

# Terms and Conditions Internet Banking Account Onboarding



**Queensland  
Country Bank**

These terms and conditions of use outline what you need to know about applying for a Membership and opening a deposit account online with Queensland Country Bank Limited ABN 77 087 651 027 AFSL/Australian Credit Licence 244 533 (“Queensland Country Bank” or “Queensland Country”).

These terms and conditions of use, the interest rate that applies to your account, fees and charges as outlined in our Fees and Charges brochure and the online application used to open your account form part of the contract between you and Queensland Country. For the latest interest rates, fees and charges and other information, visit us at [www.queenslandcountry.bank](http://www.queenslandcountry.bank).

These terms and conditions are specific to the application process. Before continuing with the application process, you should read our [Financial Services Guide](#). Further terms and conditions specific to your account and associated services are available by downloading the [“Access and Account Facility Conditions of Use” brochure](#), and [Fees and Charges brochure](#) on our website.

## 1.0 Introduction

### 1.1 About these terms and conditions

These terms and conditions apply to your Membership of, and deposit accounts opened online with Queensland Country. Information concerning other accounts, loan products or credit cards is available separately on request.

1.2 Before opening a Membership and deposit account with Queensland Country, you should read these terms and conditions of use and any other documents containing particular conditions and other information.

1.3 Fees and charges may apply to accounts provided by Queensland Country, including transactions on those accounts. For full details, please read our Fees and Charges brochure.

## 2.0 Definitions

The following meanings apply, unless the context indicates otherwise:

### **Queensland Country, the Bank, ‘we’, ‘our’ or ‘us’**

Queensland Country Bank Limited.

### **‘you’, ‘your’ or ‘Member’**

The Member or Members who have an account with the bank 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 any uncleared funds.

### **BPAY®**

A service registered to BPAY® Pty Ltd ABN 69 079 137 518.

### **Branch, authorised representative or agency**

A branch office, authorised representative of or agency of the bank.

### **Business day**

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

### **Card**

Any card issued by the bank that you use with your accounts to access your funds.

### **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 of Practice.

### **Deposit account, account**

A savings account or a fixed term deposit.

### **Electronic communication**

Any message we send you electronically, such as email, secure email and SMS.

### **ePayments Code**

The ePayments Code applying to electronic transactions and adopted by Queensland Country.

## **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 the process for handling complaints.

## **Funds transfer**

A transfer of funds from one account to another.

## **Product Disclosure Statement or PDS**

The document made of up 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 include the plural and vice versa. A reference to anything is a reference to all or part of a 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 made from or added to your account in any way.

## **“Unauthorised transaction”**

Any personal EFT transaction that you did not engage in or have knowledge of or

consent to even if your Queensland Country card or internet banking login and/or password/PIN were used to conduct the disputed transaction.

### **Virtual card**

Any instant digital card issued by the bank that you use with your accounts, in conjunction with a digital wallet and mobile payment service such as Apple Pay, Google Pay or Samsung Pay to access your funds.

## **3.0 Eligibility**

### **3.1 Becoming a Member**

Membership of Queensland Country Bank is open to:

- Any resident (being a natural person) of the Commonwealth of Australia
- Any body corporate (eg. company) 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 are issued with one \$nil share at the time of joining the Bank.

### **3.2 Membership and account eligibility**

To be eligible to open a Membership and account online with Queensland Country, you must:

- Be a personal customer (not a body corporate or trust);
- Be 18 years old or over;
- Have an Australian residential and postal address;
- Be an Australian resident for taxation purposes; and
- Have an email address and at least one contact phone number

3.3 As this application is primarily used to open a Membership, it can only be opened in one individual's name. An authorised signatory/ies can be added to the account once the application for Membership has been processed by contacting Queensland Country

3.4 All Access accounts and Online Saver accounts cannot be opened for business accounts (including sole traders) or in the capacity of trustee. Please contact Queensland Country if you wish to open a business or trust account, or any other product not currently available online.

3.5 The Membership must be made financial through the Membership application process for the account opening process to be effective on completion of the application.

### **3.6 Minimum balance**

There is no minimum balance required to open an All Access account or Online Saver account.

## **4.0 Identification requirements**

4.1 Before we can open your Membership and Queensland Country account online, you'll need to satisfy our minimum identification requirements to satisfy the requirements under the Anti-Money Laundering & Counter Terrorism Financing Act 2006 (Cth) ('AML Act') as part of this process. Queensland Country will need to verify your identity when you:

4.2 Your identity can be verified by:

- Completing the online verification check and providing your driver's licence or passport details or other accepted identification documents.
- Bringing your identification documents into a branch, authorised representative or agency for verification.

4.3 The AML/CTF Act and designed to prevent people from using the financial system for tax evasion, money laundering and terrorism financing.

4.4 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, by marriage) you will need to advise Queensland Country.

## **5.0 Privacy**

5.1 Queensland Country is committed to complying with requirements of the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs) when we collect, hold and manage your personal information. For full information about our privacy policy and your personal information, please refer to our APP Privacy Policy available at [www.queenslandcountry.bank](http://www.queenslandcountry.bank).

## **6.0 Other general requirements**

6.1 Quoting your tax file number

Queensland Country will ask for your tax file number as part of the Membership online application process.

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, Queensland 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 wage.

## 6.2 Related products

All Access accounts provide the option of a Visa debit card to access your funds. The use of these services is governed by the [Accounts & Access Facilities brochure](#).

## 6.3 Related services

Various electronic banking facilities including cards, virtual cards, phone banking, internet banking and mobile banking may be available on these products. These electronic banking facilities are governed by the terms and conditions of use for the particular product and are [available on our website](#).

## 6.4 Complaints

Information about our complaints handling and dispute resolution process is set out in our Financial Services Guide, which is available from [www.queenslandcountry.bank](http://www.queenslandcountry.bank).

## 6.4 General advice

Before acquiring any product you should consider whether or not it is appropriate for you.