

Notice to Suncorp Bank Customers

As of 24 October 2020, Suncorp Bank will be introducing the following changes to Deposit Accounts:

- The eOptions Account, 55 Plus Account and NSW Agent's Statutory Trust Account will no longer be available for sale. Existing accounts will be maintained and operate in the same manner as they are currently.
- Payment Honour and Dishonour Fees will be removed across all Personal and Business Deposit Accounts.
- Reduction of Interest Certificate and Bank Cheque replacement fees across all applicable Personal and Business Deposit Accounts.

As a result, the Personal Deposit Accounts Product Information Document, Business Accounts Product Information Document, Freedom Access Account Product Information Document, Wealth Cash Management Account Product Information Document, Everyday Saver Account Product Information Document, Schedule of Fees and Charges for other Suncorp Bank Personal Accounts, Schedule of Fees and Charges for other Suncorp Business Accounts, Lending Fees & Charges for Business Lending, Lending Fees & Charges For Home, Personal and Small Business Lending and Lending Fees and Charges for Other Suncorp Bank Personal Loans, Home Loans and Packages (collectively, **the Documents**) have changed and the material changes are set out below. The Fixed Term Deposits Product Information Document and Term Deposits Product Information Document have also had a material change which is set out below.

Customers can also obtain an amended copy of each of the Documents at any Suncorp store, online at www.suncorp.com.au/documents or by contacting us on 13 11 55.

1. Changes to all Suncorp Bank Business and Personal Deposit Accounts - Special Requests, Replacement and Other Event Fees and Foreign Currency Fees

Each of the Documents have been updated as follows:

- The following table represents a summary of the Special Requests, Replacement and Other Event Fees that have been amended or removed for all Suncorp Bank Business and Personal Deposit Accounts.

Fee	Fee to 23 October	Fee from 24 October
Bank cheques - replacement*	\$25.00	\$8.00
Dishonour Fee - cheque, Direct Debit	\$10.00	Removed
Payment Honour Fee	\$10.00	Removed
Interest Certificate (Previous financial year) per certificate issued	\$15.00	\$10.00

* Note the Freedom Access Account does not charge the Bank Cheque Replacement Fee

- The following table represents a summary of the Foreign Currency Fee that has been removed from all Suncorp Bank Business and Personal Deposit Accounts.

Fee	Fee to 23 October	Fee from 24 October
Dishonour Fee - (Foreign Cheque/ Travellers Cheques/ Bill for Collection)	\$40.00 per cheque plus other bank's costs	Removed

2. Changes related to 'Visa Checkout' being replaced with 'Click to Pay with Visa'

The Personal Deposit Accounts Product Information Document, Business Accounts Product Information Document, Freedom Access Account Product Information Document, Wealth Cash Management Account Product Information Document and Everyday Saver Account Product Information Document have each been amended as follows:

- Under the heading 'How do I use my Visa Debit Card?' the reference to 'Visa Checkout' has been replaced with 'Click to Pay with Visa.'
- The heading titled 'Visa Checkout' has been replaced with 'Click to Pay with Visa' and corresponding information in that paragraph has been updated to reference 'Click to Pay with Visa' functionality with the sentences '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' deleted.
- Under the heading 'Important Terms Explained' the following term and definition has been added:

Term	Meaning
Click to Pay with Visa	a digital payment service offered by Visa to enhance online purchasing by storing Card details in a secure digital environment.

The term 'Visa Checkout' and corresponding definition has been deleted.

3. Changes related to the Personal Deposit Accounts Product Information Document are as follows:

- The references to 'eOptions Account' and '55 Plus Account' have been deleted from the cover page, under the heading 'Contents' (page 2) and under the heading 'About this Document' (page 3).
- Under the heading 'Product Features at a Glance' (page 5) the first and fourth columns titled 'eOptions Account' and '55 Plus Account' and the related product features have been deleted.
- Under the heading Everyday Options Account (page 6) the following sentence has been added to the first paragraph "There are also no Visa debit card cash advance at non-Suncorp Bank Institutions fees or Foreign Currency Conversion (Suncorp Bank Visa Debit Transaction) Fees."

- Under the heading Everyday Essentials Account (page 10) the following wording has been added to the second paragraph: “The Everyday Essentials Account prevents most transactions from overdrawing your account. Some transactions which may cause the account to become overdrawn include fees and other transactions that occur when Suncorp Bank is processing offline. If your account becomes overdrawn and has a negative balance we will not charge overdrawn fees or interest on the account. For more information on Overdrawing an Account, please refer to the Account Terms and Conditions.”
- The heading ‘eOptions’ (page 11) and all paragraphs under this heading have been deleted.
- The heading ‘55 Plus Account’ (page 15) and all paragraphs under this heading have been deleted.
- Under the heading ‘How is Interest Calculated?’ (page 18) the explanation for the Stepped and Tiered method of interest (page 19) have been deleted.
- The heading ‘How is Stepped or Tiered Interest Calculated?’ (page 19) and all paragraphs under this heading have been deleted.
- Under the heading ‘Eligibility’ (page 20) the following sentence has been added to the first paragraph: “Where the account is used for non-personal purposes and/or is in a non-personal name, Suncorp may close the account under the Account Terms & Conditions.”
- Under the heading ‘Eligibility’ (page 20) the references to ‘eOptions Account’, ‘55 Plus Account’ and the corresponding explanation of eligibility have been deleted.
- Under the heading ‘Fees and Charges’ (page 21) the reference to ‘eOptions Account’ and ‘55 Plus Account’ have been deleted.
- Under the heading ‘Handy Tips to Save on Fees’ (page 22) the reference to Payment Honour Fee and Dishonour Fee - Cheque, Direct Debit and corresponding information on Ways to Save on Fees have been deleted.
- Under the heading ‘Account Fees’ (page 27) the first column titled ‘eOptions Account’ and fourth column titled ‘55 Plus Account’ in the table and all the related information in those columns has been deleted.
- Under the heading ‘Special Requests, Replacement and Other Event Fees’ (page 28) and in addition to the changes set out above, the wording “(fee does not apply to 55+ Accounts)” has been deleted from Bank cheques – purchase.
- Under the heading ‘Fees and Charges on Other Suncorp Bank Accounts’ (page 30) the words ‘eOptions Account’ and ‘55 Plus Account’, have been inserted as the twelfth and thirteenth bullet point respectively.
- Under the heading ‘Osko’ (page 33) the wording ‘nor is it available for accounts with a Passbook’ has been removed from the first paragraph.
- Under the heading ‘PayID’ (page 38) the last sentence in the 2nd paragraph “You will not be able to create a PayID in connection with a passbook account” has been deleted.

- Under the heading ‘Important Terms Explained’ (page 40) the definition has been replaced with the following meaning:

Term	Meaning
Personal deposit account	Suncorp Bank Kids Savings Account, Everyday Essentials Account, Everyday Options Account and Growth Saver Account.

4. Changes related to the Business Accounts Product Information Document are as follows:

- Under the heading ‘Product Features at a Glance’ (page 16), in the second column titled Agent’s Statutory Trust Account and sixth row titled Locations available, ‘NSW’ has been deleted.
- Under the heading ‘Agent’s Statutory Trust Account’ (page 18), all information related to Agent’s Statutory Trust Accounts in New South Wales has been deleted.
- Under the heading ‘Handy Tips to Save on Fees’ (page 38) the reference to Payment Honour Fee and Dishonour Fee - Cheque, Direct Debit and corresponding information on Ways to Save on Fees have been deleted.
- Under the heading ‘Fees and Charges on Other Suncorp Bank Accounts’ (page 43) the words ‘NSW Agent’s Statutory Trust Account’, have been inserted as the fourteenth bullet point.

5. Changes related to the Freedom Access Account Product Information Document are as follows:

- Under the heading ‘Sweeps’ (page 10) the first paragraph has been deleted and the remaining paragraphs have been moved under heading ‘Other Services’ (page 22).
- Under the heading ‘Osko’ (page 17) the wording ‘nor is it available for accounts with a Passbook’ has been deleted from the first paragraph.
- Under the heading ‘PayID’ (page 22) the last sentence in the 2nd paragraph “You will not be able to create a PayID in connection with a passbook account” has been deleted.
- Under the heading ‘Important Terms Explained’ (page 24) the following term and definition has been amended:

Term	Meaning
Personal deposit account	Suncorp Bank Kids Savings Account, Everyday Essentials Account, Everyday Options Account and Growth Saver Account.

6. Changes related to the Everyday Saver Account Product Information Document are as follows:

- Under the heading ‘Handy Tips to Save on Fees’ (page 8) the reference to Payment Honour Fee and Dishonour Fee - Cheque, Direct Debit and corresponding information on Ways to Save on Fees have been deleted.

7. Changes related to the Wealth Cash Management Account Product Information Document are as follows:

- Under the heading ‘Handy Tips to Save on Fees’ (page 7) the reference to Payment Honour Fee and Dishonour Fee - Cheque, Direct Debit and corresponding information on Ways to Save on Fees have been deleted

- Under the heading 'PayID' (page 22) the last sentence in the 2nd paragraph "You will not be able to create a PayID in connection with a passbook account" has been deleted.

8. Changes related to the Schedule of Fees and Charges for Other Suncorp Business Accounts are as follows:

- Under the heading 'Trust Accounts' (page 5) the following information has been inserted into the table as the third column:

Fee description	NSW Agent's Statutory Trust Account
Monthly account keeping fee	No fee
Cheque withdrawals	Free
Direct Credits	Unlimited
Direct Debits	Unlimited
Staff assisted deposits	Unlimited
Business Payments Credit (transactions per month)	Unlimited
Cheque deposits (per item)	Unlimited
Immediate external payments	Unlimited

- Under the heading 'Trust Accounts' (page 5) the following information has been inserted into the table as the tenth row:

BPAY® Payments	not applicable	unlimited
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Under the heading 'General Trust Account' (page 5), a new heading titled 'NSW Agent's Statutory Trust Account' has been added along with the following "The NSW Agent's Statutory Trust Account is for use by certain licensed and regulated agents in New South Wales including:

- Real Estate Agents, Stock and Station Agents, Business Agents, Strata/Community Managing Agents and On site Residential Property Managers.
- All fees associated with the NSW Agent's Statutory Trust Account will be debited from your nominated Suncorp Business Account.
- 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."

9. Changes related to the Schedule of Fees and Charges for Other Suncorp Personal Accounts are as follows:

- Under the heading 'Schedule of Fees and Charges for Other Suncorp Bank Personal Accounts' (page 3) the following information has been inserted into the table as the fourth and fifth column:

	eOptions Account	55 Plus Account
Monthly account keeping fee	No Fee	No Fee
Suncorp Bank Transaction Fees:		
- Staff assisted withdrawals	not available	free
- Electronic withdrawals	free	free
- Personal cheque withdrawals	not available	free
Deposits and Direct Credits	free	free
Non-Suncorp Bank ATM withdrawals & enquiries (all states and territories)	not available	ATM Operator Fee
rediATM network ATM withdrawals and enquiries	not applicable	free
Bank@Post withdrawals, cheque and cash deposits (limits apply)	not available	free

- Under the heading 'Additional Fees' (page 6) the changes are summarised below:

Fee	Fee to 23 October	Fee from 24 October
Bank cheques - replacement	\$25.00	\$8.00
Dishonour Fee - cheque, Direct Debit	\$10.00	Removed
Payment Honour Fee	\$10.00	Removed
Interest Certificate (Previous financial year) per certificate issued	\$15.00	\$10.00

- The Fee Description titled 'Visa debit card cash advance at non-Suncorp Bank Institutions has the following added '(except Everyday Options with Unlimited Suncorp Transaction Plan, Everyday Options with Staff Assisted Transaction Plan or Everyday Options with Electronic Transaction Plan).'
- The Fee Description titled 'Bank cheque - purchase' has the following added '(fee does not apply to 55 Plus Accounts).'

10. Changes related to the Fixed Term Deposits Product Information Document and Term Deposits Product Information Document.

- The following table represents a summary of the Fee that has been amended for all Suncorp Term Deposits:

Fee	Fee to 23 October	Fee from 24 October
Interest Certificate (Previous financial year) per certificate issued	\$15.00	\$10.00

11. Changes related to the Terms and Conditions For Suncorp Accounts For Continuing Credit Accounts

- The Terms and Conditions for Suncorp Accounts and Continuing Credit Accounts ("Terms and Conditions") was changed as follows:

3.3 Cheque Dishonours

Section 3.3 Cheque Dishonours has been replaced with the following:

We will tell you if a cheque (including personal cheques and bank cheques) you deposit to your Account has been dishonoured. The amount of the cheque will be debited from your Account.

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).

4.4 Bank Cheques

Sub Section 4.4.1 What is a bank cheque? The second paragraph will be replaced with the following:

In some cases bank cheques may not be paid. For example, this can happen if:

- (a) it is forged or stolen;*
- (b) the bank is not paid in full for the cheque;*
- (c) it is significantly altered;*
- (d) a Court orders the payment to be stopped;*
- (e) lost.*

5.2 Card Foreign Currency Transactions

Section 5.2 Card Foreign Currency Transactions third paragraph will be replaced with the following:

We can also charge a percentage of the converted Australian amount for the Foreign Currency Conversion Fee as outlined in the Schedule of Fees and Charges.

17.2 Dishonouring a Transaction

Section 17.2 Dishonouring a Transaction, the third paragraph will be replaced with the following:

If we process a Transaction to your Account that results in the Account becoming overdrawn we can charge fees and interest (if applicable to the account).

Customers can obtain an amended copy of each of the Personal Deposit Accounts Product Information Document, Business Accounts Product Information Document, Freedom Access Account Product Information Document, Wealth Cash Management Account Product Information Document, Everyday Saver Account Product Information Document, Fixed Term Deposits Product Information Document, Term Deposits Product Information Document, Schedule of Fees and Charges for Other Suncorp Personal Accounts, Schedule of Fees and Charges for Other Suncorp Business Accounts, Lending Fees & Charges for Business Lending, Lending Fees & Charges For Home, Personal and Small Business Lending and Lending Fees and Charges for Other Suncorp Bank Personal Loans, Home Loans and Packages at any Suncorp store, online at www.suncorp.com.au/documents or by contacting us on 13 11 55.

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