

# Business Accounts

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## Product Information Document Effective Date: 16 January 2019

This document contains information on Suncorp Bank Business Accounts: Business Everyday Accounts, Business Premium Accounts, Business Saver Accounts, Agent's Statutory Trust Account, Solicitor's Trust Accounts, Business Ready Package and related fees and charges.

This document must be read in conjunction with the Terms and Conditions for Suncorp Accounts.



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## About this Document

This document contains information about the following accounts: Business Everyday Accounts, Business Premium Accounts, Business Saver Accounts, Agent's Statutory Trust Accounts, Solicitor's Trust Accounts, Business Ready Package and related fees and charges.

This Document must be read in conjunction with the Terms and Conditions for Suncorp Accounts.

The information can help you:

- decide if any of these products meet your needs;
- compare these products with other similar products.

### **Effective Date: 16 January 2019**

These products are issued by Suncorp-Metway Ltd ABN 66 010 831 722 AFSL 229882.

## Updating Information

The information contained in this document is current as at the effective date. Information may change from time to time.

If there is new information you can find out about it, in one of the following ways:

- we may send you a notice in writing;
- we may send you a secure message;
- in a press ad;
- from our website at [suncorp.com.au/banking](http://suncorp.com.au/banking);
- by phoning 13 11 55; or
- visit your local Suncorp Store.

# Business Deposit Accounts

## Product Features at a Glance

	Transaction Accounts		Savings Account
	Business Everyday Account	Business Premium Account	Business Saver Account
<b>How can I access the account?</b>			
Store Deposits	✓	✓	✓
Store Withdrawals	✓	✓	✗
Phone, Mobile and Internet Banking	✓	✓	✓
Cheque Deposits	✓	✓	✓
Cheque Withdrawals	✓	✓	✗
Visa Debit Card <sup>1</sup> - ATM, EFTPOS	✓	✓	✗
Direct Debit and Direct Credit	✓	✓	✓
BPAY <sup>®</sup> payments	✓	✓	✗
<b>Interest</b>			
How is standard interest calculated?	✗	tiered <sup>2</sup>	whole of balance
When is standard interest calculated?	✗	daily	daily
When is standard interest paid?	✗	monthly	monthly
Is 100% Business Offset available?	✓	✓	✗
Is flexiRate <sup>3</sup> interest available?	✗	✗	✓
<b>Record of Transactions</b>			
When are standard statements issued?	Quarterly	Quarterly	6 monthly
Are eStatements available?	✓	✓	✓

1. Refer to page 31 for full details about Visa Debit Card including eligibility

2. Refer to page 13 for details of tiered interest calculation.

3. Refer to page 10 for details on flexiRates.

## Fees

	Transaction Accounts		Savings Account
	Business Everyday Account	Business Premium Account	Business Saver Account
<b>Summary of Fees<sup>4</sup></b>			
Monthly account keeping fee	\$5.00 <sup>^</sup>	\$20	nil
Available fee waivers <sup>5</sup>	Balance waiver Overdraft Facility waiver	Deposit waiver Overdraft Facility waiver	×
Transaction fee free thresholds <sup>#</sup>	30	60	×
<b>Transaction Fees (charged if you exceed your number of fee free transactions allowed per month)</b>			
Staff assisted deposits	free	free	free
Staff assisted withdrawals	\$1.00	\$1.00	×
Cheque deposits	free	free	free
Cheque withdrawals	\$1.00 <sup>^</sup>	\$0.60	×
Electronic transactions	free	free	free
External transfers	\$2.00	\$2.00	\$2.00
<b>Transaction Fees (always charged)</b>			
— Business Payments Credit	Fee per transaction 0-200 \$0.20 201-500 \$0.15 501+ \$0.10		×
— Non Suncorp Bank and Non-rediATM network ATM withdrawals and enquiries	ATM Operator Fee		×
Bank@Post withdrawals, cheque and cash deposits (limits apply) <sup>~</sup>	free	free	×

<sup>^</sup> Fee applicable on accounts opened from 11/08/2012.

<sup>4</sup> Refer to pages 44-45 for full details of relevant fees. Other fees and charges apply.

<sup>5</sup> Refer to page 43 for full details of fee waivers.

<sup>-</sup> Refer to page 27 for full details.

<sup>#</sup> For further information refer to How Fees are charged section.

## How Fees are charged

Fees are debited to your account on the last day of the month.

When calculating your number of fee free transactions, we will rank your transactions in the following order:

1. Staff assisted withdrawals
2. Cheque withdrawals
3. External transfers

You will be charged for the number of transactions exceeding the number of fee free transactions as listed above.

## Business Everyday Account

The Business Everyday Account is a transaction account that can be used by non-personal customers as an everyday transaction account with a choice of access options.

The Business Everyday Account can be operated as a stand-alone account and if requested can be linked to an overdraft facility. Fees may be payable for the overdraft facility.

There are no minimum or maximum balance requirements and no limits on deposits or withdrawals on the account.

No interest is paid on credit balances in this account.

A monthly account keeping fee is payable, however will be waived if an average monthly balance of \$2,000 is held in the account. The account also offers up to 30 fee free withdrawal transactions each month. Deposits, cash or cheque at any Suncorp store, are free transactions on the account.

Your funds are "At Call" which means you can access your money at any time our banking facilities are available. Staff can assist you to access your funds at the store. You can transact electronically through Telephone and Internet Banking or using Bpay<sup>®</sup>, direct debits and direct credits, or using your card at ATMs and EFTPOS facilities. You can make Business Payments with the Business Everyday Account or it can be linked to Suncorp EFTPOS or Bpay<sup>®</sup> Biller to make receiving customer payments or making payments to suppliers easier.

Statements are issued quarterly at the end of September, December, March and June. You can request statements monthly at no additional charge. eStatements are available for this product. For more information on eStatements, please refer to the Terms and Conditions.

## Business Premium Account

The Business Premium Account is for non-personal customers when depositing and maintaining high sums of money. The Business Premium Account offers "At Call" access to funds at any time our banking facilities are available.

Interest on the account is tiered and is calculated daily on end of day available credit balances and paid monthly.

The Business Premium Account can be operated as a stand-alone account and if requested can be linked to an overdraft facility. Fees may be payable for the overdraft facility.

There are no minimum or maximum balance requirements and no limits on deposits or withdrawals on the account.

A monthly account keeping fee is payable, however will be waived when accumulated deposits total \$50,000 or more each month on the account.

The Business Premium Account provides up to 60 fee free withdrawal transactions each month. Deposits, cash or cheque at any Suncorp store, are free transactions on the account.

Your funds are "At Call" which means you can access your money at any time our banking facilities are available. Staff can assist you to access your funds at the store. You can transact electronically through Telephone and Internet Banking or using Bpay®, direct debits and direct credits, or using your card at ATMs and EFTPOS facilities. You can make Business Payments with the Business Premium Account or it can be linked to Suncorp EFTPOS or Bpay® Biller to make receiving customer payments or making payments to suppliers easier.

Statements are issued quarterly at the end of September, December, March and June. You can request statements monthly at no additional charge. eStatements are available for this product. For more information on eStatements, please refer to the Terms and Conditions.

**Business Premium Account – with Negotiated Features** is also available, in which case:

- The Interest Rate, Account Keeping Fee and Suncorp Transaction Fees applied to your Business Premium Account are negotiated with you when you open your account and the details are confirmed by us in writing shortly afterwards.
- The Negotiated Interest Rate applies to the whole available credit balance in your account (i.e. every dollar in your account) regardless of the account balance.
- You can negotiate to have your interest paid and your fees debited from your account monthly, quarterly, half yearly or yearly depending on your circumstances.



## Business Saver Account

The Business Saver Account is a high interest, primarily online savings account with no monthly account keeping fees.

The Business Saver Account can be operated as a stand-alone account.

Funds (unless in a flexiRate) are available "At Call" which means you can access your money at any time our banking facilities are available. Funds can be transferred into other Suncorp accounts or any other bank accounts using Suncorp's external internet transfers.

You can not use a card or cheque on a Business Saver Account and you are not able to directly withdraw cash. If you want to access cash from this account, you simply transfer money from your Business Saver Account using Internet or Mobile Banking into your business transaction account, then withdraw cash from your transaction account as you would normally.

Variable interest is paid on every dollar in the account unless you choose to set up flexiRates, which allows you to fix the interest rate applying to a portion of your balance for a set period.

If you set up flexiRates, the standard rate of interest will be paid on the credit balance of your account less any flexiRate balances.

The Business Saver Account can be accessed via Telephone, Internet and Mobile Banking. You can set up internal and external transfers, direct debit and direct credit transactions and check account balances and transaction history.

Statements are issued 6 monthly. You can request statements monthly or quarterly at no additional charge. eStatements are available for this product. For more information on eStatements, please refer to the Terms and Conditions.

# flexiRates

flexiRates allow you to fix the interest rate applying to a portion of your balance for a set period of time.

flexiRate interest is calculated daily and paid when the flexiRate period ends.

Interest	
How is flexiRate interest calculated?	whole of flexiRate Balance <sup>1</sup>
When is flexiRate interest calculated?	daily
When is flexiRate interest paid?	flexiRate end date

1. Refer to page 13 for full details of How is Interest Calculated.

flexiRates can only be setup and managed via Suncorp Bank Internet Banking and the Suncorp Bank Mobile App. To setup a flexiRate, you nominate the amount you wish to fix, and select a period of time and interest rate from the available options. You can have up to \$1 million dollars in a flexiRate and there is no minimum amount you need to take advantage of a flexiRate.

Once set up, you cannot access funds in a flexiRate until it is released. flexiRate funds remain in your account, but your available balance is reduced by the total amount of your flexiRate funds. You will be able to access your flexiRate funds the day following your nominated end date.

Alternatively, you may choose to automatically renew your flexiRate for the same period, subject to this option being available in Internet Banking and the Suncorp Bank Mobile App for your chosen flexiRate period. This option will automatically renew your flexiRate for an identical period when your nominated end date is reached. The interest rate you will receive will be the current rate for the applicable flexiRate period when the flexiRate renews. You can change your renewal instructions via Internet Banking at any time before 7pm AEST on the day your flexiRate is due to end, subject to system availability.

You can have up to fifteen flexiRates on an account at any one point in time.

All current flexiRates will show on your account statement, along with the applicable start and end dates, balances and interest rates.

## Early Release of flexiRates

Subject to our agreement, early release allows you to end your flexiRate period before the end date you nominated, enabling you to access your funds. You cannot release a portion of your flexiRate balance – you can only release the entire flexiRate balance. As flexiRate interest is calculated for a fixed term, there is an interest adjustment that occurs if the flexiRate is released early.

The interest adjustment is made according to the proportion of the term completed as outlined in the table below. The interest adjustment specified in the table is the percentage of the amount of flexiRate interest earned to the release date that you will lose in the event we agree to you releasing your flexiRate early. The amount of the interest adjustment applied will depend on how early in the term you request to release your funds.

The interest adjustment does not impact on your original flexiRate balance. It simply reduces the amount of interest you will receive.

<b>Proportion of Your flexiRate Period Completed</b>	<b>Interest Adjustment</b>
0% - 25%	80% of the interest earned up to the early release date
26% - 50%	60% of the interest earned up to the early release date
51% - 75%	40% of the interest earned up to the early release date
76% - 100%	20% of the interest earned up to the early release date

### Example:

You have a flexiRate of \$1,000 invested for a period of 6 months (180 days) at 3.00% per annum. If you release the flexiRate after 4 months (120 days), the proportion of the period completed is 67% (120/180 days x 100).

From the table above, you can determine that the interest adjustment is 40% of the interest earned to date.

Interest earned for 120 days = Principal x Interest Rate per day x Number of days

$$= \$1000 \times \frac{3.0}{100} \times \frac{1}{365} \times 120$$

$$= \$9.86$$

Interest Adjustment = 40% of \$9.86

$$= \$3.94$$

Interest to be paid = \$9.86 - \$3.94

$$= 5.92$$

## General Information on Interest

Current interest rates are not included in this document because they are subject to change.

Current interest rates are available:

- By picking up our current Interest Rate Brochure from your nearest Suncorp Bank store;
- By calling us on 13 11 55; or
- By visiting [suncorp.com.au/banking](http://suncorp.com.au/banking)

Changes to the standard interest rates (variable interest rates) are advertised in the national press on or before the date the interest rate is changed.

You can request a change to the destination account for your credit interest on your Suncorp Business Deposit Accounts. Redirection of credit interest can only be to another Suncorp account.

If you choose to redirect your credit interest to a different account, please remember that the interest has been earned on the original account and must be declared by the owner/s of that account.

Depending on your personal circumstances you may have to pay income tax on any interest earned. You should seek independent taxation advice in this regard.

## How is Interest Calculated?

Interest on Suncorp Business Deposit Accounts is calculated daily on the end of day balances.

The method of calculating interest depends on the type of account.

The different methods are:

- **Whole of balance** – Interest is paid on the whole of the available credit balance in your account.
- **flexiRates** apply to the nominated portion of your balance for a set period of time which is calculated daily and paid when the flexiRate period ends.
- **Tiered** – Interest is based on a number of set dollar ranges, each having an applicable standard interest rate. When the credit balance exceeds the set levels, the interest rate for that tier will apply to the whole account balance.

## How is Tiered Interest Calculated?

The information below provides an example of how tiered interest for an account with 3 interest tiers is calculated.

- \$0 - \$1,999                      X%
- \$2,000 - \$24,999              Y%
- \$25,000 +                        Z%

With **tiered interest**, a customer with a credit balance in their account of:

- \$18,500 gets Y% interest on the whole balance; or
- \$30,000 gets Z% interest on the whole balance.

## Interest Modes

Business Accounts operate in two modes:

- credit interest mode – which pays a rate of interest on the available credit balances; OR
- offset mode – which is a 100% Small Business Loan Offset facility.

## 100% Business Offset Mode – Small Business

Before your eligible business account can operate in Offset Mode you need to ask us to link your business account to an eligible Small Business Loan. Once linked, you can use your business account as a 100% offset facility to reduce the interest payable on your linked Small Business Loan.

To be eligible for Offset Mode, your business account must be in the same name as the eligible Small Business Loan. A Business Offset Fee may apply the first time you link your business account to an eligible Small Business Loan.

When in Offset Mode, we do not pay you Credit Interest on balances in your linked business account.

Instead, we deduct the balance in your business account from the amount you owe on your linked Small Business Loan, then calculate the interest charge on the reduced balance of your linked Small Business Loan (“the Offset Benefit”). The Offset Benefit is calculated daily at the time that the linked Small Business Loan interest charge is calculated. This may not be on the end-of-day balance as the linked Small Business Loan interest may be processed before the end-of-day.

Your Offset Benefit is applied when interest is debited to your linked Small Business Loan.

The Offset Benefit will not show on your business account statement but the interest you save will be shown on your linked Small Business Loan statement.

Your Business Lending Specialist can advise if your loan is eligible for offset mode or alternatively you can contact us on 13 11 55 to find out.

If you change your loan so that it no longer meets the criteria of an eligible Small Business Loan, e.g. if you change your loan type, your business account will be switched automatically from Offset Mode to Credit Interest Mode. This means that:

- you will receive no Offset Benefit during the period that your loan is not an eligible Small Business Loan; but
- A standard rate of interest will automatically be paid on the available credit balances in your business account as per standard account features.

The offset link will remain and will be re-activated automatically if your loan is changed so that it again meets the criteria of an eligible Small Business Loan.

If you pay out your Small Business Loan you will receive no offset benefit. Your business account will be automatically switched to Credit Interest Mode. This means that credit interest will be paid on the available credit balances of your business account.

Example:

The table below illustrates two examples of how credit balances in a business account operate in Offset Mode and affect the interest payable on a linked eligible Small Business Loan.

Balance of Business Accounts	Amount of Linked Small Business Loan	We will
Business Account = \$25,000	\$145,000	Use the balance in the business account of \$25,000 to calculate the Offset Benefit; Not pay interest on the balance of your eligible business account; Not charge interest on \$25,000 of your linked Small Business Loan; Charge interest on the remaining \$120,000 of your linked Small Business Loan.
Business Account = \$5,000	\$105,000	Use the balance in the business account of \$5,000 to calculate the Offset Benefit; Not pay interest on the balance of your business account; Not charge interest on \$5,000 of your linked Small Business Loan; Charge interest on the remaining \$100,000 of your linked Small Business Loan.

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# Trust Accounts

This section contains information on the following products:

- Agent's Statutory Trust Account
- Solicitor's Trust Account

# Trust Accounts

## Product Features at a Glance

	Agent's Statutory Trust Account	Solicitor's Trust Account
<b>How can I access the account?</b>		
Locations available	QLD, NSW	QLD
Store	✓	✓
Telephone Banking		
– Check balances only	✓	✓
– Funds transfer	✓	✗
Internet Banking		
– Check balances	✓	✓
– Funds transfer and immediate external payments	✓	✗
Business Payments Credit	✓	✗
Cheque Deposits and Withdrawals	✓	✓
Card Access <sup>1</sup> – ATM, EFTPOS	✗	✗
Deposit Only Card Access <sup>2</sup>	✓	✓
Direct credit	✓	✓
Direct debit	✓	✗
BPAY <sup>*</sup> payments	✓	✗

### Interest

How is standard interest calculated?

You earn no interest on any amount standing to the credit of our Trust Accounts. Any interest earned may be paid to a relevant State authority. Please refer to page 20 for more details on these payments.

### Record of Transactions

When are standard statements issued?	End of month	End of month
Are eStatements available?	✗	✗

\* Under legislation the Agent may be required to obtain from Suncorp certain records in relation to electronic transactions, including the account name to which funds are disbursed electronically. Suncorp cannot provide the account name to which funds are disbursed electronically. It is up to the Agent to make their own enquiries and decide whether to disburse funds electronically knowing Suncorp cannot provide all information required to be kept by the Agent.

<sup>1</sup> Refer to page 31 for full details about Visa Debit Card including eligibility.

<sup>2</sup> Deposit Only cards are available for the following accounts: Agent's Statutory Trust Account (QLD), Agent's Statutory Trust Account (NSW), Solicitors Trust Account (QLD), Accountants Trust Account (QLD).

## Fees

	Agent's Statutory Trust Account	Solicitor's Trust Account
<b>Summary of Fees</b>		
Monthly account keeping fee	\$5.00	\$5.00
Minimum monthly balance required to waive the account keeping fee	\$10,000	\$10,000
Lost card fee for Deposit Only	×	×
<b>Number of fee free transactions allowed per month</b>		
Fee free transactions include:		
– Cheque withdrawals	20	20
– Staff assisted deposits		
<b>Transaction Fees (charged if you exceed your number of fee free transactions allowed per month)</b>		
Cheque withdrawals (per item)	\$0.60	\$0.60
Staff assisted deposits	\$0.70	\$0.70
<b>Transaction Fees (always charged)</b>		
Business Payments Credit (Transactions per month)	Fee per transaction	×
	0-200	\$0.20
	201-500	\$0.15
	501+	\$0.10
Cheques Deposited (per item)	\$0.60	\$0.60
Electronic Payments including:		
– Immediate External Payments	\$0.20	×
– Direct Debits	\$0.20	×
– BPAY® payments	\$0.20	×

### How Fees are charged

Fees are debited to your Suncorp Business Transaction Account on or after the last day of the month. When calculating your number of fee free transactions, we will rank your transactions in the following order:

1. Cheque withdrawals
2. Staff assisted deposits.

You will be charged for the number of transactions exceeding the number of fee free transactions as listed above.

## Special Requests, Replacements and Other Event Fees

Other fees may apply for additional products and services. Please refer to pages 44 to 45 for more information.

## Agent's Statutory Trust Account

The Agent's Statutory Trust Account is for use by certain licensed and regulated agents, being:

In Queensland - Real Estate Agents, Auctioneers, Motor Dealers, Resident Letting Agents and debt collectors (i.e. Field or Collection Agents); and

In New South Wales - Real Estate Agents, Stock and Station Agents, Business Agents, Strata/Community Managing Agents and On-site Residential Property Managers.

- A Suncorp Business Everyday Account or Suncorp Business Premium Account must be opened prior to opening an Agent's Statutory Trust Account and must be held while the Trust Account is open.
- All fees associated with the Agent's Statutory Trust Account will be debited to your nominated Suncorp Business Everyday Account or Suncorp Business Premium Account.
- The account keeping fee on the Agent's Statutory Account is waived when a minimum balance of \$10,000 is maintained in the Agent's Statutory Trust Account.
- Up to 20 fee free transactions (store deposits [excluding cheque deposits] and cheque withdrawals) are available each month.
- No interest is paid to the account holder. Interest earned is redirected to the relevant state authority. The interest rate is changed at the end of each calendar month.
- In order to open an Agent's Statutory Trust Account in Queensland, you must provide us with a copy of the relevant licence, being:
  1. A Real Estate Agents, Auctioneers, Resident Letting Agents, Motor Dealers or Field Agents licence.
  2. In the case of Collection Agents, a copy of your "Authority to open a trust account" issued by the Office of Fair Trading.
  3. For licences issued before 1 December 2014 a Commercial Agents licence or a Pastoral house licence may be provided.
- In order to open an Agent's Statutory Trust Account in New South Wales, you must provide us with:
  1. a Notice of Opening of a Trust Account with a unique identifying number from the Office of Fair Trading.
- Statements are issued monthly.
- Deposit Only cards are available for Agent's Statutory Trust Accounts in Queensland and New South Wales. The Deposit Only card will not allow the withdrawal of funds or performing card transactions and can only be used to deposit funds at Smart ATMs.

## Solicitor's Trust Account

- The Solicitor's Trust Account is available to Queensland Solicitor's only.
- A Suncorp Business Everyday Account must be opened prior to opening a Solicitor's Trust Account and must be held while the Trust Account is open.
- All fees associated with the Solicitor's Trust Account will be debited to your Suncorp Business Everyday Account.
- The account keeping fee on the Solicitor's Trust Account is waived when a minimum balance of \$10,000 is maintained in the Solicitor's Trust Account.
- Up to 20 fee free transactions (store deposits (excluding cheque deposits) and cheque withdrawals) are available each month.
- No interest is paid to the account holder.
- Interest earned is redirected to the Department of Justice and Attorney General.
- Statements are issued monthly.
- Deposit Only cards are available for Solicitor's Trust Accounts in Queensland. The Deposit Only card will not allow the withdrawal of funds or performing card transactions and can only be used to deposit funds at Smart ATMs.

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# Suncorp Package Offers

This section contains information on the following product:

- Business Ready Package

# Business Ready Package

Our Business Ready Package combines a Business Premium Account (the transaction account) with an overdraft facility and up to 3 Term Lending facilities.

The Business Ready Package comprises a single 'all inclusive' quarterly service fee which covers all facilities within the package. The transaction account offers 'at call' access to funds at any time our banking facilities are available, while the term loans included in the package can be structured to suit your specific lending requirements.

When opened as part of the Business Ready package, the Business Premium Account offers a competitive rate of interest which:

- applies to whole of credit balances in the transaction account;
- is calculated daily on end of day available credit balance in the account and paid monthly.

You can apply for a Business Ready Package at a Suncorp store, or call us on 13 11 55.

## Fees

Summary of Fees	
Package Fee	On Application
Transaction fees (number of fee free transactions allowed per month)	
Staff assisted deposits	Unlimited
Staff assisted withdrawals	Unlimited
Cheque deposits	Unlimited
Cheque withdrawals	Unlimited
Electronic transactions (including external transfers to other financial institutions)	Unlimited
Business Payments Credits	Unlimited
Transaction fees (always charged)	
Non Suncorp Bank and Non rediATM network ATM withdrawals & enquiries	Unlimited
Bank@Post withdrawals, cheque and cash deposits (limits apply) <sup>1</sup>	free

1. Refer to page 27 for full details.

## How Fees are charged

Unless otherwise stated, fees are debited to your account on the last day of the month.

## Special Requests, Replacements and Other Event Fees

Other Fees may apply for additional products and services. Please refer to pages 44 to 45 for more information.



# Access to Your Account

This section contains information regarding Payment Facilities that can be used in association with Suncorp Business Accounts.

## Choosing your Access

To apply for access you can either call us on 13 11 55 or visit your local Suncorp Bank store. Our staff will discuss with you what you require to access the facility and the application process.

### Access Limits

To help protect you and your money from theft and fraud the following limits may apply.

- The combined cash daily withdrawal limit for ATMs and EFTPOS cashout withdrawals is \$1,000 per day per card; limit can be increased to \$2,000 per day per card by contacting us on 13 11 55;
- For Mobile Banking and Internet Banking we will set withdrawal limits as specified in Internet Banking Terms and Conditions and Mobile Banking Terms and Conditions.

If any limit is exceeded, the transaction will be rejected.

- Business account owners can apply for account limits and/or personal limits to be applied to your account to meet your business needs but these are subject to approval by us.
- An “Account Limit” on your business account, limits the total dollar value of all external transfers, business payment credit files, BPAY® transactions and transfers to other Suncorp accounts that can be processed from the account each day using Internet Banking or the Mobile App.
- A “Personal Limit” for each individual authorised to transact on the account, limits the total dollar value of all external transfers, business payment credit files, BPAY® transactions and transfers to another Suncorp accounts that the individual can approve each day using Internet Banking or the Mobile App. Personal limits can only be applied if an “Account Limit” is in place.

While an Account Limit or Personal Limit is in place for an account, the dollar value of external transfers, business payment credit files, BPAY® transactions and transfers to another Suncorp account made from that account will not be included in the combined daily limit for a person registered for Internet Banking.

If any limit is exceeded, the transaction will be rejected.

## How can you Access your Account?

The access methods listed below are not available for all accounts, please refer to the tables on pages 4 & 5 to see if an access method is available.

### Automatic Teller Machine (ATM)

By using an ATM, you can withdraw or transfer money from your Suncorp account 24 hours a day 7 days a week (excluding outages for system maintenance) using your Personal Identification Number (PIN) together with your card. You can make a payment to a linked account (e.g. credit card) at a Suncorp Bank ATM using your card. rediATM network ATMs are also free to access with your Suncorp Bank card if you would like to make withdrawals or enquiries.

### Bank@Post

The Bank@Post service is designed for customers that live in remote locations where there is limited Suncorp Bank Store access. This service allows you to make deposits, withdraw cash and make EFTPOS purchases from your transaction account at Australia Post outlets. You need to have access to a Suncorp Bank Visa Debit Card, Suncorp Bank eftpos Card or Suncorp Bank Deposit Only Card in order to use this service. Note the Suncorp Bank Deposit Only Card cannot be used to conduct withdrawals or purchases.

You will be able to make:

- cash deposits of up to \$9,999.95 per day
- cheque deposits (no maximum)
- withdrawals of up to \$1,000 cash per day; limit can be increased to \$2,000 per day per card by contacting 13 11 55 (excluding Deposit Only Cards).

## BPAY®

BPAY® allows you to pay bills (to billers who have a BPAY® Biller number) over the telephone, in the store, or via Mobile App and Internet Banking by transferring money directly from your Suncorp Bank account.

By using BPAY® you can:

- pay your bills 24 hours a day, 7 days a week (excluding outages for maintenance);
- pay multiple BPAY® bills at the same time using Internet or Telephone Banking or the Mobile App.

## Business Payments

Business Payment Credit enables you to transfer funds from your business account to multiple accounts e.g. for payrolls.

For more information on Business Payments refer to pages 36 to 37.

## Direct Credit Transfer

A Direct Credit transfer facility allows you to automate a single payment or regular payments from your account.

## Direct Debit

A Direct Debit facility is a debit you authorise for a Direct Debit user to make from your Suncorp Bank account.

## Electronic Funds Transfer at Point of Sale (EFTPOS)

An EFTPOS facility allows you to make point of sale payments directly from your Suncorp Bank account without having to use cash.

## Internet Banking

Internet Banking allows you to access your accounts and conduct a range of banking activities including making payments from a computer connected to the Internet (e.g. at your home or office) without having to visit a store or ATM.

If you are registered for Internet Banking you can:

- transfer money from your account immediately or schedule a future payment to an account held at Suncorp Bank or another financial institution.
- check your balances and conduct transfers or bill payments 24 hours a day 7 days a week (excluding outages for system maintenance);
- check your a single payment or multiple payments to creditors;
- transfer from one account to multiple accounts (both your own or third party accounts at Suncorp) or to accounts held at other financial institutions.

This can be useful for regular multiple transfers such as payroll payments.

Access limits will apply and are detailed in Internet Banking Terms and Conditions.

## Cheques

A cheque facility is a payment facility that lets you ask Suncorp to make a payment from an account using a cheque. The payee of the cheque usually has to wait for the cheque to be cleared before they can access the funds.

By using a cheque you can:

- 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;
- stop payment of a cheque if it is lost or stolen before it is presented to us for payment;
- trace cheques to verify that a payment has been made.

## Phone Banking

Phone Banking allows you to conduct a range of banking services over the telephone. You can only use Phone Banking if you have a tone dialling telephone. Your telephone supplier can advise if your telephone is a tone dialling telephone.

By using Phone Banking you can:

- the self select banking service to conduct transfers or bill payments; or
- an operator-assisted service to make bill payments 24 hours a day, 7 days a week (excluding outages for system maintenance).

## Mobile Banking

Mobile Banking allows you to access your account and conduct a range of banking activities from your mobile device either from our mobile website at [m.suncorp.com.au/banking](http://m.suncorp.com.au/banking) or our Mobile App available for iOS® & Android® devices. You may be charged for data usage when using Mobile Banking by your mobile phone service provider. If you are registered for Internet Banking you can use your login details on Mobile Banking to:

- Check balances, view transaction history and view account details;
- Setup transfers from your account with either immediate, future dated or recurring processing timing. Transfers can be setup between your own accounts, other Suncorp accounts (i.e. a family member or business) and external accounts at another financial institution;
- Setup BPAY® payments from your account with either immediate, future dated or recurring processing timing;
- Approve transfers and BPAY® payments that require 2 or more parties to sign;
- View and approve Business Payments Credit transactions;
- View BPAY View® bill summaries and download a PDF copy of the detailed bill (not available on the Mobile App).

Access limits will apply and are detailed in Mobile Banking Terms and Conditions.

## Visa Debit Card

### *What is a Visa Debit Card?*

A Visa Debit Card is a Visa card that can be attached to most Suncorp Bank Accounts. You can get instant access to available funds in your attached Suncorp Bank Account at ATMs throughout Australia and overseas (where the Visa logo is displayed) by using your Visa Debit Card and PIN and by using your mobile device registered with your Visa Debit Card and Mobile Device Passcode.

### *How do I use my Visa Debit Card?*

You can purchase goods and services using your Visa Debit Card and the payment is debited to your Suncorp Bank account. A Visa Debit Card allows you to purchase goods and services:

- at an outlet within Australia that has EFTPOS available, by either:
  - selecting the “savings” or “cheque” button;
  - selecting the “credit” button wherever Visa cards are accepted or
  - making a Contactless Transaction at participating merchants using Visa payWave including the use of your mobile device if your card has been registered for this service;
- by using a manual credit card sales voucher and ticking the Visa box;
- over the telephone or the Internet or through the use of an app on your mobile device by providing the card number to the merchant;
- through your Visa Checkout wallet at selected merchants;
- at outlets overseas wherever Visa is accepted.

### *Am I eligible for a Visa Debit Card?*

A Visa Debit Card will automatically be issued to you when meeting the following criteria :

- The account being linked to the Visa Debit Card is one of the following account types:
  - Business Everyday Account
  - Business Premium Account
- The signing rule on the account is ‘any one’ to sign
- The cardholder is 16 years of age or over
- The cardholder has any one of the following relationships to the account holder:
  - Primary Owner
  - Secondary Owners
  - Owner Registered Business
  - Directors / Guarantor Transacting Ability
  - Signatory
  - Signing Officer

Should you not be eligible for a Visa Debit Card and/or prefer not to have a Visa Debit Card then you can be issued with a Suncorp Bank eftpos Card. For more information on eftpos Cards please refer to “Important Terms Explained” within the Product Information Document.

### *What is Verified by Visa?*

Suncorp Bank automatically enrolls all Visa Debit cardholders into the Suncorp Bank Verified by Visa (VbV) security service, free of charge. This service provides additional security when you use your Visa Debit Card to shop at participating VbV online stores (e.g. when you purchase a book online or a holiday). If VbV identifies that a transaction requires further verification, you will be sent a One-Time Passcode by SMS to the mobile phone number you have registered with us. You will need to enter the Passcode into the verification screen to finalise your purchase. If you do not have your mobile number registered with us, you may be provided with an alternative verification method or it may be necessary for you to contact the bank directly. Purchases that are not verified when required will not be authorised and you if you wish to proceed with the purchase you will need to contact us.

### *Important information about using your Visa Debit Card*

- If you use your Visa Debit Card to make transactions over the Internet, please make sure that you tell us if you change your mobile number and other personal details such as your address.
- With a Visa Debit Card when you are paying for goods and services by Visa payWave, selecting the “credit” button at an EFTPOS terminal or providing the card number to a merchant over the telephone or the Internet, you’ll be covered by Visa’s Zero Liability policy meaning you are protected against unauthorised transactions.
- You can use payWave functionality to make Contactless Transactions for purchases less than \$100 using Your card at merchants who have a Contactless Terminal without having to enter a PIN. For purchases over \$100 using Your card, a PIN is required. A Contactless Transaction made using your mobile device with a Contactless Terminal may require input of your Mobile Device Passcode.
- At some outlets you can obtain cash directly from your Suncorp Bank account (known as ‘cash out’) by using your Chip Enabled Visa Debit Card and PIN. Simply select the “cheque”, “savings” or “credit” button on the EFTPOS terminal. When you select “credit”, the card must be inserted into the terminal and not swiped.
- You may be liable for Visa transactions which cause your account to become overdrawn. As a result interest or fees may be charged to your account.
- If you have not used your card to access your account in the 6 months prior to its expiry date then, for security reasons, we may not send you a replacement card upon expiry.



### *Visa Checkout*

Visa Checkout is an online wallet that allows you to store your major payment card information (including Visa, MasterCard and American Express) in one online account. This eliminates the need to enter your card information every time you make an online purchase at participating merchants. At the checkout stage, you simply login to your Visa Checkout account, choose the preferred payment card and click 'pay'. Visa Checkout will process the transaction whilst shielding your full card details from the merchant. You no longer need to worry about your card data being at risk when you checkout with Visa Checkout. You can set up to receive customised email alerts on all Visa cards linked to your Visa Checkout account. This alert service can help you to monitor your finances and quickly detect fraud or other suspicious activities. You can sign up for a Visa Checkout account through Internet Banking and there is no sign up fee.

### *Deposit Only Card*

A Deposit Only Card allows customers to make cash or cheque deposits at any Suncorp Bank deposit ATM or Bank@Post outlet. The card is restricted from making withdrawals, purchases and account enquiries. The Deposit Only Card can be used to deposit into your account at any time (excluding outages for system maintenance) using your Personal Identification Number (PIN).

## Other Services

### Funds Management Sweep

A funds management sweep facility allows you to keep a certain balance in a primary account and transfer ('sweep') excess available funds into a related account. A primary account is the account you nominate to have the excess funds transferred from.

### Insufficient Funds Sweep

An insufficient funds sweep facility allows you to automatically transfer 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.

## Risks & Safeguards

There are a number of risks with using some payment facilities. The following information identifies some of these risks and makes suggestions on how you can avoid them happening to you. You should monitor your accounts and contact Suncorp immediately if there are discrepancies.

### Risks:

- an unauthorised transaction occurs on your account;
- the same transaction is processed more than once;
- you make an error in setting up a BPAY®, transfer, direct debit, or direct credit;
- a cheque, transfer or direct debit fails or overdraws your account because of insufficient funds;
- your cheque book, cards, Security Token or secret codes are lost or stolen. Your secret codes include your PIN, telephone access code (TAC), internet banking password, Security Token Code, Mobile App Passcode, Customer ID and Mobile Device Passcode.

## Safeguards:

- don't disclose your secret codes to anyone (orally or in writing). No one from the bank, the police, or a merchant should ask for your secret codes;
- when selecting secret codes don't use obvious codes such as:
  - your date of birth;
  - consecutive numbers;
  - a series of the same number;
  - a driver's licence number;
  - an alphabetical code that is a recognisable part of your name.
- memorise your secret codes. Refer to the guidelines for recording secret codes in the Terms and Conditions for Suncorp Accounts, if you need to record your secret codes;
- cover the numeric PIN pad at the ATM or EFTPOS terminal with your other hand to ensure your PIN is not seen by anyone else;
- keep your cards, cheque books and secret access codes safe. Notify Suncorp immediately if you lose your card or cheque book or you suspect someone knows your secret codes;
- if you use Telephone, Mobile Banking or Internet Banking take care when entering details on biller codes, payment amounts, account details and check and confirm accuracy before finalising the transaction;
- when making a payment, record your receipt number on the bill and check against your next account statement;
- regularly check your account balance to prevent overdrawing;
- do not pre-sign cheques;
- don't let anyone swipe your card more than once without giving you a "transaction cancelled" receipt for all swipes except one;
- never access Suncorp's Mobile Banking or Internet Banking site via an email link. Suncorp will never ask you to enter login details via emails;
- maintain up to date virus protection and firewall software on your computer;
- avoid using Telephone Banking at places which record dialled numbers such as hotels. Instead, use a Suncorp customer service operator to get access;
- do not pre-program your telephone with account access details i.e. TAC and account number and if you use your mobile for Telephone Banking, regularly delete recently dialled numbers.

# How do Business Payments work?

## Business Payment Credit

Business Payment Credit enables you to transfer funds from your business account to multiple accounts and is useful for regular transfers such as payrolls. You can transfer funds to other accounts held by you, to third party Suncorp accounts or to accounts with other financial institutions in Australia.

## Setting up Business Payments

Business Payments must be initiated from a Suncorp business account. To make a Business Payment you need to follow the Internet Banking prompts and complete all details requested. Detailed instructions on making Business Payments are included in the Help function in Internet Banking. You should read these instructions before undertaking your first Business Payment.

To use the Business Payment Credit function within Internet Banking you need:

- an eligible business account;
- to be registered for Internet Banking;
- a Security Token to enable transfer of funds to accounts with other institutions;
- an APCA ID that has been issued by Suncorp (Australian Payments Clearing Association Identification which entitles you to be a registered user of the Bulk Electronic Clearing System).

Just ask us to help with these requirements.

## Authorised persons

Account owners can appoint another individual to access an account to undertake various transactions including Business Payments. To do this, the account owner and the individual must complete a form which specifies what the individual can do and which accounts they can access. Please refer to the Terms and Conditions for Suncorp Accounts for further details or contact us on 13 11 55 for a form.

## Processing of Business Payments

It is important to check the details of each transaction in a Business Payment to ensure that the account numbers, BSB and amounts are correct. Once we have commenced processing a transaction that has been authorised, we will not be able to stop, withdraw, suspend or delete the transfer, change any details or recover the funds. We are not responsible for any loss suffered if the account numbers, BSB or amounts of transactions are incorrect or invalid or if you authorise transactions more than once in error.

Transactions processed to accounts held with other financial institutions as a result of a Business Payment Credit file are External Transfers for the purposes of the Terms and Conditions for Suncorp Accounts. Refer to those Terms and Conditions for further details.

If your instruction to process a Business Payment Credit file is made before 4:00p.m. AEST on a business day, it will in most cases be treated as having been made on that same day or on the date in the future that you specify. Where your instruction is received after 4:00p.m. AEST, in most cases the payment will be treated as having been made on the next business day or on the date in the future that you specify. A payment may take longer to be credited to an account at another financial institution if the other financial institution does not process a payment as soon as they receive it.

You need to allow sufficient time for processing of Business Payment Credit.

## Settlement

If you do not have sufficient cleared funds in your nominated account to pay for the Business Payment Credit Transactions on the day the payments are processed, the Business Payment Credit file may fail. In this event, we will credit the nominated trace account (or if one is not nominated, your originating account) with the value of any credit transaction that is returned dishonoured or rejected and debit the nominated account with any fees incurred as a result of the return, dishonour or rejection.

Your nominated business account statement will provide details of any returned, rejected or dishonoured transactions.

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# Additional Fees and Charges

## Handy tips to save on fees

Most Suncorp deposit accounts provide an unlimited number of fee free Suncorp transactions. Depending on the way you transact on your account, you may incur other fees. Avoiding bank fees could be easier than you think. The following information provides you with a few simple tips that can help you save on fees and help you get the most from your everyday banking with Suncorp.

Fee	Ways to save on fees
<p><b>Payment Honour Fee</b> Applies if we allow a transaction initiated by you to overdraw your account. For example, a personal cheque, Direct Debit payment, Visa Debit transaction, in store withdrawal, EFTPOS or ATM withdrawal etc</p> <p><b>Dishonour Fee – Cheque, Direct Debit</b> Applies if there are insufficient or unavailable funds in your account to cover a personal cheque or Direct Debit payment and as a result the transaction is unsuccessful.</p>	<p><b>Automatic Sweep</b> Set up a 'Sweep' (automatic transfer) between your accounts to maintain a minimum balance and reduce the risk of overdrawing your account or having your payment dishonoured. Sweeps prevent your account from overdrawing when a Direct Debit is made or a cheque is presented provided you have sufficient funds in your nominated account.</p> <p><b>Telephone, Mobile Banking and Internet Banking</b> Check and manage your account balances using the convenience of Telephone, Mobile Banking and Internet Banking. Suncorp does not charge customers to use these services. (A fee is charged for a Physical Security Token).</p> <p><b>Balance Notification</b> Use this Internet Banking feature to send an alert email when your account balance falls below a nominated amount. Simply log onto Internet Banking and click on the "view/set balance notification" button to initiate your balance reminder.</p>



Fee	Ways to save on fees
<b>ATM Operator Fee</b>	<p><b>Suncorp Bank and rediATM network ATMs</b> Use Suncorp Bank and rediATM network ATMs to make withdrawals and enquiries. Our extensive ATM network, which includes access to rediATM network ATMs, is free to use for many Suncorp Bank transaction products.</p> <p><b>Cash out at point of sale</b> Many retailers provide 'Cash out' facilities at the point of sale which can save you time and money if you are not near a Suncorp Bank or, rediATM network ATM. Withdraw extra cash when you press the "savings", "cheque" or "credit" button on the EFTPOS terminal when making a purchase. If you have a Chip Enabled Visa Debit Card and you press "credit", you can get 'Cash out' either when making a purchase, or without making a purchase if the merchant allows it. It's important to remember that the card must be inserted into the terminal, not swiped or through payWave, and a PIN must be used.</p>
<b>Statement Request Fee</b>	<p><b>Internet and Phone banking and our Mobile App</b> Avoid the cost of copies of statements by accessing statement information for eligible accounts registered for eStatements through Internet Banking or our Mobile App.</p>
<b>Bank Cheque Fee</b>	<p><b>External Transfer</b> Transfer money from your Suncorp account to an account at another financial institution.</p> <p><b>Visa Debit and Visa Credit</b> Make your purchases with a Visa Debit or Visa Credit facility. It's cost effective and convenient. Plus you'll have access to Visa's 30 million acceptance locations around the world. (Overseas transactions may attract a fee)</p>

Fee	Ways to save on fees
<p><b>Transfer Failure Fee</b> Applies if a transfer payment you have set up from your Suncorp account to another account, fails due to insufficient or unavailable funds in your account.</p>	<p><b>Telephone, Mobile App and Internet Banking</b> Check and manage your account balances using the convenience of Telephone, Mobile Banking and Internet Banking. You can also set up and maintain scheduled automatic payments. Suncorp does not charge customers to use Internet and Phone banking and our Mobile App. (A fee is charged for a Physical Security Token).</p> <p><b>Balance Notification</b> Use this Internet Banking feature to send an alert email when your account balance falls below a nominated amount. Simply log onto Internet Banking and click on the "view/set balance notification" button to initiate your balance reminder.</p>

## Exemption from Fees & Charges

<b>Balance Waiver</b>	
Eligibility	Applies when the average balance of the account is \$2,000 or more in the calendar month.
Fees waived	Account keeping fee.
Applies to:	Business Everyday Accounts (opened from 11/08/2012)
<b>Deposit Waiver</b>	
Eligibility	Applies when the accumulated total of funds deposited into your deposit account is \$50,000 or more in the calendar month.
Fees waived	Account keeping fee.
Applies to:	Business Premium Account.
<b>Overdraft Facility Waiver</b>	
Eligibility	Applies when an overdraft facility is attached to the account.
Fees waived	Account keeping fee
Applies to:	Business Premium Account Business Everyday Accounts (opened from 11/08/2012)

## Commissions Paid

We may pay commission to other persons that we approve on accepted applications for the provision of the product/s specified in this PID lodged by those persons.

## Special Requests, Replacements and Other Event Fees

You can minimise a number of these fees by following our tips in the “Handy tips to save on fees” page at the start of this section.

If you would like to know more about these fees, please refer to “Important Terms Explained”, “Handy tips to save on fees” or call us on 13 11 55.

Unless otherwise stated, fees are charged per item at the time the service is provided or the transaction or event occurs.

<b>Special Requests, Replacements and Other Event Fees</b>	
Card replacement	\$12.00
Visa debit cards emergency overseas card replacement	\$50.00
Visa debit card cash advance at non-Suncorp Institutions	\$5.00 per \$1000 advanced or part thereof
Stop payment requests – cheques and bank cheques	\$15.00
Bank cheques – purchase	\$8.00
Stop payment requests - Direct Debit	Nil
Bank cheques – replacement	\$25.00
Copy of personal or bank cheque	\$12.00
Special Answers – Suncorp cheques and cheques processed via clearing system	\$15.00
Statement requests	\$3.00
Real Time Gross Settlements (RTGS) – outward	\$35.00
Real Time Gross Settlements (RTGS) – inward	\$2.50
Sweep Fees – funds management, insufficient funds, sweep failure	Nil
Dishonour Fee – cheque, direct debit	\$10.00
Payment Honour Fee	\$10.00
Transfer Failure Fee	\$10.00
Physical Security Token	\$20.00
Business & Company Name Search	\$50.00
Staff Assisted manual transfer (credit payment transferred to another bank)	\$10.00 per request
Trace/recall of funds request – cheque, electronic payment	\$30.00

**Special Requests, Replacements and Other Event Fees**

Record Search/Copy Fee (cheques, records, voucher retrieval)	\$70.00 per hour
Request for Audit Certificate	\$30.00
Interest Certificate (previous financial year)	\$15.00 per certificate issued
Coin Handling	5% of total coin value

## Foreign Currency Fees

Unless otherwise stated fees are charged per item at the time the service is provided or the transaction or event occurs.

<b>Foreign Currency Fees</b>	
<p><b>Foreign Currency Conversion Fee (Suncorp Bank Visa Debit Transactions)</b></p> <p>The exchange rate between the transaction currency and the billing currency used for processing foreign currency transactions is a wholesale market rate selected by VISA from within a range of wholesale rates in effect one day prior to the processing date plus the percentage that Suncorp Bank charges for the Foreign Currency Conversion Fee.</p>	3.0% of the converted Australian dollar transaction amount of any foreign currency transaction made or charged to your account
<p><b>Foreign Currency Bank Draft – issue, trace request, stop payment</b></p> <p>Applies when you request us to:</p> <ul style="list-style-type: none"> <li>– issue a Foreign Currency Bank draft</li> <li>– provide destination details of a payment you have made by bank draft, or</li> <li>– place a stop payment on a bank draft we have issued to you.</li> </ul>	\$20.00
<b>Foreign Currency Notes – sold or purchased</b>	\$10.00 per order
<b>Cashing/Negotiating Non-Suncorp Bank Issued Foreign Currency Travellers Cheques</b>	\$10.00
<b>Telegraphic Transfers sent – staff assisted</b>	\$30.00
<b>Online Telegraphic Transfer sent via Global Payments</b>	\$20.00
<b>Telegraphic Transfers (staff assisted and via Global Payments) – recall, amended, trace request</b>	\$30.00 plus other bank's costs
<p><b>Dishonour Fee – (Foreign Cheque / Travellers Cheques/Bills for Collection)</b></p> <p>Applies when a foreign currency cheque, bill for collection, draft or travellers cheque we have accepted from you is not paid (dishonoured) by the payer's bank. Generally, this is due to insufficient funds in the payer's account or a stop payment being placed on the cheque.</p>	\$40.00 per cheque plus other bank's costs
<b>Foreign Currency Cheque Deposit – more than \$10.00</b>	\$10.00
<p><b>Bill for Collection – Foreign Currency Cheque or Draft</b></p> <p>Applies when a foreign currency cheque or draft is sent for collection (payment) of proceeds where the cheque or draft is drawn on a bank other than the country of currency origin.</p>	\$40.00 plus other bank's costs
<p><b>Local Collection – Foreign Currency Drawn on Australian Bank/Agent</b></p> <p>Applies when a foreign currency cheque or draft is sent for collection(payment) of proceeds where the cheque or draft is drawn on an Australian bank or agent bank located in Australia.</p>	\$40.00 plus other bank's costs

## Government charges

In the future various governments may impose taxes, fees, charges and duties on accounts and transactions to accounts. If this occurs, your account statement will show government taxes, fees, duties and charges as a separate item.

## Fees and Charges on Other Suncorp Business Accounts

The following are no longer available for new accounts:

- Business Standard Account
- Business Cheque Account
- Business Management Account
- Business Investment Account
- Business Investment Account with Options
- Business Finance Pak
- Cashflow Accelerator™
- General Trust Account
- iBus Maximiser Account
- Money Manager - My Business package
- Money Manager - My Business and Home package

For details of the fees applicable to these accounts please visit a Suncorp store, phone 13 11 55 or visit our website [suncorp.com.au/banking](http://suncorp.com.au/banking) for a copy of the “Schedule of Fees & Charges for other Suncorp Business Accounts”.

## Financial Claims Scheme

The Financial Claims Scheme (FCS) under the Banking Act 1959 applies to the deposit accounts you have with us. You may be entitled to a payment under the Financial Claims Scheme in some circumstances. Payments under the Financial Claims Scheme are subject to a limit for each customer. Information about the Financial Claim Scheme can be obtained from the FCS website at <http://www.fcs.gov.au>

## Important Terms Explained

Some terms used in this Product Features document are defined and explained below and in the Terms and Conditions for Suncorp Accounts. Please refer to the Terms and Conditions for Suncorp Accounts for the relevant definition if the term is not defined below.

Where a term used in this document is defined in this document and the Terms and Conditions for Suncorp Accounts, the definition below will apply in relation to the use of the term in this document.

In this document, unless the context indicates otherwise, the following terms have the following meanings irrespective on whether or not the first letters of those words are in upper or lower case.

In this document singular includes the plural and vice versa.

Term	Meaning
30-Day Bank accepted bill rate	a market driven rate representing the cost of funds in 30 days. This rate is issued by the Reserve Bank and fluctuates up and down accordingly.
90-Day Bank accepted bill rate	a market driven rate representing the cost of funds in 90 days. This rate is issued by the Reserve Bank and fluctuates up and down accordingly.
Account	any savings account, term deposit, cheque or card account as specified in the Terms and Conditions for Suncorp Accounts.
APCA	APCA means the Australian Payment Clearing Association which is responsible for payments clearing and settlement systems in Australia. Payments clearing is the exchange of payment instructions for value between providers of payment services such as banks and building societies.
At Call	deposits and withdrawals can be made at any time to the bank account.
ATM Direct Charging	a form of charging for Non-Suncorp Bank, Non rediATM network ATM / Foreign ATM transactions where an ATM owner / operator and perhaps the card issuer charge the cardholder directly for using a foreign ATM.
ATM Operator Fee	the fee charged for using a Non-Suncorp Bank, Non rediATM network ATM / Foreign ATM for Withdrawals and Balance Enquiries. This fee is displayed on the ATM screen before you proceed with a transaction and you are prompted to either accept the fee and proceed or cancel the transaction. The ATM Operator Fee may vary depending on the ATM used and is charged to your account immediately
Bank@Post	Bank@Post allows you to make deposits, withdraw cash and make EFTPOS purchases from your transaction account at Australia Post outlets.



<b>Term</b>	<b>Meaning</b>
BECS	the Bulk Electronic Clearing System. This system has the role of managing the conduct of the exchange and settlement of bulk electronic low value transactions. It provides a framework to cover large volumes of individual payments which are batched for delivery between financial institutions.
BPAY®	BPAY® allows you to pay bills (to billers who have a BPAY® Biller number) over the telephone or via the internet by transferring money (making payments) directly from your Suncorp account. BPAY® Ltd ABN 69 079 137 518.
Business Payments	ability to create a payment credit file through Internet Banking, debiting funds from a Suncorp business account and crediting multiple accounts as set up by you. An example is regular transfers such as a payroll.
Cheque	a written order to us on our cheque form to pay a certain amount of money from your account.
Cheque transaction	a transaction where a cheque is drawn on or deposited to your account.
Chip Enabled Visa Debit Card	a Visa Debit Card that has an embedded security microchip.
Contactless Terminal	a Terminal which can be used to make a Contactless Transaction.
Contactless Transaction	a transaction made by holding your Card or mobile device such as a smart phone (which is capable of making a Contactless Transaction) in front of a Contactless Terminal.
Copy of personal or bank cheque	as the owner of a Suncorp cheque, you can ask us to provide you with a copy of it.
Deposit Only Card	a card which is linked to an eligible transaction account that can be used at any Suncorp Bank deposit ATM or Bank@Post outlet. The Deposit Only Card has the words "Deposit Only" clearly labelled on the front of the card. The card can be used for cheque and cash deposits but not withdrawals, purchases or account enquiries.
Direct Credit	an electronic payment made to your account. An example of a direct credit is when an employer pays wages into an account electronically.
Direct Debit	a transaction you authorise in agreement with external direct debit users. An example of a direct debit user is a health insurance provider deducting monthly payments from your Suncorp account.
EFTPOS Electronic Funds Transfer at Point of Sale	a fund transfer authorised by you or initiated by you giving instruction through electronic equipment to debit or credit your account. An example of an EFTPOS transaction is a purchase of goods from a retailer using your card. An EFTPOS transaction requires you to input your PIN and to nominate the account from which you wish the funds to be transferred to make the purchase.

Term	Meaning
eftpos Card	a card which is linked to an eligible Transaction Account that can be used at locations bearing the eftpos logo. An eftpos Card could be available when you don't meet the criteria for a Visa Debit Card and/or prefer not to have a Visa Debit Card.
Electronic transactions	includes electronic internal transfers (between Suncorp accounts), direct debits and direct credits (excludes Business Payments), BPAY®, Suncorp ATM withdrawals and EFTPOS.
Eligible Small Business loan	a Suncorp small business loan that we specify can be linked to an eligible business account with a 100% business offset facility.
End-of-day	midnight Brisbane time at the end of the relevant day.
eStatement	online version of paper statements which are viewed through Internet and Mobile Banking.
External transfers	electronic funds transactions (Internet, Mobile and staff assisted) that you initiate from a Suncorp Bank account to an account at another financial institution that participates in BECS.
flexiRate	flexiRates allow you to fix the interest rate applying to a portion of your balance for a set period of time.
Global Payments	is the system that processes Online Telegraphic Transfers via Internet Banking.
Interest rate brochure	the document we publish setting out the interest rates applicable to Suncorp accounts.
Mobile Device Passcode	anything required to unlock a mobile device including a password, passcode, pattern or biometric identifier (where applicable).
Online Telegraphic Transfer	is a Telegraphic Transfer sent via Global Payments.
Physical Security Token	means a small electronic device which generates a Security Token Code
Record search/copy request – cheques, records, voucher retrieval	you can ask us to provide a copy of a document you have previously given us. For example, a deposit slip, withdrawal slip, transfer slip, account authority form, etc.
RTGS	Real Time Gross Settlements. RTGS means the settlement system established and operated by the Reserve Bank of Australia for Real Time Gross Settlement.
Security Token	Means a small electronic device or a mobile application issued by Suncorp Bank or its related entity which generates a Security Token Code, and includes any temporary security token
Security Token Code	means the random code generated by a Security Token, which changes approximately every 60 seconds and includes any temporary Security Token Code that is issued by us.
Staff assisted transaction	includes any withdrawal, transfer, BPAY® or deposit performed with the assistance of a Suncorp staff member.

<b>Term</b>	<b>Meaning</b>
Standard interest accounts	the annual interest rates that we publish that apply to deposit.
Suncorp Bank	Suncorp-Metway Ltd ABN 66 010 831 722.
Suncorp ATM withdrawal	when you withdraw money from a Suncorp branded ATM using your transaction card. This requires you to input your PIN and to nominate the account you wish to withdraw the funds from.
Suncorp Bank customer	a person who holds an account with Suncorp Bank.
Sweeps – funds management insufficient funds	a ‘sweep’ is an automatic transfer of available funds between your accounts to either prevent the account overdrawing or to maintain a balance specified by you in your account.
Telegraphic Transfer	means a funds transfer sent electronically to an overseas bank account held with an external financial institution.
Trace/recall of funds request	Destination details of a payment you have made by cheque, electronic transfer or BPAY® from your account or attempt to recall a payment you have made by electronic transfer or BPAY®.
Transaction card	an eftpos Card or Visa Debit Card which is linked to an eligible Transaction Account.
Visa Checkout	functionality as part of a Visa Debit card that allows transactions to be made at participating merchants.
Visa Debit Card	a card bearing the Visa logo, which is linked to an eligible Transaction Account. The card can be used at any location bearing the Visa or eftpos logo. A Visa Debit Card is automatically issued when meeting the criteria for a Visa Debit Card.
Visa Debit cash advance	a cash withdrawal using a Visa Debit Card and selecting “credit” at an ATM which displays the Visa symbol. The customer will incur a cash advance fee for performing this transaction. Please refer to the “Special Requests, Replacements and Other Event Fees” section of this Product Information Document.
Visa payWave	functionality as part of a Visa Debit Card that allows transactions to be made at participating merchants by holding your Card or mobile device such as a smart phone in front of a Contactless Terminal. You do not have to enter a PIN to complete the transaction if the purchase is for less than \$100 using your Card. Purchases made using your mobile device may require input of your Mobile Device Passcode.
We, our, us	Suncorp Bank.
You, your	the person acquiring the product and/or making non-cash payments.

## How to contact us



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13 11 55



*Online*  
[suncorp.com.au](http://suncorp.com.au)



*Local*  
Store