

Notice to Suncorp Bank Customers

Effective from 1 March 2024, Suncorp Bank will be introducing changes to the following documents: Terms and Conditions for Suncorp Bank Accounts and Continuing Credit Accounts, Personal Deposit Accounts Product Information Document, Business Accounts Product Information Document, Lending Fees and Charges for Home Lending, Business Lending Fees and Charges, Schedule of Fees and Charges for Other Suncorp Personal Accounts, Schedule of Fees and Charges for Other Suncorp Business Accounts, Lending Fees and Charges for other Suncorp Bank Personal Loans, Home Loans and Packages and Wealth Cash Management Account Product Information Document (collectively, the Documents).

This notice is to advise you of the upcoming changes to Suncorp Bank cheque services. Key changes to the Documents from 1 March 2024, include (but are not limited to):

- Cheque withdrawals will not be available;
- Suncorp Bank cheques will no longer be available to purchase; and,
- Any cheque written from a Suncorp Bank account will be dishonoured.

Changes to Terms and Conditions for Suncorp Bank Accounts and Continuing Credit Accounts

- Under clause 1.3 Definitions and Interpretation (page 8) the definition of "Account" has been updated to remove cheque access method.
- Under clause 1.3 Definitions and Interpretation (page 10) the definition of "Deposit Accounts" has been updated to remove a cheque account.
- Under clause 3.3 Cheque Dishonours (page 32) the second paragraph has been removed:
'If you write a Cheque for more than the amount of Cleared Funds in your Account, we may dishonour it and return it unpaid to the institution through which it was deposited (see Clause 17) Overdrawing your Account).'
- Under clause 4.3 Cash Availability (page 34) the second paragraph set out below has been updated to remove: 'You can withdraw any amount without notice if you take the funds in the form of a Cheque'
- Under clause 4.4.1 What is a bank cheque (page 34), the first paragraph has been updated:
'A bank cheque is not cash. It is a written order from a bank to pay a certain amount of money on demand. Bank cheques are not available from Suncorp.'
- Under clause 4.6 Deductions We Can Make From Your Account (page 34) the paragraph has been updated to remove Cheque withdrawals from paragraph (a).
- Under clause 6 Set-Off and Account Combination (page 39) the fifth paragraph has been updated to remove the sentence:
'For example, if you write a Cheque and there are insufficient Cleared Funds to cover it in your Account we can transfer money from another of your accounts to make up the difference'
- Under clause 7.1 How to Operate a Joint Account (page 39) the third and the fourth paragraphs have been updated to remove 'a cheque book' from the access methods.
- Under clause 7.2 Stopping Operating on a Joint Account (page 40) the second paragraph has been updated to remove reference to cheque books and unused cheques.
- Under clause 8.1 Appointing a Third Party to Operate (page 41) the option to 'write Cheques' has been removed from the first paragraph.
- Under clause 8.3 Risks with Appointing Third Parties and Powers of Attorney (page 41) the third paragraph has been updated to remove reference to cheques.
- Under clause 13 Unauthorised Transactions and Lost or Stolen Cards, Passbooks, Cheques or Secret Codes etc. (page 45), the word 'Cheques' has been removed from the heading. The first and second last paragraphs have been updated to remove the words 'cheque book'.
- Under clause 15.1 When you can close your account (page 47), paragraph (d) has been updated to remove the sentence:
'If the Account has a cheque facility, we may not close or discontinue to have cheque book access if there are unpresented cheques'
- Under clause 16.1 About Fees and Charges (page 48), the first paragraph has been updated to remove the reference to 'cheque'.
- Under clause 17.9 Repayment (page 51) the first paragraph has been amended to state:
'Where you make a Transaction, authorise a Direct Debit, PayTo Agreement or internal transfer or draw a cheque (prior to 1 March 2024) and you do not have sufficient clear funds in your account to cover any related Transactions at the time it is processed, we may process the Transaction in accordance with your original request. Also, we may let you overdraw your Account without an express agreement.'

- Under clause 19.1 What is a Cheque Facility (page 53) the first paragraph has been updated to remove the sentence:
 'You need to apply on our form for this. If we agree to provide you with a cheque facility, we will give you a cheque book. We will not give you a cheque facility unless you are 18 years of age or over.'
- Under clause 19.2 Terms and Conditions (page 53) the first paragraph has been amended to state as follows:
 'The Terms and Conditions in this clause 19 only apply to Cheques drawn on your Accounts with us prior to 1 March 2024. Cheque facilities are not available on Suncorp Accounts'.
- Under clause 19.2 Terms and Conditions (page 53) the clause has been updated to remove the following:
 'The date on the Cheque must be the day the Cheque was written. In order to reduce the risk of unauthorised alterations being made to Cheques you write, you should: (a) always complete all of the sections of the cheque form; (b) always complete each section of the cheque form as close to the existing wording as possible. For example, complete the dollar amount as close to the dollar sign as possible. If you make a mistake when completing the cheque form, any alterations you make should be made clearly and initialled by you, or you should destroy the Cheque and complete a new one.'
- Under clause 19.3 Paying Cheques (page 53) the first paragraph has been updated to:
 'Provided we act within the scope of your authority and our legal requirements, we can decide to pay or not to pay a Cheque, including a post-dated dated Cheque (the date on the Cheques is on a date in the future, any cheque written from 1 March 2024 or stale Cheque (the cheque date is more than fifteen months old).'
- Under clause 19.3 Paying Cheques (page 54) the fourth paragraph has been updated to:
 'Unless we are found to be negligent, fraudulent, engaged in wilful misconduct or to have otherwise breached our legal obligations (including that of our officers, employees, contractors or agents), we are not liable to you or any other Person if we decide to pay, not to pay, or treat a Cheque, including a post-dated Cheque in any other way. Any cheque written from 1 March 2024 will be dishonoured.'
- Under clause 19.5 Non-Payment of Cheques (page 54) the paragraph has been updated to:
 'Cheques presented after your Account is closed or your cheque book is cancelled can be dishonoured. You must not write a Cheque from 1 March 2024. If you do, the Cheque will be dishonoured.'
- Clause 19.6 Cheque Books (page 54) has been removed.
- Clause 19.7 Lost, Misused or Stolen Cheques and Cheque Books (page 54) has been renumbered as clause 19.6 and the first paragraph has been removed.
- Clause 19.8 Cheque Crossings (page 54) has been removed.
- Under clause 24.3 How to Use the BPAY Scheme (page 73) the second paragraph has been updated to remove reference to cheques.

Changes to Personal Deposit Accounts Product Information Document Accounts

- Under heading Product Features at a Glance (page 4):
 'Personal cheque' has been removed from the table as an access option.
 'Personal cheque withdrawals (Accounts opened before 9 December 2022)' has been removed under heading Suncorp Bank Transaction Fees.
- Under heading Everyday Options Account (page 6) the fifth paragraph has been changed to:
 'Important Information about cheques and Everyday Options Accounts: Cheque withdrawals are not available on Everyday Options Accounts.'
- Under heading Handy Tips to Save on Fees (page 20) the table has been updated to remove the 'Bank Cheque Fee' section.
- Under heading Account Fees (page 22) 'Personal cheque withdrawals' are not available.
- Under heading Suncorp Bank Transactions (page 22) 'Personal cheque withdrawals (Accounts opened before 9 December 2022)' has been removed.
- Under heading Special Requests, Replacements and Other Event Fees (page 24), both 'Bank cheques – purchase' and 'Bank cheques – replacement' have been removed from the Fees table.
- Under heading Cheques (page 31) the second paragraph has been updated to 'For cheques written prior to 1 March 2024, you can:' and the following bullet points have been removed:
 'make payments of any amount as no limit applies to the amount of a cheque withdrawal, provided you have sufficient cleared funds in your account'
 'make payments to anyone who will accept payment by cheque'
- Under heading Cheques (page 31) the third paragraph has been updated to:
 'Cheque withdrawals are not available on Everyday Options Accounts'.

- Under heading Risks (page 37) 'cheque book' has been removed from the fifth bullet point.
- Under heading Safeguards (page 37) 'cheque books' have been removed from the fifth bullet point. The eighth bullet point 'do not pre sign cheques' has been deleted.
- Under Important Terms Explained (page 38) the word 'cheque' has been removed from the Meaning column for the Term 'Account'. Under the Term 'Cheque', 'Cheque withdrawals are not available from 1 March 2024.' has been added to the Meaning.

Changes to Business Accounts Product Information Document

- Under heading Product Features at a Glance (page 4):
'Cheque withdrawals' has been removed from the table as an access option.
- Under heading Fees (page 5) 'Cheques withdrawals (Accounts opened before 9 December 2022)' has been removed from the Summary of Fees table.
- Under heading Business Premium Account – with Negotiated Features (page 7), the Important information about Business Premium Accounts and Cheques paragraph has been updated to 'Cheque withdrawals are not available on Business Premium Accounts'
- Under heading Trust Accounts (page 16), 'Cheque Withdrawals' has been removed from the access methods.
- Under heading Fees (page 17), 'Cheque Withdrawals' has been removed.
- Under heading Business Ready Package (page 22), 'Cheque withdrawals (Accounts opened before 9 December 2022)' has been removed from the Summary of Fees table.
- Under heading Cheques (page 28), the second paragraph has been updated to 'For cheques written prior to 1 March 2024, you can:' and the following first two bullet points have been removed:
 - 'make payments of any amount as no limit applies to the amount of a cheque withdrawal, provided you have sufficient cleared funds in your account'
 - 'make payments to anyone who will accept payment by cheque'.
- Under Cheques heading (page 28) the Important information about Business Premium Accounts and Cheques, the paragraph has been updated to 'Cheque withdrawals are not available on Business Premium Accounts'.
- Under heading Handy tips to save on fees (page 38) the section 'Bank Cheque Fee' has been deleted.
- Under heading Special Requests, Replacements and Other Event Fees (page 39) 'Bank cheques – purchase' and 'Bank cheques – replacement' have been removed from the Table.
- Under Risks heading (page 39) 'cheque book' has been removed from the fifth bullet point.
- Under Safeguards heading (page 39) 'cheque books' has been removed from the fifth bullet point. The ninth bullet point 'do not pre sign cheques' has been removed.
- Under Handy tips to save on fees (page 44), 'Bank Cheque Fee' has been removed from the table.
- Under Important Terms Explained (page 42) 'cheque' has been removed the Meaning column from the Term 'Account'. Under the Term 'Cheque' (page 43), 'Cheque withdrawals are not available from 1 March 2024' has been added to the Meaning.

Changes to Lending Fees and Charges for Home Lending

- Under heading Home Loan Finance (page 6), 'Excess Cheque Fee' has been removed from the table.
- Under Handy tips to save on fees (page 12), 'Bank Cheque Fee' has been removed from the table.
- Under heading Special Requests, Replacements and Other Event Fees (page 13), both 'Bank cheques – purchase' and 'Bank cheques – replacement' have been removed from the Fees table.
- Under Important Terms Explained (page 15) 'cheque' has been removed the Meaning column from the Term 'Account'. Under the Term 'Cheque' (page 16), 'Cheque withdrawals are not available from 1 March 2024' has been added to the Meaning.

Changes to Business Lending Fees and Charges

- Under clause 1.7 Small Business Money Manage Package (page 12), 'Cheque transactions' has been removed from the Transaction Fees table.
- Under clause 1.8 Other Fees on Business Lending (page 15), 'Excess Cheque Fee' has been removed from the Type of Fee table.
- Under clause 1.9 Transaction Fees (page 18), 'Cheque withdrawals (Accounts opened before 9 December 2022)' has been removed from the Type of Fee table.
- Under clause 2.1 Event Fees (page 19), the sentence 'Suncorp Bank cheques are not available from 1 March 2024' has been added to the 'Arrangement to cash Suncorp Bank cheques at another bank' section.
- Under clause 2.1 Event Fees (page 20) 'Bank cheque issue (each)' and 'Bank cheque replacement (each)' has been deleted from the 'Bank Cheques – Suncorp Bank Customer' section.

- Under Important Terms Explained (page 26) 'cheque' has been removed the Meaning column from the Term 'Account'. Under the Term 'Cheque' (page 27), 'Cheque withdrawals are not available from 1 March 2024' has been added to the Meaning.

Changes to Schedule of Fees and Charges for Other Suncorp Personal Accounts

- Under heading Schedule of Fees and Charges for Other Suncorp Bank Personal Accounts (page 3), 'Personal Cheque Withdrawals' are not available.
- Under heading Schedule of Fees and Charges for Other Suncorp Bank Personal Accounts (page 4), 'Personal Cheque Withdrawals' are not available.
- Under heading 'Additional Fee's (page 6), 'Bank cheques – purchase' and 'Bank cheque – replacement' has been removed from the table.

Changes to Schedule of Fees and Charges for Other Suncorp Business Accounts

- Under heading Schedule of Fees and Charges for Other Suncorp Business Accounts (page 3), 'Personal Cheque Withdrawals' are not available.
- Under heading Trust Accounts (page 5) 'Cheque withdrawals' has been removed from the table.
- Under heading Money Manager – My Business (page 6) 'Cheque transactions' has been removed from the Electronic transactions section of the table.
- Under heading Business Finance Pak (page 8) 'Cheque withdrawals' has been removed from the Fees table.
- Under heading Special Requests, Replacements and Other Event Fees (page 9), both 'Bank cheques – purchase' and 'Bank cheques – replacement' have been removed from the table.

Changes to Lending Fees and Charges for other Suncorp Bank Personal Loans, Home Loans and Packages

- Under heading Access Equity Fees (page 5), the 'Cheque transactions' section has been updated to: 'a transaction where a cheque is deposited to your account'.
- Under heading Asset Line Fees (page 6) the 'Cheque transactions' section has been updated to: 'a transaction where a cheque is deposited to your account'.
- Under heading Special Requests, Replacements and Other Event Fees (page 15), both 'Bank cheques – purchase' and 'Bank cheques – replacement' have been removed from the table.
- Under Important Terms Explained (page 16) 'cheque' has been removed from the Meaning column from the Term 'account'. Under the term 'cheque' (page 17) 'Cheque withdrawals are not available from 1 March 2024' has been added to the Meaning.

Changes to Wealth Cash Management Account Product Information Document

- Under heading Product Features at a Glance (page 4), 'Personal cheque' has been removed from the table.
- Under Handy Tips to Save on Fees (page 7), 'Bank Cheque Fee' has been removed from the table.
- Under heading Special Requests, Replacements and Other Event Fees (page 9), both 'Bank cheques – purchase' and 'Bank cheques – replacement' have been removed from the table.
- Under heading Cheques (page 15), the second paragraph has been updated to 'For cheques written prior to 1 March 2024, you can:' and the following first two bullet points have been removed:
 - 'make payments of any amount as no limit applies to the amount of a cheque withdrawal, provided you have sufficient cleared funds in your account'
 - 'make payments to anyone who will accept payment by cheque'.
- Under Important Terms Explained (page 22) 'cheque' has been removed from the Meaning column from the Term 'Account'. Under the term 'Cheque' (page 22) 'Cheque withdrawals are not available from 1 March 2024' has been added to the Meaning.