

**MEMBERSHIP &**

# **DEPOSIT ACCOUNTS**

Product Information Brochure

Effective from 1 June 2015



**Queensland**  
COUNTRY  
CREDIT UNION

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# 1. INTRODUCTION

## 1.1 ABOUT THIS DOCUMENT

- This document contains Terms and Conditions of Use that apply to your Membership of, and Deposit Accounts with the Queensland Country Credit Union Limited. Information concerning Loan Accounts or credit cards are not included in these Terms and Conditions of Use but are separately available on request.
- Before opening a Membership and a Deposit Account with the Credit Union you should read these Terms and Conditions of Use and any other documents we give you containing particular conditions and other information.
- If these Terms and Conditions of Use are not clear to you, contact the Credit Union **BEFORE** opening a Membership or a Deposit Account or alternatively seek independent advice from your accountant or lawyer.
- By opening an account you signify your understanding and acceptance of these Terms and Conditions of Use.
- These Terms and Conditions of Use do not include or replace any Terms and Conditions of Use that may apply because of laws or legislation.
- There are fees and charges that apply to accounts provided by Queensland Country and transactions on those accounts. Please read this document and the Fees and Charges brochure carefully to find out when and how we impose fees and charges.

## 1.2 PRODUCT DISCLOSURE STATEMENT (PDS)

- For Basic Deposit and Non-Cash Payment Products this document forms part of the Contract between you and Queensland Country
- The Contract between you and Queensland Country has four (4) parts. Each part contains important information you need to read **BEFORE** applying for Membership of Queensland Country or applying for the relevant product. These parts should be read together:
  - (1) Personal Savings and Transaction Accounts, Fixed Term Deposits, Business Banking, BillPaying Account and other Product Information Brochure relevant to the Product;
  - (2) Membership and Deposit Accounts Terms and Conditions of Use (this document);
  - (3) Fees and Charges brochure; and
  - (4) If applicable, our Deposit Interest Rates Schedule.

The Terms and Conditions of Use, the Specific Product Features brochure and the other documents in the PDS, comprise the terms of the contract between the Member and the Credit Union.

## 2. DEFINITIONS

In this document, unless the context requires or indicates otherwise, the following word, abbreviations and phrases have the following meanings:

### **Queensland Country, the Credit Union, 'we', 'our' or 'us'**

Queensland Country Credit Union Limited.

### **'you', 'your' or 'Member'**

The Member or Members who have an account with the Credit Union or any person authorised to act on behalf of the Queensland Country Member.

For more than one Member, "you" means each, separately and jointly. "Your" is used in the same way.

### **Account**

A deposit account or a loan account.

### **AML/CTF Legislation**

Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (Cth)

### **ATM**

An Automatic Teller Machine

### **Available Balance**

The amount in your account less uncleared any funds.

### **Branch, Authorised Representative or Agency**

A Branch office, Authorised Representative or agency of the Credit Union

### **Business Day**

A day that the Credit Union is open for transaction of business in relation to an account, excluding Saturdays, Sundays and public holidays.

### **Card**

Any Card issued by the Credit Union that you use with your accounts.

### **Cleared Funds**

Money available for immediate withdrawal from your account.

### **Code**

Any industry Code of Practice that we adopt or subscribe to, that applies to the use of your accounts or transaction. This currently includes the ePayments Code, the Customer Owned Banking Code of Practice and the General Insurance Code.

### **Deposit Account**

A savings account, a fixed term deposit or a farm management deposit.

## **Electronic Banking**

Any transactions you make using electronic equipment and using an access method including your card at an electronic terminal.

## **ePayments Code**

The ePayments Code applying to electronic banking and adopted by Queensland Country. From 20 March 2013 Queensland Country also subscribes to the Mutual Banking Code of Practice and the General Insurance Code.

## **Fees and Charges Brochure**

The document we issue that sets out the fees and charges applicable to your account and transactions on your account.

## **Financial Services Guide or FSG**

This document provides information on the financial services offered by Queensland Country, the fees charged and its process for handling complaints.

## **Funds Transfer**

A transfer of funds from one account to another, either yours or a third party whether both accounts are with Queensland Country or one account is held at another financial institution.

## **Product Disclosure Statement or PDS**

The document made up of these Terms and Conditions of Use; the relevant product features brochure entitled either 'Product Disclosure Statement' or 'Product Information Brochure'; the Fees and Charges brochure; and if applicable, our Deposit Interest Rate Schedule.

## **Singular and Plural**

Singular references includes the plural and vice versa. A reference to anything is a reference to all or part of that thing.

## **Specific Conditions**

The Terms and Conditions of Use that relate to specific accounts and services in addition to these Terms and Conditions of Use and which we notify you that may apply to your account.

## **Statement of Advice or SoA**

If the product issuer provides you with personal advice on a product you will receive a Statement of Advice (SOA) which sets out the basis on which the advice is given and the advice provided to you on the product.

## **Terms and Conditions of Use**

This refers to:

- (1) the contents of this document (where applicable);
- (2) changes made to this document;
- (3) conditions set out by law;
- (4) conditions in the loan contract; and
- (5) fees and charges and interest rates specified by us

## Transaction

This refers to any fee, charge, deposit, withdrawal, credit or debit instructions or advice made from or added to your account in any way.

### 3. GENERAL DESCRIPTIVE INFORMATION

- In addition to the General Terms and Conditions of Use for Membership and Deposit Accounts in Section 4 of this document, this Section 3 provides you with the following General Descriptive Information.
- The General Descriptive Information provides you with information concerning:
  1. the operation of accounts and account facilities;
  2. the operation of cheque facilities;
  3. identification requirements of the relevant legislation;
  4. options available under the Tax File Number provisions;
  5. the External Dispute Resolution Scheme, Credit and Investment Ombudsman Limited (CIO)

#### 3.1 OPERATION OF ACCOUNTS AND ACCOUNT FACILITIES

##### 3.1.1 Opening an Account and Becoming a Member

Membership of the Queensland Country Credit Union is open to:

- any resident (being a natural person) of the Commonwealth of Australia
- any body corporate which has an office or business address in the Commonwealth of Australia

Full Shareholding Membership, which includes voting and borrowing rights, is available to all eligible people over 18 years of age. Shareholding Members purchase one \$10.00 share at the time of joining the Credit Union. If you cease to be a Member, the \$10.00 share is refunded.

Depositing Membership is available to eligible people under 18 years of age.

You can apply for Membership at any Queensland Country Branch. Identification is required before acceptance of a Membership Application.

##### 3.1.2 Names

The law does not allow you to open an account or become a signatory to an account using a false name.

If you change your name (for example, upon marriage) you will need to advise the Credit Union.

##### 3.1.3 Laws for Proof of Identity

Queensland Country, and all financial institutions, must verify your identity when you:

- open a new membership for the first time; or
- become a signatory to an existing account for the first time or if we no longer have records of your identification.

Information relating to the identification requirements is contained in Section 3.2 of this brochure – Identification Requirements in the Anti-Money Laundering & Counter Terrorism Financing Act 2006 (Cth.)

### **3.1.4 Quoting Your Tax File Number**

The Credit Union will ask for your tax file number at the time you open your membership.

You are not required to give your tax file number if you do not wish to. However, under the law, if you choose not to provide your tax file number, the Credit Union must deduct withholding tax on any interest you earn on the account, unless you are exempted by law from quoting a tax file number. The Federal Government sets the withholding tax rate and it may vary at any time.

The deduction of withholding tax will form part of your normal income tax, just as when your employer deducts tax from your salary or wages. When you fill out your tax return, including your interest earned along with your regular income, you can claim withholding tax paid on the interest as tax already paid together with the tax your employer deducts from your salary or wages.

### **3.1.5 Terms and Conditions of Use**

The Credit Union has Terms and Conditions of Use governing your Membership, Deposit Accounts, Cards, Member Chequing, Internet, Phone and Mobile Banking and Loan Accounts.

You should always read these Terms and Conditions of Use **BEFORE** opening the account or applying for a loan. The Terms and Conditions of Use set out your rights and obligations. It is important that you understand these rights and obligations.

The Credit Union will give you a document as part of the PDS detailing Specific Product Features (as applicable) and Terms and Conditions of Use when you open an account, or apply for a payment facility. These Specific Product Features also comprise part of the Terms and Conditions of Use of the product.

### **3.1.6 Account Combination or Set-off**

The Credit Union has the right under Clause 26 of its Constitution to use any credit balance you hold in any savings account you have with the Credit Union and the value of your Members Share to repay any debt that you owe to the Credit Union, unless prohibited by law.



### **3.1.7 Credit Union or Corporate Cheques (Counter Cheques)**

One of the ways you can withdraw funds from your account is by asking the Credit Union to issue a corporate cheque. The Credit Union will advise you of any fee for issuing a corporate cheque (also known as a counter cheque).

If you lose a corporate cheque or somebody steals it, you can ask the Credit Union to stop payment on the corporate cheque.

The Credit Union will not stop payment on a corporate cheque if you used the cheque to buy goods or services and you are not happy with them. You must seek compensation or a refund directly from the provider of the goods and services. You should contact your Government Consumer Agency if you need assistance.

### **3.1.8 Additional Cards**

For information about Additional Cards please refer to our separate brochures 'Visa Debit Card Conditions of Use, and CueCard Conditions of Use.

### **3.1.9 Hardship**

If you have a loan or credit contract with us, and you are experiencing financial hardship we encourage you to contact your local Branch Manager to discuss your particular needs.

In certain circumstances, the Credit Union may permit you to reduce your repayments and increase the term of the loan.

### **3.1.10 What to do if You Have a Complaint**

Complaints Handling and Dispute Resolution Process please refer to our Financial Services Guide

### **3.1.11 Privacy**

For information about Privacy and your personal information please refer to our separate brochure: Financial Services Guide. A copy of the Credit Union's privacy policy can be obtained from our website or your local Branch.

### **Disclosure to Related Entity**

The Credit Union may disclose information about you to a related entity where:

- the information is necessary to enable an assessment to be made of your total liabilities to the Credit Union and to the related entity; and
- the related entity provides financial services which are related or ancillary to those the Credit Union provides, unless you tell the Credit Union not to do so.

You should let the Credit Union know if you do not wish us to disclose information about you to a related entity providing related financial services.

## Correction of Member Information

The Credit Union will provide you, on request, with any information about you which is readily accessible to the Credit Union and which may lawfully be provided.

The information the Credit Union is required to provide is limited to our record of your address, occupation, marital status, age, sex, accounts held and balances and statements related to those accounts. This is referred to as "Member Information".

The Credit Union need not comply with your request unless you have identified, as clearly as possible, the Member Information requested.

The Credit Union may charge you a fee for its reasonable costs of supplying Member Information to you.

You may request the correction of your Member Information. If the Credit Union is satisfied that the relevant information is incorrect, it will make the requested correction. The Credit Union will deal with your request for access to Member Information, or request for copies of information, within 45 days.

### 3.2 IDENTIFICATION REQUIREMENTS IN THE ANTI-MONEY LAUNDERING & COUNTER TERRORISM FINANCING ACT 2006 (Cth) ('AML Act')

Credit Union and all other financial institutions must verify your identity when you:

- open a Membership for the first time; or
- become a signatory to an Account for the first time.

On these occasions, the Credit Union will need to complete a full check of your identity. This procedure will involve making a series of checks on certain information provided by you. (The Credit Union may need to obtain more details from you than it has taken previously, but this is necessary to comply with the laws).

These procedures are part of the AML Act, which is designed to help prevent people from using the financial system for tax evasion, money laundering and terrorism financing.

The Credit Union supports this Australia-wide effort to fight crime and will do everything it can to make these procedures as smooth as possible for Members.

#### Information Checks

To be fully verified you must satisfy the identification requirements adopted by Queensland Country under the AML Act.

Generally you must:

Provide **one** of the following items:

- Drivers Licence;
- Photo ID card issued by a State or Territory; or

- Passport

**Or** provide an item from each of the following two categories:

#### **Category One**

- Birth Certificate or Extract;
- Citizenship Certificate; or
- Pension Card

#### **Category Two**

- Notice issued by Commonwealth, State or Territory **1**;
- Notice issued by Australian Taxation Office **1**;
- Notice issued by a Utilities Provider of Council **2**; or
- Notice issued to a minor by a School Principal **2**.

The documents provided must contain certain information depending on the document.

Requirements will vary depending upon the document.

Special Provisions apply for Children's Accounts and Company Accounts.

Identification requirements may vary from time to time.

1 – Issued in last 12 months;

2 – Issued in the last 3 months

## **4. GENERAL TERMS AND CONDITIONS OF USE**

These Terms and Conditions of Use; the Specific Product Features brochure relevant to your product; and the Fees and Charges brochure comprise the Terms and Conditions governing the financial product or service.

### **4.1 MEMBERSHIP**

- The rules regarding eligibility for Membership of the Credit Union are set out in the company's Constitution (New Share Issues – Member Requirements Clause 3 to 11).

Copies of the Constitution are available from any Branch or authorised representative of the Credit Union.

- To become a Member of the Credit Union (unless you are a minor), you must subscribe for one (1) Membership share at an issue price of ten dollars (\$10.00) per share. A minor will, on attaining the age of 18, pay the issue price of ten dollars (\$10.00) per share.
- This share is refundable when you cease your membership with the Credit Union.
- By becoming a Member, you agree to be bound by the Constitution of Queensland Country Credit Union Limited.

Under Clause 79 of the Credit Union's Constitution we are able to accept funds on deposit from the following entities without those entities having to become a shareholding Member of

Queensland Country Credit Union:

- another Authorised Deposit-taking Institution;
- a body that does not have the power to acquire, or is prohibited from acquiring, a membership share; or
- a government or statutory body.

#### **4.2 THE CUSTOMER OWNED BANKING CODE OF PRACTICE**

The relevant provisions of the Customer Owned Banking Code of Practice apply to all Credit Union products and services, to the extent that they are not inconsistent with Commonwealth, State and Territory laws.

#### **4.3 ePAYMENTS CODE OF CONDUCT**

Queensland Country is a subscriber to, and complies with, the ePayments Code which regulates electronic payments including ATM, EFTPOS and credit card transactions, online payments, internet and mobile banking, and BPay.

#### **4.4 JOINT MEMBERSHIP**

A joint membership is a membership you open with another person or persons. When you open a joint membership you must tell us in writing how you want to operate any accounts under the membership. For example:

- (1) any one signatory to sign to withdraw funds;
- (2) all signatories to sign co-jointly to withdraw funds\*
- (3) any two signatories to sign co-jointly to withdraw funds\*  
(\*Note: no debit or credit card may be issued under these methods of operation.)

- The joint account holders are able to change the account signing instructions by providing notice to the Credit Union. If fewer than all the account holders can sign on the account, anyone of the account holders can notify the Credit Union that the account must be changed to 'all to sign'. All other changes to authorisations must be made by all joint account holders.

On a joint account you and the joint account holder will be jointly and severally liable for any fees and charges, interest charges and for any transactions performed on accounts under the joint membership.

- A joint membership can only be closed by the authority of all joint Members.
- The Credit Union will act in good faith on your instructions. The Credit Union is not liable for any loss or damage suffered where we carry out your instructions in good faith, unless the Credit Union is proved negligent.
- If one joint Member dies, ownership of the accounts under the membership will pass to the survivor(s).

#### **4.5 DEPOSITS**

- Deposits can be made at any Branch or agency of the Credit Union.

- Deposits made to accounts are not available until processed.
- Proceeds of deposits made by cheque to your account are not available until cleared.
- Clearance periods for cheques deposited into your account are:  
Local, Intrastate, Interstate – 3 to 5 business days;  
Overseas – 30 business days
- In some circumstances, you may be granted access to funds earlier.
- You may request special clearance of cheques at the time of deposit.
- A service fee may apply to special clearance of funds deposited by cheque.
- Regular deposits may be made by automatic direct credit. You may alter or stop a direct credit at any time in writing to the originating organisation.
- All fees and charges relating to deposits via direct entry access are listed in the Fees and Charges brochure.

#### **4.6 WITHDRAWALS**

- Most cleared funds are available at call.
- Withdrawals can be made at any Branch or agency of the Credit Union.
- The Credit Union can limit the amount of cash withdrawn from your account.
- Withdrawals can also be made through Automatic Teller Machines and electronic funds transfer terminals. These are subject to daily limits as set from time to time.
- Corporate cheques are available on some accounts.
- The Credit Union may charge a fee for the issue of corporate cheques. Fees for corporate cheques and withdrawals are listed in the Fees and Charges brochure.
- You may arrange to have money transferred to other accounts, between accounts and to third parties for regular payments. This can be done by periodical payment (also known as automatic payment services) or direct debit.
- If you wish to establish periodical payments between accounts then please contact one of our branches or authorised representatives for further information.

The automatic payment service will make regular payments with the frequency and amount of payment based on your instructions.

- When you make direct debit arrangements with third parties you agree to consent to these terms and conditions of automatic payment services.
- You may alter or stop an automatic payment service at any time in writing to the Credit Union. It is your responsibility to inform the Credit Union in writing when it is time to cancel an automatic payment service (particularly a direct debit). The Credit Union will not be liable for any automatic payments made where a Member has failed to inform the Credit Union to cancel a direct debit authority. It is advisable that you also contact the organisation receiving the automatic payment in writing to avoid incurring any fees or charges.
- The Credit Union may alter or stop an automatic payment service if there are not enough cleared funds in the account.
- Direct debits may be dishonoured if funds are insufficient to cover the payment.
- The Credit Union may charge a dishonour fee if a direct debit is dishonoured.
- All fees and charges relating to withdrawals are listed in the Fees and Charges brochure.

#### **4.7 MEMBER CHEQUE FACILITY**

- Member Cheque Scheme Terms and Conditions of Use are available as a separate brochure from any Branch or authorised representative of the Credit Union and apply in addition to these Terms and Conditions of Use.
- All fees and charges relating to the provision of the Member Cheque Facility are listed in the Fees and Charges brochure.

#### **4.8 ELECTRONIC BANKING**

- Various electronic banking facilities including Electronic Cards, PhoneService and CU Online are available on some Credit Union accounts.
- The electronic banking facilities are governed by the Terms and Conditions of Use for the particular product.
- The relevant Terms and Conditions of Use are available as separate brochures from any Branch or authorised representative of the Credit Union and apply in addition to these Terms and Conditions of Use.
- No other person is authorised to use any card that you have issued to you on your account.
- You may apply for an additional card to be issued to a person authorised to operate your account. In order to be issued, the authority for an additional card must comply with the Method of Operation under the membership. The additional card/s may be applied for at any Branch or authorised representative of the Credit Union.

- General descriptive information is provided on the issue, liability and cancellation of subsidiary cards. Refer to Section 3.19 of this document.
- All fees and charges relating to the provision of Electronic Banking facilities are listed in the Fees and Charges brochure.

#### **4.9 MISTAKEN INTERNET PAYMENTS**

The ePayments Code sets out the process that the Credit Union must follow for reporting, investigating and seeking recovery of mistaken internet payments. It is important to ensure that you enter the correct account details when you make an internet payment to someone from your account. It may not be possible to recover funds from an unintended recipient. You should notify the Credit Union immediately if you become aware that you have made a mistaken internet payment. The ePayments Code also allows us to recover a mistaken payment received into your account in some instances without your consent.

For further information please refer to our separate brochure: CU Online, PhoneService and Mobile Banking Terms and Conditions of use.

#### **4.10 CREDIT UNION FEES AND CHARGES**

- When you use your account, cheque facility, card or any other access method, the Credit Union may impose a fee or charge.
- If a cheque that is deposited into your account is dishonoured, we may charge a dishonour fee.
- All Credit Union fees and charges are outlined in a separate Fees and Charges brochure.

#### **4.11 GOVERNMENT FEES AND CHARGES**

- In addition to Credit Union fees and charges, your account may attract Government fees and charges.
- The Credit Union may pass on to you any Government fees and charges applicable to your account and/or transactions on your account.
- When opening an account with the Credit Union you will be asked to quote your Tax File Number (TFN). You are not required by law to give your TFN. However, the Credit Union is obliged by law to withhold tax on the interest credited to your account if your TFN is not quoted.
- Government fees and charges are provided in the Fees and Charges brochure.

#### **4.12 STATEMENTS OF ACCOUNT**

- A statement of account is a record of all transactions on your accounts since the previous statement of account.
- The Credit Union will send a statement to you at least once every three (3) months unless you nominate to access statements electronically.

- You can also request a statement to be issued at any time by phoning the PhoneService, logging on to CU Online (refer to separate brochures for details), or from any Branch or authorised representative of the Credit Union.
- Confirmation of all transactions on your account will be provided in the Statements of Account.
- The Credit Union can agree to provide you (or your nominee) with an electronic version of the Statements of Account on request.
- The Credit Union may charge a fee for:
  - (1) a Prior Period statement
  - (2) an Interim (outside the standard cycle) statement or an Electronic Statement of Account.

These fees are detailed in the Fees and Charges brochure.

It is important that you check all entries on the statement and report any possible error or unauthorised transaction to the Credit Union immediately.

#### **4.13 OVERDRAWN ACCOUNTS**

- Your account will be overdrawn if the amount of withdrawals is more than the available balance of your account.
- If you overdraw any deposit account, without prior authorisation, the Credit Union may charge you a fee and/or interest on the overdrawn amount for the period of time the account is overdrawn.
- The Credit Union may also apply its right to set-off or combine accounts if an overdrawn balance is not corrected within seven (7) business days.
- Details of fees and charges relating to overdrawn accounts are listed in the Fees and Charges brochure.

#### **4.14 COMPLAINTS HANDLING AND DISPUTE RESOLUTION**

- For information on our Complaints Handling and Dispute Resolution Process please refer to our Financial Services Guide
- If the issue is not resolved, we encourage you to complete a Notification of Complaints form available at any Queensland Country Credit Union branch, although such notification is not required to be provided in writing. Details on the procedure to lodge a complaint are available as a separate brochure, Accessing the External Dispute Resolution Scheme, from the Credit Union.
- If we have made a formal proposal to resolve the complaint and you have told us that the proposal is not acceptable to you or at least 45 days has elapsed (whichever occurs sooner), you are entitled to have your complaint resolved free of charge by the Credit and



Investment Ombudsman Limited (CIO) ABN 59 104 961 882. This is an external dispute resolution scheme of which Queensland Country is a member. We will provide you with information on how you may access this scheme.

- If you have any complaints concerning the services provided by third parties or our business partners (including insurers or service providers) we encourage you to make enquiries direct with these third parties.

#### **4.15 DORMANT ACCOUNTS**

- If you have not had any transactions on your account for at least one (1) year, the Credit Union may classify the account as 'dormant'.
- If your account is classed as dormant, the Credit Union will charge you an annual administration fee.
- The Credit Union may cancel a person's membership if the person's only account with the Credit Union is a dormant account.
- "Transaction" in respect of dormant accounts means a debit or credit to the account, other than for:
  - (1) the payment of interest by the Credit Union; or
  - (2) the charging of a fee by the Credit Union for keeping the account.

Details of fees and charges relating to dormant accounts are listed in the Fees and Charges brochure.

#### **4.16 VARIATIONS TO TERMS AND CONDITIONS OF USE, FEES AND CHARGES, & INTEREST RATES**

- The Credit Union has the right to vary any of these Terms and Conditions of Use, add new products and stop existing products at any time without prior agreement.
- We will give you at least 30 days advance written notice if we intend to:
  - (1) impose or increase a new fee or charge (except Government charges);
  - (2) vary the way we calculate interest; or
  - (3) vary the frequency with which we debit or credit interest; fees and charges.
- If the Credit Union varies these Terms and Conditions of Use, or varies the fees and charges or the interest rates on your account, we will notify you either in writing or by advertisement in a local or State newspaper, no later than the day the variation takes effect.

#### **4.17 VARIATION TO GOVERNMENT CHARGES AND TAXES**

- Unless the Government publishes notice of the introduction or variation of any Government fee, the Credit Union will notify you of the new fee or variation by:
  - (1) advertisement in local or State newspaper;

- (2) notice in a Member newsletter;
- (3) notice in an account statement; or
- (4) direct written notice.

#### **4.18 CHANGES TO MEMBER DETAILS**

- You must notify the Credit Union immediately if you change your name, signature or address (residential or postal).
- If you change your name we need to see the appropriate documentary evidence.

#### **4.19 RIGHT OF SET-OFF**

- If you have more than one account with us and you overdraw any account without prior arrangement, the Credit Union may be able to apply (set-off) under Clause 26 of the Constitution the credit balance in any of your savings accounts towards repayment of any debt that you owe the Credit Union.
- Transfers under this right of set-off may be undertaken without the prior consent of the Member.
- We will also comply with the requirements of the Centrelink Code of Operation for Social Security Direct Credit Payments.

#### **4.20 INTEREST RATES**

- Interest may be earned on amounts of \$1.00 or more.
- Interest rates are tiered. A Tiered Rate means that the rate of interest we pay on the whole of your funds may increase as your balance increases.
- Before opening any account, the most recent Interest Rates Schedule should be obtained. These are available from any Branch or authorised representatives of the Credit Union.

#### **4.21 ADDITIONAL SIGNATORIES ON ACCOUNTS**

- You can authorise someone else to use your account by completing authority forms at any Branch or agency of the Credit Union.
- If you allow someone else to use your account you are liable for all transactions made by that person.
- You may cancel that person's authority at any time by advising the Credit Union in writing.
- If you ask us in writing we may issue an additional card to an authorised signatory to your account.
- Refer also the Electronic Banking section of these Terms and Conditions of Use.

#### **4.22 TERMINATING YOUR MEMBERSHIP**

- Information in relation to the cessation of membership is contained in the Constitution of the Credit Union (Membership leaving Clause 12 to 18) which is available from any Branch or agency of the Credit Union.

#### **4.23 CLOSING ACCOUNTS**

- You can close your account/s at any time at a Queensland Country branch or our Contact Centre.
- There may be a short waiting period for the closure of some accounts (e.g. Visa Accounts).
- Some types of accounts have special rules. These rules are set out in the specific Terms and Conditions of Use for each product and service.
- The Credit Union may close an account that is in credit by giving reasonable notice.
- We will pay you the credit balance, after deducting any outstanding interest fees, charges or other amounts owing.

#### **4.24 PAYMENT INSTRUMENTS**

- Payment Instruments are available on most accounts.  
These include:
  - (1) Debit Cards
  - (2) Credit Cards
  - (3) Cheques
- It is the Member's obligation to safeguard any payment instrument for their account.
- You must comply with the Terms and Conditions of Use applicable to any Card issued on your account. These are available from any Branch or authorised representative of the Credit Union.
- You must notify the Credit Union as soon as possible after the loss, theft or unauthorised use of any payment instrument.
- To notify the Credit Union:  
During normal business hours (applies to all payment instruments):
  - (1) report it immediately to any Branch or agency of the Credit Union;
  - (2) Outside normal business hours (applies only to debit and credit cards);
  - (3) telephone the numbers indicated on the Terms and Conditions of Use for the applicable card and as soon as possible, call into any Branch of the Credit Union to complete the necessary forms.
- Failure to report any loss or theft could result in unauthorised use of your account.
- You may be liable for any loss you suffer if you fail to observe the applicable Terms and Conditions of Use.

## HOW TO CONTACT US

If you have any questions or need more information, please contact us:

Branch Visit our website for a listing of all our branches.

Post PO Box 679, Aitkenvale QLD 4814

Phone 1800 075 078

Website [www.qccu.com.au](http://www.qccu.com.au)

Email [info@qccu.com.au](mailto:info@qccu.com.au)

BSB 704 640

Queensland Country Credit Union

## CONDITIONS OF USE

If you have any queries concerning these Terms and Conditions of Use, the PDS document or any other matter concerning our products and services, please ask any of our branch staff for the relevant brochure.

### Read with

This document must be read in conjunction with: Fees & Charges; Deposit Interest Rate Schedule and the following Deposit Information Brochures: Personal Savings and Transaction Accounts; Business Banking; Bill Paying Accounts.