can act at all times on the basis that the authorised operator(s) can act fully and effectively in all dealings, matters and transactions in respect of the account. You are responsible to ANZ for all liability which is incurred as a result of operations on the account. Any third party who is an authorised operator may be responsible for all liability which is incurred as a result of operations on the account. If you hold your account jointly or in partnership with one or more other persons, then each of you is jointly and severally responsible to ANZ for any liability. If you wish to alter the account authorisation instructions, then you must notify ANZ in writing.

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Disruption to Service

When planning transactions, please allow sufficient time.

You should bear in mind that occasionally a banking service may be disrupted. A 'disruption' is where a service is temporarily unavailable or where system or equipment fails to function in a normal or satisfactory manner.

To the maximum extent permitted by law, ANZ will only be liable for loss or damage suffered because of a disruption where that disruption is caused by an event within ANZ's reasonable control. ANZ will not be liable for consequential loss or damage because of such disruption.

This disclaimer is in addition to, and does not restrict, any other provision contained in these terms and conditions which limits ANZ liability.

Inactive Accounts

If you do not operate your ANZ Rural Premium Investment Account for seven years and there is \$500 or more in your account, ANZ is required by law to send your money to the Government as unclaimed money. While you can reclaim your money at any time, ANZ suggests you operate your account regularly to avoid this inconvenience.

Notices and Joint Accounts

ANZ can send you notices, statements or other documents by mailing them to any one of the authorised operators at their nominated address shown in ANZ's records.

If ANZ gives these terms and conditions to any of the joint account holders, they will be considered to have been received by all account holders. If an account holder dies, ANZ may in its discretion treat the balance of the account as owned by any surviving account holder(s).

Trust Accounts

Trust accounts can be opened by ANZ on request.

Government Charges

Government charges or duties which are levied for account activity are debited to your account and shown on your account statement or passbook. These charges may vary from State to State. Refer to Section 2 ('Fees and Charges') of this PDS for details.

Debits Tax

State and Territory Governments charge a Debits Tax (applies to cheque issuing accounts only) on all withdrawals and cheques deducted from your account. The rate varies according to State or Territory. In addition, the Tasmanian Government levies a duty on each withdrawal from a savings account without a cheque facility. Debits Tax and Tasmania Debits Duty are due to be abolished by 1 July 2005, subject to review by the Commonwealth, State and Territory Governments. The Northern Territory Government also charges a duty for withdrawals made through ATMs and EFTPOS, although this is also due to be abolished by 1 July 2005.

General information concerning Government charges can be found in Section 2 ('Fees and Charges') of this PDS or online at www.anz.com

Change of Name and Address by Signatories

You should notify ANZ in writing as soon as possible of any changes to your ANZ Rural Premium Investment Account details including the name and address of the account holder, authorised operators or business.

ANZ will not be responsible for any errors or losses associated with account changes where ANZ has not received prior notice.

ANZ's Right to Combine Accounts

ANZ can combine the balances of two or more of your accounts, even if the accounts are at different branches. It can also do this if the accounts are in the same joint names. This may happen when one of your accounts is overdrawn or is in debit and another is in credit. This means that the credit balance in one account can be used to repay to ANZ the debit balance in another account. ANZ will promptly inform you if it has combined any of your accounts. ANZ need not notify you in advance. You should not treat your accounts as combined unless ANZ has agreed to such an arrangement.

Privacy and Confidentiality - ANZ's Collection, Use and Disclosure of Personal Information

When you deal with Australia and New Zealand Banking Group Limited ('ANZ'), ANZ is likely to collect and use some of your personal information. ANZ explains below when and how ANZ may collect and use your personal information.

Collection of Your Personal Information by ANZ

ANZ may collect your personal information:

- › to assist in providing information about a product or service;
- › to consider your request for a product or service;
- › to enable ANZ to provide a product or service;
- › to tell you about other products or services that may be of interest to you;
- › to assist in arrangements with other organisations (such as loyalty partners) in relation to the promotion and provision of a product or service;
- › to perform other administrative and operational tasks (including risk management, systems development and testing, credit scoring, staff training, and market or customer satisfaction research);
- › to prevent or investigate any fraud or crime (or a suspected fraud or crime); and
- › as required by relevant laws, regulations, codes and external payment systems.

Absence of Relevant Personal Information

If you do not provide some or all of the information requested, ANZ may be unable to provide you with a product or service.

Disclosures by ANZ

ANZ may need to disclose your personal information to:

- › Your referee(s)
- › Credit reporting or debt collection agencies
- › An organisation that is in an arrangement or alliance with ANZ for the purpose of promoting or using their respective products or services (and any agents used by that organisation in administering such an arrangement or alliance)
- › Any service provider ANZ engages to carry out or assist its functions and activities
- › Regulatory bodies, Government agencies, law enforcement bodies and courts
- › Other parties ANZ is authorised or required by law to disclose information to
- › Other financial institutions (such as banks)
- › Any person who introduces you to ANZ
- › Your authorised agents or your executor, administrator or your legal representative.

Accessing Your Personal Information Held by ANZ

Subject to the provisions of the Privacy Act, you may access your personal information at any time by asking to do so at any ANZ branch. ANZ may charge you a reasonable fee for access.

If you can show that information about you is not accurate, complete and up to date, ANZ must take reasonable steps to ensure it is accurate, complete and up to date.

Collecting Your Sensitive Information

ANZ will not collect sensitive information about you, such as health information, without your consent.

Where You Supply an ANZ Member With Personal Information About Someone Else

If you give ANZ personal information about some one else, please show them a copy of this clause so that they may understand the manner in which their personal information may be used or disclosed by ANZ in connection with your dealings with ANZ.

Closing Your Account

You or any other authorised person can close your ANZ Rural Premium Investment Account at any time upon request at the branch where the account is held. Any unused cheque books or electronic cards which solely operate the account must be returned at this time. ANZ will pay you the credit balance plus deposit interest if any, less any accrued account fees and Government charges applicable at the closing date. Monthly fees will apply even if the account has been open for only part of a calendar month. Any uncleared funds will not be released until they are cleared. If there are any outstanding cheques, the account may only be closed once they have been presented. ANZ reserves the right to return any cheques presented for payment after the account has been closed.

If your account is in debit, the balance plus any accrued debit interest, fees and Government charges applicable to the closing date will be payable by you to ANZ.

If your account has either a nil or debit balance, and there have been no transactions (except for Government charges and fees) on the account for more than three months, then ANZ may close your account.

ANZ may exercise its discretion to close an account due to unsatisfactory conduct or for any other reason it considers appropriate. In this event, ANZ will notify you in writing at the address shown on our records and will forward a bank cheque for the net credit balance of the account.

Changes to Fees and Charges, Interest Rates and Terms and Conditions

The table below sets out how and when ANZ will notify you of changes to your ANZ Rural Premium Investment. You agree that ANZ may notify you of certain changes by advertisement in major daily or national newspapers.

ANZ may make the following changes:

	Minimum Number of Days Notice	Method of Notice
Introduce a New Fee or Charge	30 days	In writing
Increase an Existing Fee or Charge	30 days	In writing or by press advertisement
Change the method by which interest is calculated or the frequency with which interest is debited or credited	30 days	In writing
Change the interest rate and/or margin	Day of change	In writing or by press advertisement
Change any other term or condition, the name of interest rates, accounts or publications	Day of change	In writing or by press advertisement

Interest

Details of current interest rates applicable to your account are available:

- › by contacting the Rate Inquiry Line Freecall on 1800 033 888 8am to 8pm, Monday to Friday; or
- › at any ANZ branch; or
- › on www.anz.com.

The interest rate and/or margin and fee structure for your ANZ Rural Premium Investment Account is subject to review by ANZ at any time.

Interest Calculations and Payments

Interest will be calculated on the daily closing balance of your account and is paid monthly (based on the anniversary of the account opening). The daily interest rate is the annual rate divided by the number of calendar days in a year.

Tiered rates of interest apply to this account. This means you will earn different rates of interest depending on the balance of your account. The interest rate paid on each tier will be linked to the Reserve Bank of Australia Official Cash Rate ('RBA Cash Rate'), less a margin.

Interest Tiers and Applicable Margin

Account Balance	Interest Rate and Margin
Less than \$250,000	0%
\$250,000 to \$499,999	RBA Cash Rate less 0.35% per annum
\$500,000 to \$999,999	RBA Cash Rate less 0.25% per annum
\$1,000,000 to \$1,999,999	RBA Cash Rate less 0.15% per annum
\$2,000,000 to \$4,999,999	RBA Cash Rate less 0.10% per annum
\$5,000,000 and over	RBA Cash Rate less 0.05% per annum

Please note that the applicable interest rate will be adjusted the following business day after a change in the RBA Cash Rate.

You must maintain a minimum monthly balance of \$250,000 in your ANZ Rural Premium Investment Account to earn interest. If the balance falls below this amount you will not earn any interest.

Cheques

Cheques may only be written in the form supplied by ANZ. The forms may only be issued by the account holder named on the front or by an authorised operator.

How Long Does it Take to Clear a Cheque?

Usually five to seven working days, however you will generally be able to draw on the funds after three working days.

When you pay a cheque into an ANZ Account, ANZ may allow you to draw on the cheque before it has cleared but you will be liable for the amount of the cheque if it is subsequently dishonoured.

What Happens to the Original Cheque Once Paid?	Once a cheque drawn on ANZ has been paid, ANZ will keep a copy of the cheque for seven years but will destroy the original.
What if the Cheque is Dishonoured After I Have Drawn on the Funds?	ANZ will debit your account by the amount of the cheque and may also charge you a fee.
Special Clearances	You can arrange for a cheque to be cleared in less than the usual time by requesting a 'special clearance'. Fees apply to this service.
'Crossed' Cheques	A cheque with two parallel lines across it is a crossed cheque. When you cross a cheque, you are telling the bank that the cheque must be paid into an account with a financial institution and not cashed.
'Not Negotiable' Cheques	The words 'Not Negotiable' between two parallel lines protects the true owner of a lost or stolen cheque. They ensure that the recipient of a cheque obtains no better rights to the cheque than the person who passed the cheque. For example, if your cheque has been stolen and passed by the thief to an innocent person, you will be able to recover the amount paid on your cheque from the innocent person (or the thief if they are found) – this is because the thief had no right to the cheque and therefore passed no rights to the innocent person. You have the option of having 'Not Negotiable' printed on the cheque forms.
'Account Payee Only'	If you write these words on a cheque, you are directing the bank collecting the cheque to only pay the cheque into the account of the person named on the cheque.
'Or Bearer' and 'Or Order'	These words mean that a bank may pay the cheque to whomever is in possession of the cheque, not only the person named on the cheque. If you delete these words, the cheque becomes an 'or order' cheque.

	A cheque payable 'to order' means that if the payee wants to transfer the cheque to another person, they must first sign the back of the cheque. You must delete the words 'or bearer' and replace them with 'or order' to make the cheque an 'or order' cheque.
Third Party Cheques	If you present a cheque which is payable to someone else or it appears to belong to someone else (third party cheque) ANZ may, at its discretion, refuse to accept that cheque for deposit or refuse to cash it or may require you to comply with some conditions before it will accept that cheque for deposit or cash it.
Stopping a Cheque	You may stop a cheque that you have written by telling ANZ the following: <ul style="list-style-type: none"> > amount of the cheque, > number and date of cheque; and > name of payee. A Stop Payment Fee may apply. If you have lost a cheque you received from someone else, notify that person so they may stop the cheque.
Tips for Cheque Security	<ul style="list-style-type: none"> > Don't leave gaps between words > Begin the amount in words as close as possible to the left hand side and add 'only' to the end of the amount > Begin the amount in figures as close as possible to the dollar sign > Never write on a cheque with pencil or erasable ink > Only sign a cheque when it is filled out > Always write the amount in words as well as figures > Check your bank statements regularly to reconcile cheques drawn on your account.

When May a Cheque be Dishonoured or Payment Refused?

At the bank's discretion, a cheque may be dishonoured or payment refused where:

- › there are insufficient funds in the account of the drawer;
- › the cheque is unsigned;
- › the cheque is more than 15 months old;
- › the cheque is future dated;
- › the cheque has been materially altered and the alteration has not been signed;
- › there is a legal impediment to payment;
- › the cheque has been stopped; or
- › the paying bank has been notified of the mental incapacity, bankruptcy or death of the drawer.

ANZ may charge a dishonour fee.

What if I Lose my Cheque Book or my Cheque or it is Stolen?

You should keep your cheques safe at all times. If they are lost or stolen, you must take the following action:

- › cheque payable to you – tell the person who wrote the cheque;
- › cheque written by you – request ANZ to stop the cheque and tell the person to whom the cheque is payable;
- › ANZ cheque book – tell ANZ to put a Stop Payment on the serial numbers. If you subsequently find the cheques, ANZ will require written authorisation from you before the cheques can be paid.

If you don't inform ANZ that your cheque book has been lost or stolen as soon as possible, you may be liable for transactions incurred by you before you notify ANZ, even if they are made without your authority.

Bank Cheques

Bank cheques are cheques instructing payment from the bank itself rather than from a customer's account. They are designed to provide an alternative to carrying large amounts of cash when a personal cheque is not acceptable. Bank cheques are usually requested because of the higher likelihood that they will be paid. However bank cheques should not be regarded as equivalent to cash.

Bank cheques can be purchased by ANZ and non-ANZ customers and a fee is charged. A bank may dishonour a bank cheque if:

- › the bank cheque is forged or counterfeit;
- › the bank cheque has been fraudulently and materially altered;
- › a fraud or other crime has been committed;
- › the bank is told the bank cheque has been lost or stolen;
- › there is a court order restraining the bank from paying a bank cheque;
- › the bank has not received payment or value for the issue of the bank cheque; or
- › if a bank cheque is presented by a person who is not entitled to the cheque proceeds.

If a bank cheque is lost or stolen, ANZ will, on certain conditions, provide a replacement cheque for a fee.

Overdrawing

ANZ does not agree to provide any credit in respect of your ANZ Rural Premium Investment Account and you must not overdraw. Your account should have a credit balance at all times. If the account becomes overdrawn then, although ANZ may in its discretion honour your withdrawal, immediate repayment will be required and you may be charged a fee and interest on the debit balance. Refer to Section 2 ('Fees and Charges') of this PDS for details of applicable honour and dishonour fees and debit interest charges. Any interest will be calculated on the daily closing balance using the ANZ Retail Index Rate plus a margin (refer to Section 2 ('Fees and Charges') of this PDS for details). Interest will be charged monthly, based on the date your account is opened, or such other date as ANZ nominates. The daily interest rate is the specified rate divided by 365.

You should inform ANZ as soon as possible if you are in financial difficulty.

Electronic Banking

ANZ has separate terms and conditions that apply if you conduct electronic transactions on your ANZ Rural Premium Investment Account using an ANZ Card and PIN (for example EFTPOS, ATM, or phone transactions).

Not all ANZ accounts can be accessed by cards or other electronic means.

EFTPOS

EFTPOS is Electronic Funds Transfer at point-of-sale. This retail facility allows you to debit the cost of your purchase to selected ANZ accounts. Depending on the retailer, you may also be able to withdraw cash.

MAESTRO and CIRRUS

MAESTRO and CIRRUS are international EFTPOS and ATM networks, which enable customers to access available funds in their ANZ accounts by using a linked ANZ Access Card or ANZ MasterCard whilst overseas.

Fees and Charges, MAESTRO and CIRRUS

Transaction fees and currency conversion fees apply for the use of CIRRUS ATMs and MAESTRO EFTPOS overseas. If the amount of the transaction is more than your available balance (including any approved overdraft limit), the transaction may be rejected and no fee will be charged. At overseas CIRRUS ATMs, you cannot use your ANZ Access Card or ANZ MasterCard to make deposits or transfer funds between linked accounts.

Surcharging, MAESTRO and CIRRUS

Some overseas ATM locations may impose a surcharge when you use their ATM to effect a withdrawal. Surcharges will not appear as a separate item on the account statement, but will be included in the total transaction amount shown.

Exchange Rates and Conversion, MAESTRO and CIRRUS

All transactions will be processed through MasterCard International Incorporated using conversion rates set in accordance with its rules.

Transactions in United States Dollars will be converted into Australian Dollars as at the date they are processed by ANZ in Australia.

Transactions in other currencies will be converted into United States Dollars as at the date they are processed in the United States by MasterCard International Incorporated, and then further converted to Australian Dollars on the same date.

In most cases, the conversion rate applied to refunds of a transaction will be different to the conversion rate applied to the original transaction.

Daily Withdrawal Limit

Unless you have made arrangements with your branch for an increased limit, your combined ATM, EFTPOS, Maestro and CIRRUS daily withdrawal limit is AUD\$1,000 per ANZ Card. This means you can use your ANZ Card to withdraw a total of AUD\$1,000 per day from the account(s) to which it is linked, provided your account(s) contain sufficient funds. In the event of a system failure, the daily withdrawal limit is AUD\$200.

PLUS

PLUS is an international ATM network through which you can access funds in a linked ANZ Account by using an ANZ Visa Card and PIN while overseas. If you have not previously agreed in writing to accept these terms and conditions, first use of your ANZ Visa Card overseas at a PLUS ATM will automatically constitute your agreement to these terms and conditions.

At overseas PLUS ATMs, you cannot use your ANZ Visa Card to make deposits or transfer funds between linked accounts. When you use your ANZ Visa Card to access a linked ANZ Account, you can usually access funds from either your linked primary savings or cheque account*.

However, some overseas ATMs do not offer this choice:

- › If you have a linked primary savings and primary cheque account, when you press 'debit' the ATM will automatically select your primary savings account.
- › Some ATMs have no account selection facility at all. In this case, the ATM will automatically select a cash advance from your ANZ Visa Credit Card Account if you proceed with the transaction.

* *Linked primary accounts refer to ANZ Accounts you have nominated as your primary savings or cheque account linked to your credit card*

Fees and Charges, PLUS

Transaction fees and currency conversion fees apply for the use of PLUS ATMs overseas.

If the amount of the transaction is more than your available balance (including any approved overdraft or credit limit), the transaction may be rejected and no fees will be charged.

Surcharging, PLUS

Some overseas ATM locations may impose a surcharge when you use their ATM to make a withdrawal. Surcharges will not appear as a separate item on the account statement, but will be included in the total transaction amount shown.

Exchange Rates and Conversions, PLUS

All transactions will be converted into Australian Dollars by Visa International in accordance with its rules. Transactions will either be converted directly to Australian Dollars or will be first converted from the currency in which the transaction was made to United States Dollars and then converted to Australian Dollars. The conversion rate used is a wholesale market rate selected by Visa International from a range of wholesale rates one day before VISA processes the transaction. In most cases, the conversion rate applied to refunds of a transaction will be different to the conversion rate applied to the original transaction.

Lost and Stolen Card and PIN Within Australia

If your card or PIN is lost or stolen, or if your PIN has become known to someone else, you must notify ANZ as soon as possible. The best way to minimise your liability is to contact ANZ by telephone. The emergency telephone numbers are listed at the end of this PDS.

An ANZ ATM Debit Card replacement fee applies for replacement of a card except if damaged (and returned to ANZ) or stolen and a copy of a police report is provided.

Lost and Stolen Card and PIN While Overseas

If your card or PIN is lost or stolen, or if your PIN has become known to someone else, you must notify ANZ as soon as possible. The best way to minimise your liability is to contact ANZ by telephone. The emergency telephone numbers are listed at the end of this PDS.

ANZ Debit Card

- › ANZ cannot issue you with an emergency PIN until you return to Australia. An ANZ ATM Debit Card replacement fee applies for replacement of a card except if damaged (and the card is returned to ANZ) or stolen and a copy of a police report is provided.

ANZ MasterCard or Visa Card

- › ANZ can provide an emergency replacement card. However, you will not be able to use it in EFTPOS or ATM facilities until you have selected a new PIN for the card after you have returned to Australia. You will still be able to obtain cash advances on your ANZ Credit Card Account over the counter at financial institutions displaying the MasterCard or Visa logos/symbols.

Personal Advice on Your Account

ANZ staff are eligible to receive an individual reward based on their monthly sales performance. This reward will never exceed \$3,500 per month per staff member. In addition, ANZ branch staff are eligible to receive a reward if their particular branch reaches its profitability target. This reward will never exceed \$12,000 per half year per staff member.

Each month, ANZ staff may also be eligible to receive non-monetary benefits such as movie tickets, gift vouchers and recognition dinners for meeting or exceeding promotion targets. The value of non-monetary benefits received by eligible staff is estimated at between \$10 and \$150 per promotion per month.

Anti-Money Laundering

You agree ANZ may delay, block or refuse to make a payment if ANZ believes on reasonable grounds that making a payment may breach any law in Australia or any other country, and ANZ will incur no liability to you if it does so.

You agree to provide all information to ANZ which ANZ reasonably requires to comply with any laws in Australia or other country. You agree ANZ may disclose information which you provide to ANZ where required by any laws in Australia or any other country. Unless you have disclosed that you are acting in a trustee capacity or on behalf of another party, you warrant that you are acting on your own behalf in entering into this agreement.

You declare and undertake to ANZ that the payment of monies in accordance with your instructions by ANZ will not breach any laws in Australia or any other country.

Making a Complaint

If ANZ makes a mistake, or ANZ's service doesn't meet your expectations, ANZ wants to know. For the fastest possible resolution to your complaint call ANZ on 1800 805 154, or talk to staff at your local ANZ branch or business centre, or send a letter to ANZ Customer Response Centre via Mail: Locked Bag 10, Collins Street West PO, Melbourne VIC 8007
Email: YourFeedback@anz.com
Fax: +61 3 9683 9267

Most often ANZ will be able to solve the problem on the spot.

If it can't be resolved promptly ANZ's specialist complaints team, ANZ Customer Response Centre, will take responsibility and work with you to fix the matter quickly. ANZ's aim is to resolve the complaint within 10 working days.

If this is not possible, ANZ will keep you informed on the progress of your matter and how long ANZ expects it will take to resolve your complaint.

ANZ Customer Advocate

If your complaint isn't resolved to your satisfaction, you can ask to have it reviewed by ANZ's Customer Advocate who will provide a free review of more difficult complaints to help achieve a prompt solution.

Contact Details

ANZ Customer Advocate
Level 13/100 Queen Street
Melbourne VIC 3000
Tel: +61 3 9273 6523
Email: customeradvocate@anz.com

Financial Services Dispute Resolution Schemes

If you are not satisfied with the steps taken by ANZ to resolve the complaint, or with the result of our investigation, you may wish to contact an alternative dispute resolution scheme.

Banking and Financial Services Ombudsman Limited
GPO Box 3A
Melbourne VIC 3001
Tel: 1300 780 808
Fax: +61 3 9613 7345
Internet: <http://www.abio.org.au/>

Electronic Banking Conditions of Use

ANZ warrants that it will comply with the requirements of the Electronic Funds Transfer Code of Conduct.

This section applies to all electronic transactions except those where your signature may also be required.

Definitions

'ANZ Business Day' means any day from Monday to Friday on which ANZ is open for business in at least one of its branch locations in Australia.

'Banking Business Day' refers to any day on which banks in Melbourne or Sydney are able to effect settlement through the Reserve Bank of Australia.

'CRN' means the Customer Registration Number issued by ANZ to you.

'PIN' means personal identification number and includes an action number.

'Pay Anyone Processing Day' means any day from Monday to Friday that is not a public holiday in both Melbourne and Sydney.

'Securemail' means the electronic messaging system which enables communications to be sent to or from ANZ as part of ANZ Internet Banking.

'Telecode' means the five digit number issued to access ANZ Phone Banking.

Transaction Limits

ANZ or another party such as a merchant may limit the amount of any electronic transaction you can make over certain periods (e.g. during any day or in a single transaction).

ANZ may change any electronic transaction limit or impose new transaction limits by giving you notice. You can find out current electronic transaction limits for your accounts by calling ANZ on the relevant enquiries number listed at the back of this booklet.

How You Can Use ANZ Internet Banking

You can use ANZ Internet Banking to make transactions on your linked accounts, as set out in your account terms and conditions. You can also use ANZ Internet Banking to purchase and order a range of financial services and products. Details can be found out at www.anz.com

Access To and Use of Pay Anyone and International Services

(a) Obtaining Pay Anyone

When applying for Pay Anyone, you must request a Pay Anyone daily limit which is subject to approval by ANZ. The options for the daily limits are set out www.anz.com when you apply. Restrictions apply depending on whether you are using Pay Anyone for personal or business purposes.

If you require your password for Pay Anyone to be re-set or re-issued ANZ may reduce your current daily Pay Anyone limit. You will need to re-apply if you wish to reinstate that limit.

Please allow sufficient time for the change to be made before you attempt to use the higher daily transfer limit.

You can increase or decrease your daily transfer limit by applying through ANZ Internet Banking.

(b) Obtaining International Services

You can apply for International Services after you have been granted Pay Anyone access.

The total of all Pay Anyone and International Services transfers (converted into Australian Dollars) on any day cannot exceed your Pay Anyone daily transaction limit.

Access Levels for ANZ Phone Banking and ANZ Internet Banking

Access Levels:

- › **'All Transactions'** - Access every function within ANZ Phone Banking and ANZ Internet Banking for the account;
- › **'Transaction History Details Only and BPAY®'** – includes BPAY®, account balance information, transaction history details, ordering a cheque/deposit book but excludes transfers between accounts, increasing a credit card limit, redrawing on a home loan, direct loan payments, BPAY® View, ANZ Online Investing and ANZ Online Reporting;
- › **'Deposit and Transaction History Details Only'** – includes transfers between accounts, transactions history details, account balance information and ordering a cheque/deposit book but excludes withdrawals from accounts, increasing credit card limit, redrawing on a home loan, direct loan payments, BPAY® View, ANZ Online Reporting, ANZ Online Investing and BPAY®;
- › **'Deposit Only'** – includes transfers between accounts but excludes withdrawals from accounts, BPAY®, increasing credit card limit, redrawing on a home loan, direct loan payments, BPAY® View, ANZ Online Reporting, ANZ Online Investing, account balance information, transaction history details and ordering a cheque/deposit book;
- › **'Transaction History Details Only'** – includes enquiries on past transactions about the account but excludes all transactions on the account, transfers between accounts, increasing credit card limit, redrawing on a home loan, direct loan payments, BPAY® View, ANZ Online Reporting, ANZ Online Investing and BPAY®.

Only the account holder or account signatories can select an access level. The account holder or account signatories may authorise another person (an **'authorised user'**) to operate the account and that person may have a different access level to the account holder. The account holder is responsible for the operation of the account by the authorised user within that user's level of access.

The account holder or account signatories may cancel or change any access level by sending a written request or Securemail to ANZ, or calling ANZ on the relevant number listed at the back of this booklet. ANZ may require written confirmation. ANZ may take several days to process this change.

Authorised users, regardless of their level of access, cannot access ANZ Pay Anyone, ANZ Online Investing, ANZ International Services, increase a credit card limit, redraw on a home loan, or use Securemail to change any of the account holder's account or other personal details. However, all authorised users can use ANZ Internet Banking to change their own profile, access their own Securemail and select and change their own password.

If you are an ANZ Credit Card Account holder and nominate access to this account via ANZ Internet Banking, each additional cardholder will be an authorised user.

Processing Instructions – General

The account holder authorises ANZ to act on the instructions you enter into electronic equipment. Any electronic transaction made by you cannot be cancelled, altered or changed by you unless allowed by the applicable terms and conditions.

ANZ may delay acting on or may ask you for further information before acting on an instruction. Where ANZ has instructions for more than one payment from your account(s), ANZ will determine the order of priority in which payments are made.

If you make a cash withdrawal from an account by making an electronic transaction and there is a difference between the amount of cash received and the amount shown on the receipt, you must report this to ANZ and to the merchant (if applicable) as soon as possible. You can make your report to ANZ by calling ANZ on the number listed at the back of this booklet.

If you make a deposit of funds to an account by making an electronic transaction and there is a difference between the amount recorded as having been deposited and the amount ANZ receives, the account holder will be notified of the difference as soon as possible and will be advised of the actual amount which has been credited to the account.

ANZ is not liable for the refusal of any merchant to accept an electronic transaction and, to the extent permitted by law, is not responsible for the goods and services supplied by a merchant.

You accept that:

- › not all electronic equipment from which cash can be withdrawn will always contain cash;
- › any cash dispensed at electronic equipment is at your risk once it becomes visible or available for you to collect; and
- › not all electronic equipment will allow you to make deposits.

An immediate transfer, Pay Anyone or BPAY® cannot be revoked or stopped once ANZ receives your instruction. Future dated transfer, Pay Anyone or BPAY® instructions can only be revoked or changed if instructions to delete the transaction are given to ANZ through ANZ Internet Banking before midnight Sydney time on the ANZ Business Day (or, for Pay Anyone, the Pay Anyone Processing Day) before the transaction is scheduled to occur. After this time, the instruction cannot be revoked.

Processing Instructions – ANZ Phone Banking and ANZ Internet Banking

Any ANZ Phone Banking or ANZ Internet Banking transaction (other than a BPAY®) will generally be processed to your account on the same day ANZ receives your instructions, if given before 10pm Melbourne time Monday to Friday (except national public holidays). Any transaction made after this time may be processed on the following ANZ Business Day.

Account information accessed using ANZ Phone Banking or ANZ Internet Banking will generally reflect the position of the account at that time, except for transactions not yet processed by ANZ (including uncleared cheques and unprocessed credit card transactions) or cleared cheques and direct debits processed by ANZ that day.

Processing Instructions – Pay Anyone and International Services

ANZ will generally process Pay Anyone instructions:

- › for immediate Pay Anyone transfers, on the day the instruction is given, if ANZ receives the instruction before 6pm Melbourne time on a Pay Anyone Processing Day;
- › for immediate international transfers, on the day the instruction is given, if ANZ receives the instruction before 6pm Melbourne time on a Pay Anyone Processing Day;
- › for future dated transfers, on the relevant future day you select if it is a Pay Anyone Processing Day (or if it is not, on the Pay Anyone Processing Day after that day).

Instructions you give will be delivered to the payee's financial institution on the day that ANZ processes them except where:

- › ANZ is not obliged to process your instructions;
- › there is a technical failure; or
- › there is a delay or error in accepting the instructions caused by the financial institution to which the transfer is to be made; or
- › the instructions are for a transfer by way of an international draft or telegraphic draft.

Where your instruction is for a transfer by way of ANZ issuing an international draft:

- › ANZ will send the draft by post to the delivery address notified by you;
- › You acknowledge that it is your responsibility to forward the draft to the intended recipient.

ANZ cannot control (and is not responsible for) when, or if, the payee's financial institution processes your instructions or the fees that financial institutions may charge to process your instructions.

Once ANZ processes your transfer instruction, ANZ is reliant on the payee's financial institution to advise whether your instructions have been successfully processed. If the payee's financial institution advises that your transfer instruction has not been successful, it may take a number of weeks, depending on the financial institution, to reverse the relevant withdrawal from your linked account.

If the transfer is to be made from a credit card, it will be treated as a cash advance and interest and fees may apply.

Processing Instructions – BPAY®

ANZ is a member of the BPAY® Scheme. This is an electronic payments scheme through which ANZ can be asked to make payments on your behalf to billers. ANZ will tell you if it ceases to be a member of the BPAY® Scheme. For the purposes of the BPAY® Scheme, ANZ may also be a biller.

You must comply with the terms and conditions for the account which you ask ANZ to debit a BPAY® (to the extent that those terms are not inconsistent with or expressly overridden by these Conditions of Use).

To make a BPAY® the following information must be given to ANZ:

- › your CRN and password or Telecode;
- › the biller code from the bill;
- › your customer reference number (e.g. your account number) with that biller;
- › the amount you want to pay; and
- › the account from which you want the payment to be made.

Once this information is provided, ANZ will treat your instructions as valid and will debit the relevant account. ANZ will not be obliged to effect a BPAY® instruction if it is not made in accordance with these Conditions of Use or if the information given is incomplete and/or inaccurate.

Limits apply to your use of BPAY® on both a per transaction and daily limit (per CRN) basis. Separate daily limits apply for BPAY® Tax Payments, independent of the general BPAY® limits. For more information on available limits see www.anz.com

Subject to the 'Processing Instructions' conditions set out above:

- › any BPAY® made by you will be processed on the day you tell ANZ to make that BPAY®, if ANZ receives your instructions before 6pm Sydney time on a Banking Business Day (ANZ's cut-off time);
- › BPAY® instructions received after 6pm Sydney time on a Banking Business Day, or on a day that is not a Banking Business Day, will be processed on the next Banking Business Day.

A delay may occur in processing a BPAY® where:

- › there is a public or bank holiday on the day after you tell ANZ to make a BPAY®;
- › you tell ANZ to make a BPAY® after ANZ's cut-off time; or
- › another participant in the BPAY® Scheme, such as another financial institution or a biller does not process a payment as soon as it receives details of the payment or does not otherwise comply with its obligations under the BPAY® Scheme.

While it is expected that any such delay will not continue for more than one Banking Business Day, it may continue for a longer period.

ANZ will attempt to ensure a BPAY® is processed promptly by billers and other participants in the BPAY® Scheme.

You should check your account records carefully and tell ANZ as soon as possible if you become aware of:

- › a BPAY® which has been made from your linked account which was not authorised;
- › the possibility that you have been fraudulently induced to make a BPAY®; or
- › any delay or mistake in processing of your BPAY®.

If ANZ is advised by a biller that it cannot process your BPAY®, ANZ will:

- › advise you of this;
- › credit your account with the amount of that BPAY®; and
- › tell you how ANZ can assist you, if possible, in making the payment as soon as possible.

A linked ANZ Credit Card Account can only be used to make a BPAY® if the biller accepts credit card payment. If the biller does not accept credit card payment but you want to pay from a credit card account, payment will be by way of a cash advance.

You are not authorised to give a biller code to any person in order to receive payments owing to you.

Biller codes may only be used by authorised billers to receive payment of bills issued by that biller. The terms and conditions of use of BPAY® will not apply to any use by you of biller codes in this way.

Card Validity

Your card remains ANZ's property at all times.

A card must be signed immediately by the person in whose name it has been issued and must only be used within the 'valid from' and 'until end' dates shown on the card. For security reasons you must, as soon as the card expires, destroy it by cutting it (including an embedded microchip on the card) diagonally in half.

Lost or Stolen Cards, Password, PIN or Telecode

If you report that a card has been lost or stolen the card will be cancelled as soon as the report is made. You must not use the card once the report is made. If you recover the lost or stolen card, you must destroy the card by cutting it (including an embedded microchip on the card) diagonally in half and return it to an ANZ branch as soon as possible.

You must make a report to ANZ (and the relevant third party, if a third party issued the username, password, PIN or card to you) immediately you become aware or suspect that your password, username, PIN, CRN or Telecode is disclosed or used without your authority, or lost. You must not then continue to use your password, username, PIN, CRN or Telecode. ANZ will cancel it and arrange for you to select a new username, password, PIN or Telecode, or to be provided with a new CRN.

The best way to make the report is to call ANZ on the telephone numbers listed at the back of this booklet. If ANZ's telephone reporting service is unavailable, you must report the loss, theft or misuse to any ANZ branch. Your account terms and conditions outline how you can make a report if ANZ's telephone reporting service is unavailable or you are overseas.

Cancellation of Cards or Electronic Access

ANZ may cancel any card, CRN or electronic access:

- › without prior notice if:
 - ~ ANZ believes that use of the card or electronic access may cause loss to the account holder or to ANZ;
 - ~ the account is an inactive account;
 - ~ all the accounts which the card may access have been closed;
 - ~ the account has been overdrawn, or you have exceeded your agreed credit limit; or
- › on giving you not less than three months written notice.

ANZ may also at any time suspend your right to participate in the ANZ BPAY® Scheme.

The account holder may cancel a card at any time by sending ANZ a written request or by calling ANZ on the relevant number listed at the back of this booklet. ANZ may require written confirmation. The card must be cut diagonally in half (including an embedded microchip on the card) and returned to ANZ.

You can request ANZ to de-register you from ANZ Internet Banking at any time by Securemail or by calling the relevant number listed at the back of this booklet.

Withdrawal of Electronic Access

ANZ may withdraw your electronic access to accounts (including by BPAY®) without prior notice if:

- › electronic equipment malfunctions or is otherwise unavailable for use;
- › a merchant refuses to accept your card;
- › any one of the accounts is overdrawn or will become overdrawn, or is otherwise considered out of order by ANZ;
- › ANZ believes your access to accounts through electronic equipment may cause loss to the account holder or to ANZ;
- › ANZ believes that the quality or security of your electronic access process or ANZ's systems may have been compromised;
- › all the accounts which you may access using ANZ Phone Banking or ANZ Internet Banking have been closed or are inactive; or
- › ANZ suspects you of being fraudulent or engaging in inappropriate behaviour;

unless this is prohibited by law.

ANZ may at any time change the types of accounts that may be operated, or the types of electronic transactions that may be made through particular electronic equipment.

Password, PIN and Telecode Security

You must keep your password, PIN and Telecode secure. Failure to do so may increase your liability for any loss.

Warning: You must not use your birth date or an alphabetical code which is a recognisable part of your name as a password, or select a Telecode which has five sequential numbers, for example, '12345' or where all numbers are the same, for example, '11111'. If you do, you may be liable for any loss suffered from an unauthorised transaction.

You must not:

- › disclose your password, PIN or Telecode to any other person;
- › allow any other person to see you entering, or overhear you providing, your password, PIN or Telecode;
- › record your password, PIN or Telecode on your card or on any article carried with or placed near your card that is liable to loss, theft or abuse at the same time as your card (unless your password, PIN or Telecode is reasonably disguised).

Warning: You should avoid accessing ANZ Phone Banking through telephone services which record numbers dialled – for example hotels which do this for billing purposes. In these situations you should obtain access to ANZ Phone Banking through an ANZ customer service operator.

To assist you, ANZ publishes security guidelines. A copy of the current guidelines is available at www.anz.com

Unauthorised Transactions

(a) When ANZ is Liable

ANZ will be liable for losses incurred by the account holder that:

- › are caused by the fraudulent or negligent conduct of ANZ's employees or agents or companies involved in networking arrangements or of merchants or their agents or employees;
- › relate to any forged, faulty, expired or cancelled part of the electronic access process;

- › arise from transactions that require the use of any card, password, PIN or Telecode that occur before you have received or selected the card, password, PIN or Telecode (including a reissued card, password, PIN or Telecode);
- › result from the same electronic transaction being incorrectly debited a second or more subsequent time to the same account;
- › result from an unauthorised transaction that occurs after you have notified ANZ that any card has been misused, lost or stolen or that the security of your password, PIN or Telecode has been breached; or
- › result from an unauthorised transaction if it is clear that you have not contributed to the losses.

(b) When the Account Holder is Liable

If ANZ can prove on the balance of probability that you contributed to the loss arising from the unauthorised transaction:

- › through your fraud;
- › by voluntarily disclosing a password, PIN or Telecode to anyone, including a family member or friend;
- › by keeping a record of the password, PIN or Telecode (without making any reasonable attempt to disguise it):
 - (i) on the card or with the CRN;
 - (ii) on any article carried with the card or the CRN; or
 - (iii) which may be lost or stolen at the same time as the card or CRN;
- › by using your birth date or an alphabetic code which is a recognisable part of your name as a password, PIN or Telecode; or
- › by otherwise acting with extreme carelessness in failing to protect the security of your password, PIN or Telecode,

the account holder is liable for the actual losses which occur before ANZ is notified of the loss or disclosure of your password, PIN or Telecode.

Where you must use more than one of your passwords, PINs or Telecodes to perform an ANZ Internet Banking transaction, and you voluntarily disclose, or keep a record of, one or more of them (but not all of them) the account holder will only be liable under this clause if the disclosure or record was the dominant contributing cause of the losses.

If, after you become aware of the loss, theft or breach of the security of your password, PIN, Telecode or card, you unreasonably delay notifying ANZ, the account holder will be liable for losses incurred between:

- › the time you first became aware of any of the events described above, or in the case of loss or theft of a card, should reasonably have become aware of the loss or theft; and
- › the time ANZ is actually notified of the relevant event.

However, you are not liable for any loss:

- › which, over a set period of time, is greater than the transaction limit for that period;
- › caused by overdrawing your account or exceeding any agreed credit limit;
- › where ANZ has agreed the account could not be accessed electronically; or
- › as a result of conduct that ANZ expressly authorised you to engage in, or losses incurred as a result of you disclosing, recording or storing a password, PIN or Telecode in a way that is required or recommended by ANZ for the purposes of you using an account access service expressly or impliedly promoted, endorsed or authorised by ANZ.

If it is not clear whether you have contributed to the loss caused by an unauthorised transaction and where a password, PIN or Telecode was required to perform the unauthorised transaction, the account holder is liable for the least of:

- › \$150 (unless the account is used for business purposes); or
- › the actual loss at the time ANZ is notified of the loss, theft or unauthorised use of the card or that the security of the password, PIN or Telecode has been breached (but not any loss incurred on any one day if the amount is greater than the daily transaction limit or other periodic transaction limit (if any)); or
- › the balance of the account, including any pre-arranged credit from which value was transferred in the unauthorised transaction.

Equipment Malfunction

ANZ is responsible to the account holder for any loss caused by the failure of equipment to complete a transaction that was accepted in accordance with your instructions.

However, if you were aware or should have been aware that the equipment was unavailable for use or malfunctioning, ANZ's responsibility will be limited to correcting errors in the account and refunding any charges or fees imposed as a result.

You are solely responsible for your own PC anti-virus and security measures, and those of any authorised user, to help prevent unauthorised access via ANZ Internet Banking to your transactions and linked accounts.

Liability Under the BPAY® Scheme

(a) General

You should note that:

- › if you advise ANZ that a BPAY® made from a linked account is unauthorised, you should first give ANZ your written consent to obtain from the biller information about your linked account with that biller or the BPAY® payment, (including your CRN) as ANZ reasonably requires to investigate the BPAY®. This should be addressed to the biller who received the BPAY®. If you do not do this, the biller may not be permitted by law to disclose to ANZ the information ANZ needs to investigate or rectify that BPAY® payment;
- › If you discover that the amount you instructed ANZ to pay was less than the amount you needed to pay, you can make another BPAY® for the shortfall. If you cannot make another BPAY® for the shortfall because the shortfall amount is less than the minimum amount the biller will accept, you can ask ANZ to arrange for a reversal of the initial payment. You can then make a second payment for the correct amount. If you discover that the amount you instructed ANZ to pay was more than the amount you needed to pay, you can ask ANZ to request a reversal of the initial payment from the biller on your behalf, and if this occurs, you can make a second payment for the correct amount.

(b) ANZ's Liability

Where you use your account for personal purposes, ANZ's liability under the BPAY® Scheme is as set out under 'Unauthorised Transactions'.

Where you use your account for business purposes, ANZ will not be liable to you under the BPAY® Scheme except in the circumstances set out in this clause.

Unauthorised Payments

If a BPAY® is made in accordance with a payment direction, which appeared to ANZ to be from you or on your behalf, but which you did not in fact authorise, ANZ will credit your account with the amount of that unauthorised payment. However, you must pay ANZ the amount of that payment if:

- (i) ANZ cannot recover the amount from the person who received it within 20 Banking Business Days of ANZ attempting to do so; and
- (ii) the payment was made as a result of a payment direction which did not comply with ANZ's prescribed security procedures.

Fraudulent Payments

If a BPAY® is induced by the fraud of a person involved in the BPAY® Scheme, then that person should refund you the amount of the fraud-induced payment. However, if that person does not refund you that amount, you must bear the loss unless some other person involved in the BPAY® Scheme knew of the fraud or would have detected it with reasonable diligence, in which case that person must refund you the amount of the fraud-induced payment.

Mistaken Payments

If you discover that a BPAY® has been made to a person, or for an amount, which is not in accordance with your instructions (if any), and your account was debited for the amount of that payment, ANZ will credit that amount to your account. However, if you were responsible for a mistake resulting in that payment and ANZ cannot recover the amount of that payment from the person who received it within 20 Banking Business Days of ANZ attempting to do so, you must pay that amount to ANZ.

You acknowledge that the receipt by a biller of a mistaken or erroneous payment does not or will not, under any circumstances, constitute part or whole satisfaction of any underlying debt owed between you and that biller.

(c) Consequential Loss

ANZ is not liable for any consequential loss or damage you suffer as a result of using the BPAY® Scheme, other than due to any loss or damage you suffer due to ANZ's negligence or in relation to any breach of a condition or warranty implied by law in contracts for the supply of goods and services and which may not be excluded, restricted or modified at all or only to a limited extent.

(d) Indemnity

To the extent permitted by law, you indemnify ANZ against any loss or damage ANZ may suffer due to any claim, demand or action of any kind brought against ANZ arising directly or indirectly because you:

- > did not observe your obligations under; or
- > acted negligently or fraudulently in connection with, these Conditions of Use.

Changes to the Electronic Banking Conditions of Use

ANZ can change the Electronic Banking Conditions of Use at any time. ANZ will give you 20 days prior written notice of any changes which:

- > impose or increase charges relating solely to the use of electronic equipment;
- > increase your liability for losses relating to electronic transactions; or
- > change your daily transaction limit or other periodical transaction limit applying to the use of electronic equipment.

Section 2 – Fees and Charges

ANZ Rural Premium Investment Account Fees and Charges

	Amount
Monthly Account Servicing Fee	\$0
Free Staff Assisted or ANZ Non-Branch Transactions (ie. ATM, EFTPOS) Per Month*	5
Free Cheque or Merchant Deposits Per Month*	5
Balance Enquiries via ANZ ATM, ANZ Internet Banking and ANZ Phone Banking	Free
Additional Transactions/Cheque or Merchant Deposits Fees	
Cheque or Merchant Deposits	\$2.50
Staff Assisted Transactions	\$2.50
Cheques Written	\$2.50
Electronic Transactions Including ANZ ATM, and EFTPOS	\$2.50
Electronic Transactions Including ANZ Internet Banking, ANZ Phone Banking and Automatic Transactions	Free
ANZ Internet Banking Multi Payments, Charge Per Credit (No Charge for the Corresponding Debit)	NA

* For ANZ Rural Premium Investment Accounts, a Transaction is any deposit (including Cheque or Merchant Deposits), withdrawal or transfer.

Fees incurred will be charged to the account monthly based on the opening date of your account, unless ANZ advises you of another date.

Non-ANZ ATM/Electronic Transactions – Domestic and Overseas

	Balance Enquiry	Withdrawal
Non-ANZ ATM (Within Australia)	Free	\$1.50
Overseas ATM Transactions – CIRRUS or Visa PLUS	Free	\$5
Overseas EFTPOS Transactions – MAESTRO. Note: No charge for point-of-sale refunds	Free	\$2

Currency Conversion Fee – ATM Transaction CIRRUS – Withdrawals in a foreign currency (per withdrawal)	N/A	2.5% of value
Currency Conversion Fee – ATM Transaction Visa PLUS – Withdrawals in a foreign currency (per withdrawal)	N/A	2.5% of value
Currency Conversion Fee – EFTPOS Transaction – MAESTRO (per transaction in a foreign currency) Note: No charge for point-of-sale refunds	N/A	2.5% of value

Non-ANZ Branded ATM Transactions and Overseas EFTPOS Transactions

- › Withdrawals made do not count towards the free transaction limit.
- › Some overseas ATM/EFTPOS locations may impose a surcharge to make a withdrawal in addition to these fees.
- › No charge for point-of-sale refunds using MAESTRO.

Visa PLUS

- › Transfers between linked ANZ accounts and deposits are not available.
- › Withdrawals (from linked ANZ savings and cheque accounts) are not counted towards the free transaction limit.
- › Balance enquiries may not be available at some Visa PLUS ATMs.

Associated Account Fees and Charges

Arrangement to Cash ANZ Cheques

- › Establishment **\$80**
 - › Renewal (per month) **\$10**
- Includes business cheques and building society or credit union cheques or orders.*

ATM Direct Card Replacement Fee **\$15**

- Charged for the replacement of an ANZ Access Card except if:*
- › Card is damaged or faulty
 - › Card is stolen and a copy of a police report is provided.

Automatic Funds Transfer – for Each Subsidiary Account

- › Establishment Fee **\$80**
- › Service Fee, payable quarterly in advance **\$60 - \$210**

Debit Interest Charge (p.a.) **ANZ Retail Index plus 2.25%**

Charged on an overdrawn account that doesn't have a credit limit. ANZ Retail Index Rate is published on www.anz.com

Honour Fee **\$37.70** per honour

Charged on each occasion that the account is overdrawn or exceeds its maximum credit limit without prior arrangement with your ANZ Manager.

Inward Dishonour Fee **\$9** per dishonour

Charged when a deposit to your account (including but not limited to a cheque or direct debit from a third party account) is dishonoured.

Mail Credits **\$5**

Deposits to ANZ accounts lodged by mail by third parties eg. share dividends without deposit slips.

Outward Dishonour Fee **\$37.70** per dishonour

Charged when a cheque written, direct debit, or periodic payment from your account is dishonoured due to the lack of cleared funds in your account.

Periodical Payments (per payment)

- › Made to connected accounts (related, in same name) within ANZ Group **Free**
 - › Made to other accounts (unrelated, in different name) within ANZ Group **\$1.70**
 - › Made to other financial institution accounts **\$4**
 - › Non-payment Fee **\$35**
- A Non-payment Fee is charged if you have authorised a periodical payment that cannot be made because of insufficient cleared funds.*

Re-representation and Collection of Dishonoured Cheques **\$30**

A cheque which has previously been deposited into your account and dishonoured due to lack of funds can be presented again on a collection basis (ANZ forwards the cheque for payment to be made by the drawer's bank when sufficient funds are available).

Special Clearance of Cheques

- › By mail or telephone advice **\$15**
- › By messenger or clerk for local clearance **\$70 per hour** (min \$50) plus out of pocket expenses

Statements

- › Replacement Statements (per statement) **\$14**
 - › Additional Statements (per statement) **\$2.50**
- May be printed and issued simultaneously with the original or printed simultaneously with the original and issued to a third party.*
- › Held Statements (per statement) **\$7**
- Statements held at branch for collection.*
- › Faxed Statements (per statement) **\$2**
 - › Certificate of Balance **\$0**

Stationery

- › Duplicate/Triplicate deposit book **\$3**

Stop Payment **\$15**

Cheques reported stolen are exempt from this fee when a copy of the police report is provided.

Transfer of Funds to Another Bank

Not applicable to any Bankcard account payments.

- › By ANZ customers **\$5**
- › By non-ANZ customers **\$10**
- › Additional charge if lodging cheques **35c per cheque**

Where transfer fees are paid by drawing on bank account of favouree (additional):

- › Individual transactions **\$3 per deposit**
- › Transactions drawn periodically **\$2.20 per deposit**
(min \$17.60 monthly drawing)

Government Taxes/Duties

Debits Tax, Tasmanian Debits Duty and NT Electronic Transactions Duty were all abolished effective 1 July 2005.

Definitions

In Section 2 ('Fees and Charges') of this PDS, the following defined terms have the following meanings.

Additional Transactions/Cheque or Merchant Deposits Fees

Additional Fees (formerly known as Excess Fees) are only charged on the number of Transactions/Cheque or Merchant Deposits made over the free monthly limit. Bank fees, government charges, Periodical Payments, Direct Debits, balance enquiries, ANZ Multi Payments and transactions at non-ANZ ATMs are not counted towards the free transaction limit.

Cheque or Merchant Deposits

Does not include electronic merchant settlements.
Fee applies to each item deposited.

Transactions

Any deposit (including Cheque or Merchant Deposits), or withdrawal, or transfer.

Staff Assisted

- › Any card or paper withdrawal over the counter.
- › Any cheque written by you and then cashed, by you or by someone else, over the counter.
- › Any transfer from this account effected at the branch whether using a card or not.
- › Deposit of cash and/or cheque(s) over the counter using a card or deposit slip.
- › Crediting of proceeds from Telegraphic Transfers.
- › Transfer of funds over the telephone (excluding ANZ Phone Banking transactions) pursuant to a funds transfer authority.

ANZ ATM Transactions and Cheques Written

- › ANZ ATM Bank transfer to/from your account.
- › ANZ ATM Bank withdrawal/deposit.
- › Cheques written (but not cashed over the counter).

EFTPOS, Phone Banking and Automatic Transactions

- › EFTPOS purchase/cash out.
- › ANZ Phone Banking transfer from your account including BPAY® bill payments.
- › Automatic salary/pay credits.
- › Automatic debenture/dividend deposits.
- › Automatic credit from bill payment, and other sources.
- › Branch withdrawals by card at designated country branches where no local ANZ ATM Bank is available (charged at the ANZ ATM rate).

Internet Banking Transactions

ANZ Internet Banking transfers from your account, including BPAY® bill payments (not including ANZ Internet Banking Multi Payments).

Multi Payments

An ANZ Internet Banking option that allows up to 10 bill payments or transfers, and up to 15 'Pay Anyone' transfers from a single debit.

- › ANZ Multi Payments incur an ANZ Internet Banking fee of 20c per credit (transfer or payment) made to an account.
- › Transfers or payments using ANZ Multi Payments do not count towards your fee free transaction limit and you will not be charged for the debit to the debited account.

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ANZ Contact Details

Postal Addresses

ANZ Regional and Rural Banking
Speak to your ANZ Manager

ANZ Cards
Locked Bag No.10
Collins Street West Post Office
Melbourne VIC 8007

ANZ Personal Banking
Contact your nearest branch.

Customer Enquiries

ANZ Cards
13 22 73

ANZ Internet Banking
13 33 50
+ 61 3 9643 8833 (International customers)

ANZ Personal Banking
13 13 14

Lost or Stolen Cards, Suspected Unauthorised Transactions or Divulged Passwords

1800 033 844 or
Melbourne (03) 9683 7047
(24 hours a day).

Lost, Stolen or Divulged Passwords

For passwords used on-line, call 13 33 50
For all other passwords, call 1800 033 844
(24 hours a day).

Notes

Notes

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