

# STUDENTS AND APPRENTICES

**PRODUCT INFORMATION BROCHURE**

**HELPING YOUNG QUEENSLANDERS  
ACHIEVE THEIR GOALS**

Effective from 1 October 2016



**Queensland**  
COUNTRY  
CREDIT UNION



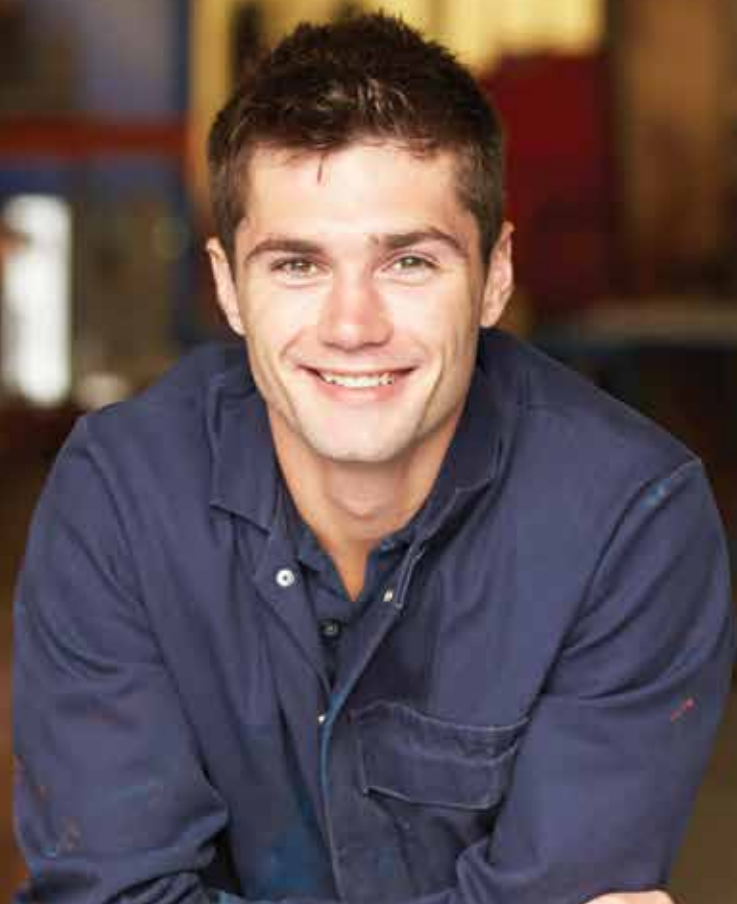
## ACCOUNTS FOR FULL-TIME STUDENTS AND APPRENTICES

Life as a full-time student or apprentice can be tough, particularly when trying to juggle studies, work, your finances and life in general. At Queensland Country we have specifically tailored transaction and savings accounts which can help you save more money and take away the worry of managing your finances.

Here is a quick summary of the accounts we offer to full-time students and apprentices aged 18-23 years.

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In this document, where it is stated that the number of free transactions per month is subject to a limit or alternatively, is described as 'unlimited' not all transaction types are included in this limit. Some transactions will incur a fee per transaction regardless of the number performed during the month.

For the details of which transactions are included in the monthly free transaction limits and other fees and charges which may apply refer to our Fees and Charges brochure (QCD0006).

	LEARNERS & EARNERS ALL ACCESS ACCOUNT	FUTURE START SAVINGS ACCOUNT
<b>Available to</b>	Full-time students and apprentices aged 18-23	Full-time students and apprentices aged 18-23
<b>Best used for</b>	Everyday use	Regular savings
<b>FEATURES</b>		
<b>Monthly account service fee</b>	Free	Free
<b>Number of free transactions per month<sup>1</sup></b>	Unlimited	Unlimited
<b>Opportunity to earn bonus interest</b>	No	Yes <sup>2</sup>
<b>ACCESS OPTIONS</b>		
<b>Branch access</b>	✓	✓
<b>Card access</b>	✓	✗
<b>ATM access</b>	✓	✗
<b>EFTPOS</b>	✓	✗
<b>Internet banking access</b>	✓	✓
<b>Mobile banking access</b>	✓	✓
<b>Phone banking access</b>	✓	✓

Other general account options are available; please see our Personal Savings and Transaction Accounts Product Information Brochure.

<sup>1</sup> Refer to our Fees and Charges brochure for the transactions which do not incur a fee and for other fees and charges which may apply.

<sup>2</sup> To receive the bonus interest rate you must deposit at least \$5 each calendar month and make no more than one withdrawal in the same calendar month.





# TRANSACTION ACCOUNT

## THINGS YOU NEED TO KNOW

### ELIGIBILITY

To be eligible an account holder must be either:

- A full-time student at a tertiary educational institution in Australia (you will need to show us current student identification which confirms your status as a full-time student)
- Undertaking an Australian apprenticeship (you will need to show us proof of your apprenticeship i.e. payslip, identification card which confirms your status as an apprentice)

The account holder who meets the full-time student or Australian Apprentice eligibility criteria must also be aged 18 to 23 years to be eligible for the account.

### JOINT ACCOUNTS

Where a joint account is required, at least one of the account holders must meet the eligibility criteria for this account type.

### INTEREST

Interest is calculated on the minimum monthly balance and paid annually.

### WHAT HAPPENS WHEN I TURN 24 OR CEASE TO BE AN APPRENTICE OR FULL-TIME STUDENT?

Once account holders are no longer eligible for the Learners & Earners All Access account, the account will change to an All Access account. Standard fees and charges for the All Access account apply. This may include the Monthly Account Service Fee. Refer to our Fees and Charges brochure for more information.

For more detailed information on the All Access account, download our Personal Savings and Transaction Accounts Product Information Brochure at [qccu.com.au](http://qccu.com.au) or request a copy in person by calling us on 1800 075 078 or visiting any Queensland Country branch.

### HOW AND WHEN DO I RECEIVE STATEMENTS?

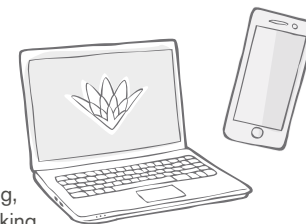
You can elect to receive statements electronically via E-statement. Statements are stored securely and conveniently in your internet banking and can be accessed at anytime. Statements are issued every three months in July, October, January and April. If you choose to receive paper statements, they will be mailed to your postal address held on our records.

# LEARNERS & EARNERS ALL ACCESS ACCOUNT

The Learners & Earners All Access account is an everyday transaction account specifically for our Members who are undertaking full-time studies or an Australian Apprenticeship and are aged 18-23 years. You can conduct your banking online and face-to-face, use ATMs, EFTPOS and Queensland Country's mobile banking best of all, pay no monthly account service fees. There is also a range of transactions you can complete without incurring a fee regardless of the number you complete each month.

### WAYS TO ACCESS YOUR ACCOUNT

- Internet banking and mobile banking
- Branch deposits and withdrawals - Deposits and withdrawals can be made at any Queensland Country Credit Union Branch
- EFTPOS and PayWave
- Visa Debit card
- Telephone banking service
- Direct credit & direct debit
- BPAY® - Pay bills in minutes using internet banking, mobile banking or phone banking
- Bank@Post™ - through participating Australia Post offices



## FEATURES & BENEFITS

**UNLIMITED FREE TRANSACTIONS\***

**NO MINIMUM OPENING BALANCE**

**NO MONTHLY SERVICE FEE**

*wave and Go!!*  
WITH VISA PAYWAVE



**WORLDWIDE 24/7 ACCESS**

**ACCESS YOUR MONEY AT OVER 3,000 ATMs**

Queensland Country, Westpac, St.George, BankSA and Bank of Melbourne



\*Refer to our Fees and Charges brochure for the transactions which do not incur a fee and for other fees and charges which may apply.



# SAVINGS ACCOUNT

## THINGS YOU NEED TO KNOW

### ELIGIBILITY

To be eligible an account holder must be either:

- A full-time student at a tertiary educational institution in Australia (you will need to show us current student identification which confirms your status as a full-time student)
- Undertaking an Australian apprenticeship (you will need to show us proof of your apprenticeship i.e. payslip, identification card which confirms your status as an apprentice)

The account holder who meets the full-time student or Australian Apprentice eligibility criteria must also be aged 18 to 23 years to be eligible for the account.

### JOINT ACCOUNTS

Where a joint account is required, at least one of the account holders must meet the eligibility criteria for this account type.

### INTEREST

Interest is calculated on the daily closing balance and paid monthly. Bonus interest is paid when at least \$5 is deposited into the account and no more than one withdrawal is made in a calendar month.

### WHAT HAPPENS WHEN I TURN 24 OR CEASE TO BE AN APPRENTICE OR FULL-TIME STUDENT?

Once account holders are no longer eligible for the Future Start Savings account, the account will change to a Bonus Saver account. Different rules apply to the Bonus Saver account in respect to bonus interest and the number of free transactions per month. Standard fees and charges for the Bonus Saver account apply. Refer to our Fees and Charges brochure for more information. For more detailed information on the Bonus Saver account, download our Personal Savings and Transaction Accounts Product Information Brochure at [qccu.com.au](http://qccu.com.au) or request a copy in person by calling us on 1800 075 078 or visiting any Queensland Country branch.

### HOW AND WHEN DO I RECEIVE STATEMENTS?

You can elect to receive statements electronically via E-statement. Statements are stored securely and conveniently in your internet banking and can be accessed at anytime. Statements are issued every three months in July, October, January and April. If you choose to receive paper statements, they will be mailed to your postal address held on our records.

# FUTURE START SAVINGS ACCOUNT

The Future Start Savings account is a dedicated bonus savings account designed to make the challenge of saving while learning and earning achievable. We understand that saving during this time in your life can be quite difficult. That is why we have the Future Start Savings account. It is a great option for full-time students and apprentices as you receive bonus interest each calendar month when you make a deposit of \$5 or more and no more than one withdrawal in the same calendar month.

### WAYS TO ACCESS YOUR ACCOUNT

- **Internet banking and mobile banking**
- **Branch deposits and withdrawals** - Deposits and withdrawals can be made at any Queensland Country Credit Union Branch
- **Telephone banking service**
- **Direct credit & direct debit**
- **BPAY®** - Pay bills in minutes using internet banking, mobile banking or phone banking

## FEATURES & BENEFITS

**UNLIMITED FREE TRANSACTIONS\***

**BONUS INTEREST RATE**

**NO MONTHLY SERVICE FEE**

**NO CARD ACCESS TO HELP ENCOURAGE SAVINGS**

**NO MINIMUM OPENING BALANCE**

\* Refer to our Fees and Charges brochure for the transactions which do not incur a fee and for other fees and charges which may apply.

# ACCESSING YOUR ACCOUNTS

Queensland Country offers a range of ways for you to access your money in order to make purchases, transfer to other accounts, pay bills or withdraw cash. Not all access methods are available on every account. Please refer to the specific account type you are considering to find out what type of access is available.

## CARD ACCESS

### ATM NETWORK

We have a number of Queensland Country ATMs conveniently spread across Queensland. Our Members also have access to our partnered Westpac Group ATMs right across Australia. This includes Westpac ATMs, St George ATMs, Bank of Melbourne ATMs and BankSA ATMs. You can access your money at over 3,000 locations throughout Australia and in more than 200 countries worldwide. Fees and charges may apply so please refer to the Fees and Charges brochure for further information.

### VISA DEBIT CARD

Our Queensland Country Visa Debit card makes accessing your accounts a breeze. Visa Debit cards allow account holders to enjoy all of the advantages of using a credit card but with the added benefit of using your own money. You have the choice to pay now instead of having to pay later by using a credit card.

With your Queensland Country Visa Debit card you can:

- Purchase in store, online, mail order and over the phone
- Wave and go using Visa payWave
- Use at any ATM or EFTPOS facility anywhere throughout the world where Visa is accepted
- Access your money at over 3,000 ATMs Australia wide using Queensland Country, Westpac, St. George, BankSA and Bank of Melbourne ATMs
- Use at any of the 3,500 Australia Post outlets who participate in Bank@Post™

Main features and benefits of having a Visa Debit card:

- Unlimited free transactions when using the credit function with purchases (please note that some Merchants may charge fees for this transaction type)
- The ability to use the latest in contactless payment technology - payWave
- Increased fraud protection for transactions covered by Visa's Zero Liability Policy and Verified by Visa
- The card is embedded with an EMV chip which helps to protect your personal information
- Direct access to the very best entertainment experiences through Visa Entertainment

### PAYWAVE

Looking to cut your payment time at the shop counter? Visa payWave is the latest in contactless payment technology. Just wave and go!

Simply wave your Visa payWave enabled card past a Visa payWave reader for purchases under \$100 and the transaction is complete in a couple of seconds!

- It saves time
- It's more convenient
- Your card does not leave your hand
- No PIN is required for purchases under \$100 (some merchants may choose a lower limit)
- Payments are still secure and are covered by Visa's Zero Liability Policy

Your payWave card is enabled to be used at any participating merchant. You don't need to enter a PIN for purchases under \$100. If your purchase is over \$100, you can still use the card; it will simply be with a PIN.

Enabled cards are just as secure as any other Visa chip card and carry the same multiple layers of security protection.

payWave – it's the quicker more convenient way to pay.

### VISA ZERO LIABILITY POLICY

By pressing credit when you use your Visa Debit card, you gain access to all Visa's security benefits such as Visa's Zero Liability Policy which protects against unauthorised transactions. Visa's Zero Liability Policy is a guarantee from Visa that Visa cardholders will not be liable for an unauthorised

transaction made as a result of card fraud or stolen cards where the cardholder has not contributed to any compromise.

### VISA ENTERTAINMENT

Visa Debit cardholders receive access to some of the very best entertainment experiences. To access available concerts, cinema, sporting events and travel offers refer to [www.visaentertainment.com.au](http://www.visaentertainment.com.au) to register and start receiving the latest offers.

### VERIFIED BY VISA

Is a new way to add safety when you buy online. With extra security to your existing Visa card, Verified by Visa ensures that only you can use your Visa card online. Verified by Visa is an online service designed to make internet transactions through participating online stores safer by authenticating a cardholder's identity at the time of purchase.

### VISA DEBIT CARD DESIGNS

We offer three designs for you to choose from.



### VISA DEBIT CARD ELIGIBILITY

Visa Debit cards are available on several of our personal transactions and savings account. To be eligible, you must be 16 years and over. For cardholders under the age of 16 and accounts where a Visa Debit card is not available on card accessible accounts, our Queensland Country CueCard will be issued.

## CARD FEES AND CHARGES, CARD RENEWAL AND REPLACEMENT

Cards are issued free of charge when first issued and upon card renewal. Fees and charges may apply if a card is damaged, lost or stolen. Fees and charges may also apply to transactions conducted via Queensland Country Visa Debit card and CueCard and these fees and charges may vary between accounts. Please refer to our Fees and Charges brochure for full details.

Please read the Visa Debit card and CueCard Conditions of Use brochures in conjunction with this Product Information Brochure.

### HOW TO APPLY FOR CARD ACCESS TO YOUR ACCOUNT

Applications are available at any of our branches, please contact or visit your nearest branch for further details.

### BRANCH ACCESS

You can access your accounts with us simply by visiting any of our branches throughout Queensland.

Our branch opening hours vary by location and some branches are open on Thursday nights and Saturday mornings. For more information on branch locations and opening hours visit our website [www.qccu.com.au](http://www.qccu.com.au).

### INTERNET BANKING ACCESS

Managing your finances has never been easier since the introduction of internet banking. This easy access option allows you to control your banking from the comfort of your own home or workplace. Our internet banking platform provides you with access to your funds 24 hours a day, 7 days a week. Queensland Country uses 128-bit encryption to maximise the security of banking data sent via the internet. We also have enhanced our security measures to help prevent fraudulent activity through internet banking by implementing two factor authentication. Members will be required to have two factor authentication when accessing or transacting through Queensland Country's internet banking site. Depending on personal circumstances or preference you can select between using SMS Security or a Security Token as a second level of security when conducting your banking online.



## SAFE INTERNET BANKING

Queensland Country are committed to ensuring your internet banking is as safe as possible which is why we require you to use either SMS Security or a Security Token device whenever you are conducting internet banking.

Upon registering for internet banking, you will be given a Customer number and an Access Code. Transaction limits apply and may also vary depending upon the security measures applied to your Customer number.

Once you have registered for internet banking and obtained your Access Code, you can use internet banking to:

- Check account balances
- Transfer funds between your accounts, to other Queensland Country accounts, or other financial institution accounts
- Pay bills using BPAY®
- Set up regular transfers to other accounts or conduct once off transfers
- View and update personal details such as your address, contact numbers and email address
- Receive electronic statements
- Activate cards
- View statements online and print statements
- View account information such as past transaction history and interest details

## SMS SECURITY

SMS Security provides an additional layer of security when performing external banking transactions through Queensland Country's Internet Banking.

When using SMS Security, a text message is sent to a nominated mobile phone number. This text message contains a temporary password that needs to be entered into internet banking before the external transfer can be completed.

Using SMS Security greatly increases the security of external transfers but we won't inundate you with a message every time you need to transfer funds. We will only send an SMS in certain circumstances, for example, the first time you transfer funds to a new account that has not been previously set up in your payee list. Once SMS Security has been used to authorise a payment to a particular payee, those account details can be added to your payee list and SMS verification will

not be required for future transfers to that account.

Please note – the availability of SMS services can be affected if you are in an area with poor mobile phone coverage. Security Tokens can be purchased by Members who are in these areas to enhance the security of their internet banking.

## SECURITY TOKENS

Queensland Country also offer Security Tokens which further increase the level of security to our Members when conducting their internet banking. This device provides internet banking users an extra layer of security to help protect account details and reduce the potential for unauthorised access occurring. Security Tokens can be used in place of SMS Security or in remote areas where SMS Security may not be available due to poor mobile phone coverage.

Security Tokens are similar to a key ring and have a digital number display which is activated at the press of a button. Once the device is activated, a unique six-digit code called an Authentication Key is generated. You are required to enter your Customer number and Access Code to begin your internet banking session. This code can only be used once and a different code is generated approximately every 30 seconds. You will also be required to use the Security Token if you are authorising payments to third parties for the first time, reducing the risk of unauthorised internet banking transactions.

Security Tokens can be purchased at any Queensland Country branch. Please refer to the Fees and Charges brochure for further information or contact your local branch for further enquiries.

## PHONE BANKING

Phone banking is available 24 hours a day, 7 days a week.

Once you have registered for phone banking and obtained your unique four digit Access Code, you can use our simple phone banking system to:

- Check account balances, recent transactions and other information on your accounts
- Transfer money between your accounts
- Pay bills using BPAY®
- Order interim account statements
- Verify if a cheque has been presented

Phone banking numbers:

- from a land line, call 1300 722 812 (cost of a local call from any home phone in Australia)
- from a mobile, call (07) 4728 2666 (call costs may apply, please refer to your telecommunication provider for fees and charges associated)

## BPAY®

BPAY® is an electronic payment system that allows you to pay your bills directly through internet banking, phone banking, or over the counter at any of our branches, to Billers who participate in BPAY®. To identify if you can pay a bill by BPAY®, just look on the invoice or statement for a Biller Code and Customer Reference Number.

## DIRECT DEBIT

Money can be withdrawn from your account by other institutions that you authorise to do so, such as private health companies, mobile phone providers, fitness clubs, insurance companies etc.

If you provide them with your account details including the account name, BSB number (704 640 for all Queensland Country accounts) and your account number (Member number), they will be able to withdraw the sum you are required to pay without having to worry about remembering due dates.

## DIRECT CREDIT

Money can be automatically deposited to your account by a third party once you provide them with your account details.

These direct credits can be one off payments or regular occurrences (such as your wages). All you need to provide the third party is your account details including the account name, BSB number (704 640 for all Queensland Country accounts) and your account number (Member number).

## PERIODICAL PAYMENTS

A periodical payment can be set up to regularly transfer a particular amount of money to any Queensland Country or other financial institution account. This can be done very easily through Queensland Country's Internet Banking or simply by contacting us to arrange it for you.

## BANK CHEQUES

Bank cheques may be arranged through any of our branches.

## TELEGRAPHIC TRANSFER

We can assist with electronic transfers to a third party overseas or within Australia.

## AUTOMATIC SWEEP FACILITY

An insufficient funds sweep facility automatically transfers available funds into a nominated primary account from a related account if there are insufficient funds to cover a direct debit or cheque from your primary account.

## BANK@POST™

Bank@Post™ is a service provided by Australia Post which allows you to complete a variety of financial transactions through Australia Post outlets on your Queensland Country accounts. These include:

- Deposits and withdrawals
- Payment for credit card bills

There are over 3,500 Bank@Post™ outlets in Australia that provide this service and all that is required is your Queensland Country Visa card or CueCard. Bank@Post™ is a great alternative to visiting a Queensland Country branch if you are traveling interstate or are not located near a Queensland Country branch.

# COMPLAINTS HANDLING PROCEDURES

## INTERNAL DISPUTE RESOLUTION

Queensland Country has an internal dispute resolution scheme established to resolve any complaints or disputes relating to our products and services or the complaints handling process itself, where a response or resolution is expected. The expression 'complaint', for the purpose of this document means both 'complaint' and 'dispute' as defined under the relevant laws and regulatory requirements.

## PROCESS OVERVIEW

1. Wherever possible we will resolve your complaint at the time it is received. You should direct any complaint concerning the Credit Union, or its authorised representatives, to the person you are dealing with at Queensland Country, or their Manager, in the first instance.
2. If the issue is not resolved, we encourage you to lodge a formal complaint by completing a Complaint Notification Form (QCM0033) at any Queensland Country branch, although such notification is not required to be provided in writing.
3. You will receive acknowledgment of receipt of your complaint, in writing or orally, within 3 business days of its receipt and will be advised of the procedure for investigating and handling the matter.
4. We will write to you within 21 days of receiving your complaint, unless a different timeframe applies by law, to advise you of the outcome. Alternatively, we will advise you that a further period of time, not exceeding 24 days, will be required to conduct further investigations, with our formal proposal to resolve the matter being provided in writing to you no later than 45 days from when your complaint was first received.

## EXTERNAL DISPUTE RESOLUTION

If we have made a formal proposal to resolve your complaint and you have told us that the proposal is not acceptable to you; or at least 45 days has elapsed since you made your complaint (whichever occurs sooner), you are entitled to have your complaint considered by the Credit and Investment Ombudsman Limited (CIO) ABN 59 104 961 882 - [www.cio.org.au](http://www.cio.org.au). This is an external dispute resolution scheme of which Queensland Country is a member. We will provide you with information about how you can access this scheme, which is a free service. If your complaint relates to services provided by third parties or our business partners (including insurers or service providers) we encourage you to make direct contact with them in the first instance. Please contact Queensland Country if you experience any difficulty in the handling of your third party complaint.

QUEENSLAND COUNTRY  
SAVINGS AND TRANSACTION  
ACCOUNTS HELP  
YOU GROW AND  
MANAGE YOUR MONEY





## 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 would like information about the fees and charges or other information relating to the products mentioned in the brochure, please ask any of our branch staff for the relevant brochure.

### **Tax File Number**

Interest earned on all savings accounts must be declared for income tax purposes. If you do not provide us with your Tax File Number or Tax File Number Exemption, we must deduct tax from your interest earned at the highest personal income tax rate. You are not obliged to provide your Tax File Number or Tax File Number Exemption.

### **Read with**

This document is to be read in conjunction with: Personal Savings and Transaction Accounts product information brochure; Fees and Charges brochure; Financial Services Guide; Membership and Deposit Accounts Conditions of Use; Deposit Interest Rates Schedule; Visa Debit Card Conditions of Use; CueCard Conditions of Use; Internet Banking, PhoneService and Mobile Banking Terms and Conditions of Use.

**The information in this document does not take into account your objectives, financial situation or needs. Before acting on the information you should consider whether it is right for you and seek your own advice.**