

MEMBER SERVICES GUIDE



MONEYMAX[®]
Bankstown
City Credit Union

Issue date 6 August 2010



This Member Services Guide refers to Bankstown City Credit Union as, 'the Credit Union', 'we' or 'us' and 'you' or 'your(s)' refers to the members or account holders of the Credit Union.

This Guide describes the range of services that are available to you through your Credit Union, the way you can access and take advantage of those services, your rights as a member and the benefits you can enjoy as a member.

The Guide also details how the Credit Union will deal with your information, and how the Credit Union approaches complaints management.

Please retain this Guide as a reference along with our full range of brochures and any direct communication with you such as newsletters and statements to keep you updated on the products and services that the Credit Union offer you as a member.

The information stated in this document is correct as at 6 August 2010.

Joining is simple... the benefits are great!

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ABOUT US

Welcome to Bankstown City Credit Union, where we specialise in offering exceptional value and service to help you:

- **SAVE** for a rewarding future
- Secure consistently better returns on cash **INVESTMENTS**
- Reduce the cost of home, investment and personal **LOANS**
- With caring **ADVICE** so you can get much more from your finances

Experience the Bankstown City Credit Union difference.

Bankstown City Credit Union is authorised under the Banking Act 1959 to carry out banking business in Australia. While this entitles you to the highest level of **SECURITY** and protection available in this country, you also benefit from being part of a fully member-owned financial institution that actually **CARES** about you. It is a refreshing approach that adds up to a very big difference:

- Our success is only ever defined by your personal **SUCCESS**
- Your interests, and those of other members, take first **PRIORITY**
- You can expect consistently better **VALUE** and financial **REWARD**
- Our professional service is founded on personal **RESPECT** for you... our member-owner

MEMBERSHIP

How do I become a member?

Any person (including corporate bodies and associations) is eligible to be a member of Bankstown City Credit Union. To become a member you must complete a Membership Application which is available by visiting our office, by phoning (02) 9707 6000 or by logging onto www.bccu.com.au or www.moneymax.com.au to print a copy.

Identification

Identification is required when joining us and opening an account. The requirements to open a new account and/or become a signatory to an account will be provided to you prior to becoming a member with us.

Membership and shares

To become a member of Bankstown City Credit Union you must purchase 1 x \$10 share. This share will be held in trust and cannot be withdrawn until you close your membership, at which time the full value of your share will be returned to you. No dividend or interest is payable on this share.

Tax File Number

Under Federal law, non-business accounts earning interest are subject to Tax File Number (TFN) legislation. While you will be asked for your tax file number when you open an account, you are not obliged to provide it. However, if you decline to provide your tax file number, the Credit Union must deduct withholding tax on any interest earned by you.

For business accounts, either an ABN or ACN must be supplied.

YOUR RIGHTS AS A MEMBER

Bankstown City Credit Union provides a wide range of secure and easily accessible services to meet most of the financial service products and services you and your family are ever likely to need.

As a member you are also an owner – this means better value, a truly personal service and a total commitment to you and our local community. It also means that your interests are protected by:

- The Constitution of the Bankstown City Credit Union Limited (available from the Credit Union upon request or may be viewed on our websites www.bccu.com.au or www.moneymax.com.au)
- Banking Act 1959
- The Mutual Banking Code of Practice
- The Consumer Credit (NSW) Act
- Financial Services Reform Act
- Privacy Act and National Privacy Principles Amendment Act
- Trade Practices Act
- Financial Transactions Reports Act
- EFT Code of Conduct

Together, these laws and regulations provide you with protection and security.

Added to this are the many rights that come from being a member of Bankstown City Credit Union, including:

- Your right to complete service satisfaction...

at all times it is your right to expect nothing but the most professional, caring, personal and courteous service from your Credit Union.

- Your right to vote...

because your Credit Union is owned by its members, you have an equal and democratic right to vote on all the major decisions and issues affecting your Credit Union.

- Your right to raise matters...

all members have an equal right to raise any matter they would like to be discussed and determined by members at Annual General Meetings or Special General Meetings.

- Your right to vote for your Director representatives...

all members have a democratic right to vote for and elect the members of their choice to represent them as Directors of Bankstown City Credit Union.

- Your right to stand for election as a Director...

subject to qualifying under the Constitution, all adult members (18 years and over) are eligible to nominate and stand for election as a Director of Bankstown City Credit Union.

- Your right to convene a meeting of members...

subject to the requirements of the Constitution, all members have the right to convene a Special Meeting to discuss and determine any matter relating to the Credit Union.

- Your right to privacy and confidentiality...

we understand our members' needs and sensitivity of all information passed on to the Credit Union and are bound by the National Privacy Principles.

- Your right to information...

as a member you have a right to your 'Member Information' as well as the right to information regarding the financial accounts or operations of your Credit Union. Your Credit Union will not provide your Member Information to other persons (unless so required by law) and may decline a request from a member for Member Information unless satisfactory identification has been provided to the Credit Union and the information request has been clearly stated. The Credit Union may apply a charge that reasonably covers the cost of both accessing and providing such information. You may request a correction to your 'Member Information', in which case, and subject to the Credit Union being satisfied that the relevant information that it holds is incorrect, a correction will be made. The Credit Union must make the correction within a reasonable time.

OUR PRODUCTS AND SERVICES

SAVINGS AND INVESTMENT ACCOUNTS

The Credit Union offers 5 separate deposit accounts to cater for the needs of our members:

MONEYMAX ACCESS

– An on call access account that allows control over everyday finances with a full range of deposit and withdrawal options

- On call access to cleared funds and optional Overdraft facility
- Personal cheque book
- VISA and Redicard access through ATM and EFTPOS
- Automatic salary, pension and regular income deposit service
- Wide range of bill paying and direct debit facilities
- Counter transactions
- GiroPost access available
- Interest calculated daily and paid monthly

MONEYMAX ONLINE PLUS +

– A high growth at call cash management account

- High interest return on savings
- On call access to cleared funds
- Automatic salary, pension and regular income deposit services
- Wide range of bill paying and direct debit facilities
- Interest calculated daily and paid monthly

MONEYMAX eMISER

– Our highest earning at call savings account.

- \$4000 per month deposit required
- No limit on withdrawals
- Market leading returns on every dollar, every day*
- On call access to cleared funds
- Automatic salary, pension and regular income deposit services
- Wide range of bill paying and direct debit facilities
- Interest calculated daily and paid monthly

* if \$4000 per month deposit requirement is not met, interest payable will be 3% p.a less than the than the prevailing eMISER interest rate.

MONEYMAX OFFSET

– A mortgage offset account, allowing flexibility and great interest savings

- On call access to cleared funds
- Accessible via internet, phone or mobile phone banking
- Direct debits and credits available
- Every dollar saves you interest on your mortgage.

TERM INVESTMENTS – T SERIES

High interest fixed term investment account

- Secure and competitively high interest returns
- Choice of terms generally from 6 to 24 months
- Interest calculated daily and paid monthly for 12 and 24 months and at maturity for the 6 month term
- Access to your investment within 1-2 working days (interest penalty applies on early redemption)

All of these benefits coupled with:

- Phone Banking telephone banking service
- Internet Banking service,
- Mobile Banking services; and
- Monthly statements

LOANS

The Credit Union offers a full range of personal finance to help manage the borrowing needs of our members and their families. These include:

MORTGAGES

Helping you achieve home ownership sooner, and providing flexible finance for investments

- Low standard variable interest rates
- Unlimited free redraw (excluding Value MAX)
- Unlimited extra repayments at no cost
- Optional Mortgage Secured Overdraft at low home loan rates (standard loan processing procedures apply)
- Offset available (Value MAX only)

MORTGAGE SECURED OVERDRAFT

Unlocking the equity in your home

- Low home loan rates
- VISA card access
- Optional cheque book access
- Full range of bill paying options
- Salary crediting

CAR LOANS

Secured new (up to 12 months) and late model (up to three years) car finance

- Low interest rates
- Principal and interest repayments
- Unlimited extra repayments
- Full range of insurance products are also available

PERSONAL LOANS

Personal finance for any worthwhile purpose

- Low interest rate
- Principal and interest repayments
- Unlimited extra repayments

UNSECURED OVERDRAFTS

Household management made easy

- Optional cheque book access
- VISA card access
- Full range of bill paying options
- Salary crediting

SERVICES

BPAY

A better way to pay your bills 7 days per week, day or night.

Use our Phone Banking or Internet Banking to pay any account with the BPAY symbol on the account statement.

BPAY View

A better way to receive and review bills through the secure environment of Bankstown City Credit Union Internet Banking website.

- Members can view and pay their bills when it suits them, day or night
- It gives them the ability to still pay their bill through any payment method the biller offers

VISA

Provides worldwide access to the funds in your account through the ATM and EFTPOS network using your Bankstown City Credit Union VISA card. This VISA card can be linked to your Home Equity Manager account for a Credit Card facility at home loan rates.

Redicard

Provides Australia wide access to your funds through the ATM and EFTPOS network using your Bankstown City Credit Union Redicard.

Direct Debit

Direct Debit is a convenient and cost effective way of making recurring payments electronically (eg. weekly, fortnightly, monthly or quarterly). These payments may be for fixed amounts (for example, insurance payments) or some that may vary in amount (for example telephone and electricity bills). When you use Direct Debits, you authorise an organisation which supplies you with goods or services ('the biller') to deduct an appropriate amount from your Credit Union account.

Quick Debit is a Credit Union initiated Direct Debit authorising us to debit your account at any other financial institution to pay your loan repayments automatically.

Direct Credit

Have your salary, interest payments, dividends or any other regular payments electronically credited to your account by just providing the Credit Union's BSB number (802-155) and your membership number.

Phone Banking

Phone (02) 9707 6000 and follow a few simple steps to access your account balance, the last 5 transactions on an account, transfer funds between selected accounts, order a statement and pay bills by BPAY.

Internet Banking service

Access your Credit Union account at the click of a button through the Internet. Simply follow a few easy steps to see transaction details, check account balances, transfer funds between selected accounts and memberships, external transfers to and from other financial institutions and pay bills by BPAY.

Mobile Banking service

Access your Credit Union account through your 'phone, or other communication device, with internet browsing capability. Simply follow a few easy steps to see transaction details, check account balances, transfer funds and pay bills by BPAY.

Insurance

Allianz provides home, contents, landlord, motor vehicle, pleasure craft and caravan insurances to members of the credit union.

Allianz insurance provides cover for all or part of your loan repayment in the event of sickness or accidents (disability), involuntary unemployment or death.

Financial Planning

Bridges is a large Financial Planning organisation and has been providing advice to credit union members since 1985 through its network of Financial Planners.

Credit Cards

Citibank Australia provides credit cards to members of the credit union.

ACCESSING PRODUCTS AND SERVICES**FACE TO FACE ACCESS*****Head Office and Branch***

64 Kitchener Parade,
Bankstown NSW 2200

Operating Hours: Mon to Fri

9.00am–5.00pm

Extended Hours: Saturday

9.00am–12.00pm

DIAL-IN ACCESS***Personalised Call Centre***

For all your Credit Union enquiries

Operating Hours: Mon to Fri

9.00am–5.00pm

Telephone: (02) 9707 6000

Phone Banking Service

Provides direct access to latest account balances, ordering statements or transfer of funds between accounts and BPAY payments

Telephone: (02) 9707 6000

Internet Service

Access to Credit Union information at www.bccu.com.au or www.moneymax.com.au

Mobile Phone Banking Service

Access your accounts via <https://m.bccu.com.au>

Facsimile

Fax: (02) 9707 6060

LOANS ACCESS***At the Credit Union***

During normal operating hours and Saturday morning.

Fax-a-loan

Fax: (02) 9707 6038

Phone-a-loan

Telephone: (02) 9707 6000

Internet

www.bccu.com.au or www.moneymax.com.au

By Post

PO Box 3216,

Bankstown Square NSW 2200

DEPOSIT ACCESS***At the Credit Union***

During normal operating hours and Saturday morning.

Direct Credit

The quickest and easiest way to deposit into your account is by Direct Credit. Salaries, pension benefits, dividends and interest can all be directly credited to your credit union account by quoting our BSB number 802-155 and your credit union member number.

Personalised Deposit Book

Personalised deposit books are available on request and can be used at any National Australia Bank branch to deposit to any credit union account free of charge.

Bank at Post

You may deposit to your Money Manager account using your VISA card at any post office with GiroPost facilities.

WITHDRAWAL ACCESS***Automatic Teller Machines (ATMs)***

Withdraw cash from any ATM using the Credit Union's cash access cards – VISA or Redicard.

EFTPOS

Pay for goods and services using EFTPOS. You can also withdraw cash at many EFTPOS merchants when you make a purchase using either your VISA or Redicard.

VISA Card

Make purchases both here and overseas by paying for goods and services with VISA. Select 'Credit' at EFTPOS terminals unless you want to add cash to your transaction.

Personalised cheque book

Personal cheque books are available on request.

Direct Debit

Pay bills directly, by simply quoting our BSB number 802-155 and your account number.

At the Credit Union

During normal operating hours and Saturday morning.

TRANSFER ACCESS***At the Credit Union***

During normal operating hours and Saturday morning.

By phone

Using Phone Banking (02) 9707 6000

Internet

www.bccu.com.au or www.moneymax.com.au

OPERATING AN ACCOUNT

CHEQUING FACILITIES

Member Cheque Facility

Our Member Cheque Facility operates on the Moneymax Access account.

If the amount of any cheque presented for payment exceeds the available balance in your account at the time the cheque is presented, your cheque may not be paid.

The available balance includes any funds lodged in your account, any unused Overdraft, or other credit facility attached to your account.

Available balance does not include deposits received but uncleared, interest accrued but not credited, or deposits in transit.

In signing our Member Cheque Facility application, you acknowledge that your cheques cannot be stopped unless our standard stop payment form has been correctly completed, signed and delivered to us.

If we for any reason, and without reference to you, pay a correctly authorised and presented cheque that exceeds your available balance, then you shall incur a debt to us for the amount that the cheque exceeds the available balance. In such circumstances, the debt shall be repayable on receipt of a written demand from us. If you fail to repay such debt, then you shall be required to pay all costs and expenses whatsoever incurred by us in collection of that debt.

In accordance with our Member Chequing Facility, you will pay the charges that are determined by us from time to time in relation to all cheques that you draw.

The Terms and Conditions applicable to Member Cheque Facility are contained in our Product Disclosure Statement which will be provided to you at the time of opening the facility or on request.

Stop payment on Member Cheque*

If you wish to stop payment on a cheque, you must notify us in writing or complete our "Request for Stop Payment" form as soon as possible. We must receive your request prior to the cheque being presented for payment.

Acceptance of any request to stop payment on a Credit Union Cheque is at our discretion.

In consideration of us agreeing to your request, you agree to indemnify us against any loss you may suffer or be liable to suffer as a result of the stop payment, and further agree to indemnify us against the cost of any action or

litigation that may be brought against us by persons or corporation as a result of the stop payment.

** Please note: if you request a stop payment on a Member Cheque, then a fee may apply.*

DEPOSITS

Cheque Deposits

Cheque deposits to your Savings or Investment accounts cannot be withdrawn or otherwise transacted upon until the cheque has been cleared. Most cheques will take 3 business days for funds to be cleared. Overseas cheques will take longer.

We will not accept cheques that have been incorrectly completed (for example a cheque dated in the future, or one without a signature).

If you deposit a cheque and it is dishonoured by the financial institution of the person who wrote the cheque, we will charge you a fee. Also, any interest accrued on the deposit from the day the cheque was credited to your account will be reversed by us.

All cheques for deposit can only be accepted if the payee is in the name of the account holder, unless endorsement has been provided by the payee to the account holder and this is evident on the reverse side of the cheque, and the identity of the endorser has been verified.

A cheque will not be accepted if it is 'stale' – i.e. the date on the cheque is more than 15 months old at the time of presentation.

Cash Deposits

Cash deposits into a member's account can be made at the Bankstown City Credit Union branch, the post office or the National Australia Bank.

Deposits at NAB

Personalised deposit books are available on request. They can be used at any branch of the National Australia Bank.

Cash and cheques should be deposited separately using individual deposit slips. This will ensure that the cash component of the deposit does not fall under the cheque clearance requirements.

Payroll deductions

All members can have all or part of their wages or salary paid directly into a Credit Union account. Just quote our BSB number 802-155 and your member number to your pay office.

DIRECT ENTRY***Direct Credits***

To use our Direct Credit service, you need to complete our 'Direct Credit Distribution' form. We may reverse a Direct Credit to any of your Savings Accounts that we have received on your behalf if we, for any reason whatsoever, do not receive value for the Direct Credit.

Direct Debits

To establish a Direct Debit service, you will need to complete the Direct Debit authority supplier's authority form with the organisation arranging the debit. There must be available and sufficient funds in your account at the time of the Direct Debit request. If you have unavailable or insufficient funds in your account then the payment may be refused, and you may be charged a fee.

FEES AND CHARGES

You will be given a copy of the 'Guide to Minimising Fees and Charges' brochure when you become a member, or when you take up a new product or service, or on request.

See our 'Guide to Minimising Fees and Charges' brochure for current details and amount of fees and charges. We reserve the right to increase fees and charges and to introduce new fees and charges. Advance notice will be given of all changes.

FOREIGN CURRENCY PURCHASES***Foreign Currency Purchases***

We require a minimum of two days notice for ordering and receiving a purchase of the nominated currency. The purchase exchange rate is determined on the day the order is placed with our supplier.

Encashment

The encashment exchange rate is determined on the day we present the foreign currency at the Credit Union's banker.

Drafts

The Draft exchange rate is determined by our supplier on the day of issue. Stop payment on a Draft may only be made prior to it being presented to a bank for depositing.

Cancellations of foreign currency purchase

For cancellation of foreign currency or stop payment on Drafts, we require written authorisation. In the event of cancellation a monetary variance between the purchase exchange rate and the cancellation exchange rate may apply. This variance will transact to your account.

Please note: all foreign currency transactions are subject to available funds in your account at time of issue/order. Fees and charges may apply. Please refer to 'Guide to Minimising Fees and Charges' brochure.

These foreign currency transactions are subject to the Financial Transaction Reports Act (1988) and the Anti-Money Laundering and Counter-Terrorism Financing Act 2006.

INTEREST RATES

Details of current interest rates applicable to your account(s) are advised to you when you join or they can be provided to you:

- (a) on request; or
- (b) on www.bccu.com.au; or
- (c) on www.moneymax.com.au

Interest rate calculation and payments

Interest on all your Savings and Investment accounts is calculated daily on the closing balance of your account. The applicable daily interest rate is the annual rate divided by the total number of days in a year. Interest payment details are outlined in the Product Disclosure Statement of each individual account.

OVERDRAWN ACCOUNTS

We do not agree to provide any credit in relation to your account. You agree not to overdraw your account unless you have a linked Overdraft facility. You may apply for a Overdraft on your Moneymax Access Account, which will be subject to the Terms and Conditions of a Overdraft contract and the Credit Union's lending procedure. We may at our discretion honour a cheque, Periodical Payment, Direct Debit, Redicard or Visa Card transaction.

If your account becomes overdrawn for any reason, immediate payment is required and we may charge you a fee and interest (at the current Overdraft interest rate) on the overdrawn amount as well as any reasonable legal fees we incur in obtaining the amount from you.

PERIODICAL PAYMENTS

To establish a Periodical Payment service, you must complete our 'Application for a Periodical Payment' form. There must be available funds in your account for the payment to be processed (if there are unavailable funds, we will dishonour the payment and a fee may charged). In certain circumstances where funds are unavailable, the Periodical Payment may be permanently cancelled.

Periodical Payments can occur weekly, fortnightly, monthly, quarterly or annually and occur in the following ways (unless stated):

- (a) transfers can be made between accounts within the same membership: and/or
- (b) transfers can be made between different memberships: and/or
- (c) periodical payments to other financial institutions

REDICARDS

Details of the terms and conditions for Redicard can be found on the 'Account Payment Options Product Disclosure Statement'. A fee may be charged for the replacement of a Redicard. The Redicard cash withdrawal limit from an ATM or via EFTPOS is \$1,000 per day.

RETRIEVAL OF DOCUMENTS

You can retrieve any documentation pertaining to your account, however a charge may apply.

STATEMENTS

Account statements are sent to you each month. You may request a duplicate statement at any time, however a fee may apply.

If you are a joint account holder living at the same address as the other account holder(s) of the same account, we will only send one statement of account to that address.

If there is an overdraft facility attached to a joint account, all parties will receive a monthly statement of the account unless our 'Service Nomination' form is completed.

STOP PAYMENTS

You must stop or alter a cheque, Direct Debit, Periodical Payment or foreign currency Draft in accordance with these Terms and Conditions. We may charge you a fee for acting to stop or alter a payment. We are not liable to you if you request that a transaction be stopped or altered and we have already debited the amount to your account.

Nor are we liable to pay the amount of the transaction to another person, unless we are liable to you under a statute or the EFT Code.

You also agree to indemnify us and our agents and contractors, who are not liable for any negligence, delay or error in transit or transmission of a payment, unless we are liable under a statute or the EFT Code. If this exclusion is not effective, our liability or that of our agents or contractors is limited to the cost of re-supply of the service, if the law and the EFT Code permit this limitation.

TELEGRAPHIC TRANSFER

We can provide Telegraphic Transfers to most countries. Funds must be available for the Telegraphic Transfer to proceed. A charge will apply. The exchange rate is set at the time the Telegraphic Transfer is arranged by us and issued at our supplier's office. We will provide details of the currency exchange and commission fees if requested by you.

TRAVELLER'S CHEQUES

Subject to availability, Traveller's Cheques can be purchased in Australian Dollars, United States Dollars, British Pounds Sterling and Euro Dollars. The exchange rate is determined on the day of issue. For orders of other available currencies, a minimum of 2 days notice is required. The exchange rate is determined on the day the order is placed with our supplier.

VISA CARD

Details for the terms and conditions for VISA cards can be found on the 'Account Payment Options Product Disclosure Statement'. A fee may be charged for the replacement of a VISA card. The VISA card cash withdrawal limit from an ATM or via EFTPOS is \$1,000 per day.

WITHDRAWALS

Over the counter cash withdrawals

Cash withdrawals are limited to \$2,000 per day. If you require a larger cash amount, you are required to make arrangements prior to your withdrawal. You may only withdraw available funds. A fee applies to these transactions refer to 'Guide to Minimising Fees and Charges' brochure.

ATM and EFTPOS withdrawals

Automatic Teller Machine (ATM) and Electronic Funds Transfer Point of Sale (EFTPOS) withdrawals are available on your Moneymax Access account. Our minimum ATM withdrawal amount is \$20 and both ATM and EFTPOS withdrawals are subject to a maximum of \$1,000 per day. Each day ends at 12 midnight Eastern Standard Time (NSW).

Credit Union Corporate Cheque

You can request over-the-counter Credit Union Corporate Cheque(s) from either your Moneymax Access or Moneymax Online Plus + accounts.

Withdrawal Fees

Fees are charged on some withdrawals. Refer to 'Guide to Minimising Fees and Charges' brochure for full details.

MANAGEMENT OF YOUR ACCOUNT

Change of Name and Address

You must notify us immediately of any changes to your name and/or address. We accept no responsibility for any loss incurred as a result of your failure to do so.

Changes to Fees, Charges and Interest Rates

We may change the interest rate, method of interest calculation, the frequency of interest payments and other Terms and Conditions which apply to your Savings and Investment Accounts and additional Services. If we do so, we will notify you through any one of the following methods:

- (a) Website www.bccu.com.au or www.moneymax.com.au ; or
- (b) Newspaper advertisement; or
- (c) Inserts included in any member correspondence; or
- (d) Notices and posters in our head office.

You will be deemed to have received the notice on the second business day after the mailing of our newsletter or inserts included in any member correspondence.

Closing your Account(s) and/or Membership

We may close any of your Savings Accounts even though the account may have a credit balance. We will give you reasonable notice before doing so and will pay any credit balance to you.

Before closing your Credit Union membership, you must:

1. Complete our 'Cancellation/Resignation of Membership' form.
2. Surrender your Redicard and/or Visa Card and/or Member cheque book.

Please note: If you have a Visa Card the account cannot be closed until 45 days after its surrender.

3. Have all cheques drawn on the account presented.
4. Repay any outstanding debts.
5. Cancel all other products and/or services taken.

DECEASED ESTATES

If we are advised or we identify that an individual account holder is deceased, then the account will be unavailable for transactions until we have been given the authority to close the account and/or any outstanding debts have been finalised.

For individual accounts where the aggregate balance is \$15,000 or over, the Credit Union will require a Grant of Probate.

If we are advised or we identify that a joint account holder is deceased, then the remaining account holders hold the credit balance jointly. More information is available on request.

INACTIVE ACCOUNTS

If you have not made a transaction on your account for one year, we will inform you in writing. If no response is received within 30 days, the account will be deemed dormant and a monthly fee will be charged. Refer to 'Guide to Minimising Fees and Charges' brochure.

After 7 years, by law, the total amount in the account will be sent to 'Unclaimed Monies' at the Commonwealth Treasury.

OFFSET OF DEPOSITS

We may offset member's deposits against any debit balance or arrears amount in any account within the same membership.

We may appropriate the credit balance of any of your Savings Accounts towards repayment of a debt that you may owe us on a Savings Account.

We will inform you in writing promptly after we have offset any of your accounts.

OUR PRIVACY POLICY

Bankstown City Credit Union Ltd is committed to ensuring any information that is held by us is treated in the strictest confidence.

We understand our members' needs and the sensitivity of all information passed onto sensitivity of all information passed onto Bankstown City Credit Union. With this in mind we adhere to the National Privacy Principles as keeping members' privacy is very important to us.

WHAT INFORMATION DOES BCCU HOLD?

The types of information we keep on record will depend on the type of product or service requested by you. Generally, we keep a record of any information that you have given us to identify you, if you apply for insurance we may hold information on what you have insured and if you apply for a credit card, loan or an account we may hold information that you have given us in the application.

Sometimes we act as an agent for others when collecting information about you, such as for our preferred insurer. We will tell you when we do this.

HOW DOES BCCU COLLECT YOUR INFORMATION?

BCCU will collect any information you have consented to provide to us when you have obtained any of our products or services unless it is not reasonable for us to do so. Some information we may obtain from a third party where you have directed us to do so eg. contacting your employer if you are applying for a loan or your solicitor if you are purchasing a property.

HOW MAY BCCU USE YOUR PERSONAL INFORMATION?

We disclose your personal information to assist us in processing your request or application for our products and services. We may also disclose your personal information to fulfil legal requirements.

WHEN WILL BCCU DISCLOSE PERSONAL INFORMATION?

We may disclose personal and financial information to our service providers and to third parties of Bankstown City Credit Union. We will only do this where you have consented or where we are required to do so by law.

Your consent can be given to us if you have expressed it or it may be implied by your conduct.

HOW BCCU PROTECTS THE SECURITY OF YOUR INFORMATION

We take all reasonable steps to protect your personal information from misuse, loss, unauthorised access, modification or disclosure.

We provide a high level of security when you use our online products and services. Access to information stored electronically is restricted to staff whose job purpose requires access. We require all staff to maintain the confidentiality of member information.

WHAT ARE YOUR RIGHTS?

You need not give us any of the personal information about you or any other person which we may request from you. However, without that information, we may not be able to process an application or fulfil your request.

ACCESS TO YOUR INFORMATION

You can request access at any time to personal information we hold about you. We will process your request within a reasonable time. There is no fee for requesting access to your information, however we may charge you the reasonable cost of processing your request.

If the law does not permit us to release information to you then we will advise you of this.

CORRECTION OF INFORMATION

You must promptly notify us if there are any changes to your personal information to allow us to update our system. You can do this at any time by coming into our branch at 64 Kitchener Parade, Bankstown NSW 2200, you can write to us at PO Box 3216 Bankstown Square NSW 2200, call us on (02) 9707 6000 or fax us on (02) 9707 6060 to update your personal information.

FAXED INSTRUCTIONS

We may act on facsimile instructions if it appears to us the instructions have been appropriately authorised. We may refuse to act on any instruction for any reason, or refuse to act until we receive confirmation of the instructions from you by other means.

MARKETING AND OTHER PURPOSES

We may use your personal information for marketing and research purposes including providing you with information about financial services or other offers we believe you may be interested in.

If you do not want us to use your information for these purposes, please contact us.

COMPLAINTS - OUR DISPUTE RESOLUTION PROCESS

LET'S TALK ABOUT IT

The simplest way of solving a problem is to talk to someone about it.

If you are unhappy about something to do with a product or service, we'd like to hear about it.

Our staff are trained to efficiently and courteously deal with all types of problems, so don't hesitate to speak to one of them if something is troubling you.

We'd like to know about anything that affects your relationship with us.

WHO DO YOU COMPLAIN TO?

Firstly, raise your concern with one of our staff. If at all possible, the problem will be resolved immediately.

However, if our staff member is unable to resolve your concern, you will be referred to a Manager.

Our Manager will try to resolve the matter as quickly as possible and will keep you informed of its progress.

You may also make your complaint in writing to:

The Disputes Resolution Officer

Bankstown City Credit Union

64 Kitchener Parade

Bankstown NSW 2200

or

by emailing, disputes@bccu.com.au

HOW LONG WILL IT TAKE?

Frequently, complaints are simple cases of confusion or misunderstanding which can be resolved to everybody's satisfaction very quickly; however, this will depend on the nature of the complaint.

Our staff will advise you as to whether they are able to resolve your complaint by the next business day after receiving your complaint.

You will always have the opportunity to put your point of view and we will ensure that all cases are handled fairly and promptly.

In some cases, we may ask you to put your complaint in writing.

Our aim is to have your complaint resolved within 14 days, however in more complex cases (eg a complaint about a card transaction overseas) we may need up to 45 days.

If this happens we will write to you advising of this and keep you informed at all times.

HOW WILL YOU NOTIFY ME OF THE OUTCOME?

We will telephone, write or email you advising of the outcome.

If the outcome is not in your favour we will advise you of the following:

- the reasons for the decision
- the evidence we relied on in reaching our decision
- the consequences of the decision for you
- what further action you can pursue

WHAT FURTHER OPTIONS DO YOU HAVE?

Your credit union is a member of the Financial Ombudsman Service (FOS). FOS provides an external and impartial procedure for resolving disputes between credit unions and their members; this service is free of charge to members.

If you are not satisfied with the final outcome of your complaint, you may tell us to pursue the matter further with FOS.

With your written consent, we will then refer the matter, and copies of all documents and correspondence concerning the complaint to FOS.

If we fail to do this, or if we fail to resolve your complaint within 45 days, you may refer the matter to FOS yourself.

You can contact FOS:

Financial Ombudsman Service
GPO Box 3
Melbourne VIC 3001
Toll Free Call: 1300 78 08 08
Facsimile: (03) 9613 6399
Email: info@fos.org.au
Website: www.fos.org.au

YOU SHOULD BE AWARE OF THE FOLLOWING:

- You are not obliged to pursue a dispute with us using our internal dispute resolution procedure. If you do use our internal dispute resolution procedure, you may commence legal proceedings before, after, or at the same time as using our internal dispute resolution procedure.
- Our participation in the internal dispute resolution procedure is not a waiver of any rights we may have under the law, or under any contract between the Credit Union and yourself. An example of such a contract may be a loan contract, a mortgage, a guarantee, the terms and conditions of a Visa card or Redicard.
- This brochure itself is not a contract between the credit union and yourself, and it is not enforceable against us.

HOW TO CONTACT US FOR MORE INFORMATION**Bankstown City Credit Union Limited**

Head office	64 Kitchener Parade Bankstown NSW 2200
Postal address	PO Box 3216 Bankstown Square NSW 2200
Phone	(02) 9707 6000
Fax	(02) 9707 6060
Email	info@bccu.com.au info@moneymax.com.au
Website	www.bccu.com.au www.moneymax.com.au
Phone Banking	(02) 9707 6000
BSB number	802 - 155

Bankstown City Credit Union Limited
ABN: 40 087 649 769 AFSL: 238 355
64 Kitchener Parade, Bankstown NSW 2200
Phone: 02 9707 6000 Facsimile: 02 9707 6060
Email: info@moneymax.com.au
Web: www.moneymax.com.au & www.bccu.com.au

Bankstown
City Credit Union

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