

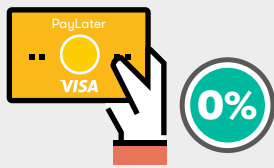
# SUNCORP BANK PAYLATER TERMS & CONDITIONS

EFFECTIVE DATE: 9 NOVEMBER 2023

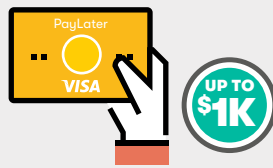
THESE ARE YOUR T&Cs FOR YOUR SUNCORP BANK PAYLATER ACCOUNT. THESE T&Cs FORM A CONTRACT BETWEEN YOU AND US ('SUNCORP-METWAY LIMITED'). YOU ACCEPT THEM WHEN YOU APPLY FOR THIS PAYLATER PRODUCT.

This document has been tagged for better reading with screen reading software.

## KEY FEATURES – What are the key features?



Interest free

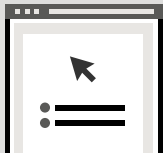


Spending limit of up to \$1,000 on your PayLater account

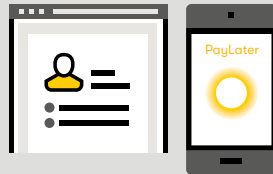


Payment in 4 scheduled instalments

## GETTING STARTED – How do you get started?



You can only apply for PayLater online

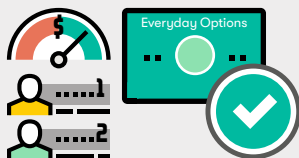


Access the application from our website, through Internet Banking or through the Suncorp App

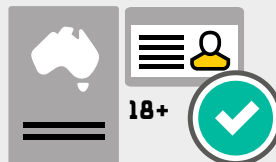


If your application is successful, you'll get an email with instructions on how to set up your PayLater Visa Debit card in the Suncorp App. You'll need to download the Suncorp App if you don't already have it

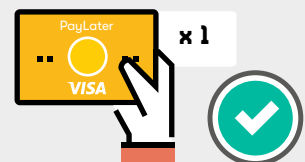
## 1. ELIGIBILITY – Are you eligible?



**A.** You need a Suncorp Bank Everyday Options account (**Linked EDO account**), in sole or joint names, not overdrawn



**B.** You must be: 18 years or older; identity verified to our satisfaction; satisfied credit checks; and an Australian citizen or permanent resident



**C.** Only 1 PayLater account allowed

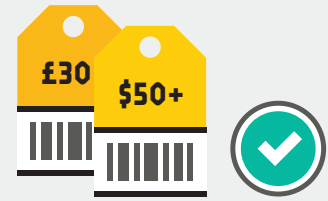
## 2. USE – How can you use it?



**A.** Through a digital or physical card which is made from 82% recycled plastic

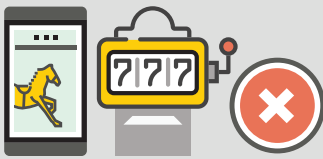


**B.** To buy goods or services in store or online anywhere Visa is accepted



**C.** For purchases where the total price (incl. shipping & insurance (if any)) is AUD\$50 or more or equivalent in a foreign currency up to your limit

## 3. PROHIBITED USE – What can't you use it for?

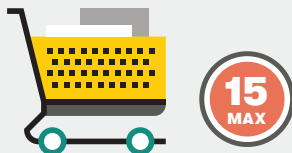


**A.** At businesses like betting stores, lottery tickets, gambling sites and casinos

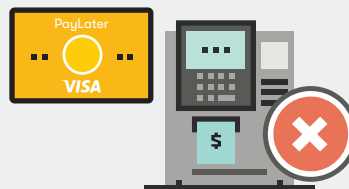


**B.** For illegal purposes

## 4. RESTRICTIONS – What are the limits to how you can use it?



**A.** Maximum 15 purchases outstanding at any one time



**B.** Can not be used to withdraw cash



**C.** Can not be used to make or receive a transfer of funds

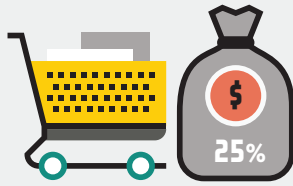


**D.** BPAY and direct debit can not be set up with PayLater

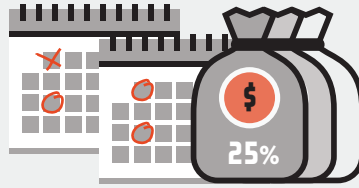


**E.** Can not be used for purchases where the total price (incl. shipping & insurance (if any)) is less than AUD\$50 or equivalent in a foreign currency

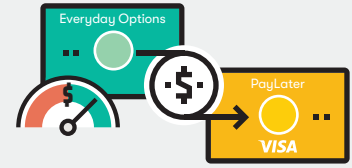
## 5. PAYMENTS – How do you pay a payment schedule?



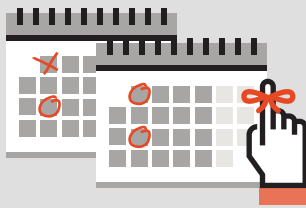
**A.** Pay 25% at time of purchase. If the final amount charged is amended by the merchant, your remaining payments will be adjusted accordingly



**B.** Pay 25% for 2nd and 3rd payments then pay the remainder



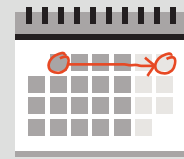
**C.** All payments taken from Linked EDO Account. Make sure you have sufficient funds!



**D.** Reminders will be sent in weeks 2, 4 and 6 electronically, e.g. email and/or push notifications

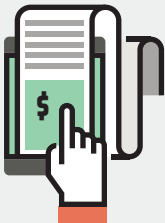


**E.** To change the fortnightly payment day, select 'Next Payment' in your PayLater account in the Suncorp App



**F.** Choose a new payment day of the week. Future payments are due on this day of the week

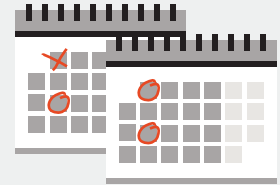
## 6. PAY EARLY – How do you make payments early?



**A.** Select the relevant purchase in your PayLater account in the Suncorp App

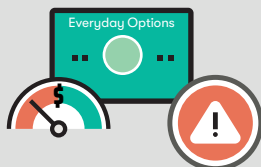


**B.** Push the 'Pay Now' button



**C.** This pays the next due payment from your Linked EDO account, you must still make all remaining payments

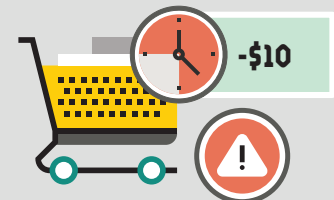
## 7. FAILED PAYMENTS – When can your payments fail and what happens then?



**A.** If your Linked EDO account will become overdrawn



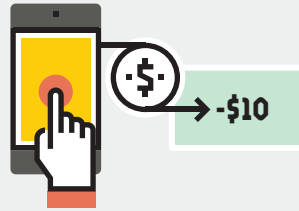
**B.** You have 2 days to pay a failed payment before we charge a late fee



**C.** The late fee is \$10. Only 1 late fee is charged per purchase, not per failed payment



**D.** You will not be able to make another purchase using PayLater until you pay any failed payments and late fees

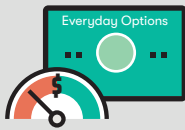


**E.** You need to manually pay the failed payments and late fees from your Linked EDO Account using 'Pay Now'



**F.** We may disclose your repayment history and list defaults to credit reporting bodies

## 8. HARDSHIP – We are here to help



**A.** If you have insufficient funds in your Linked EDO account or are worried about insufficient funds

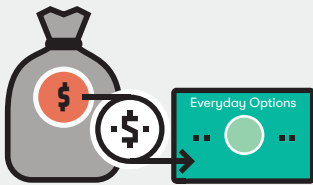


**B.** If you are experiencing financial hardship at any time



**C.** Call us any time on 13 11 55. We want to help

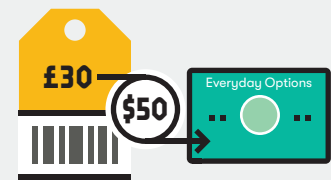
## 9. PARTIAL/FULL REFUNDS/RETURNS – How do returns and refunds work?



**A.** Refunds are paid into your Linked EDO account

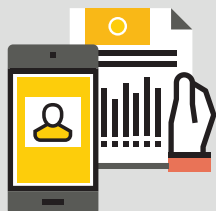


**B.** Use 'Pay Now' to pay your next instalment, otherwise your payment schedule for that purchase continues



**C.** Refunded amounts may be different from the purchase amount if the purchase was made in a foreign currency

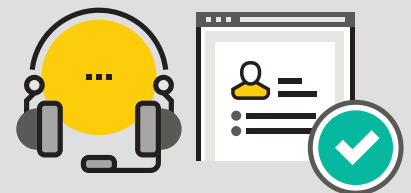
## 10. HEARING FROM US – When and how will you hear from us?



**A.** eStatement monthly in App (paper if requested)



**B.** Notices, notifications and reminders may be sent electronically by email, SMS, push notifications or by post

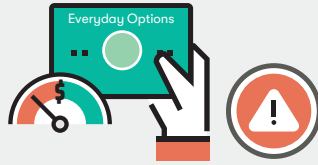


**C.** Keep your details up to date by calling us

## 11. NOT WORKING? – Why might your card or account not work?



**A.** Your account is suspended or your card is locked



**B.** Your Linked EDO account has insufficient funds



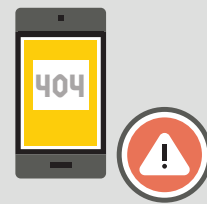
**C.** You have payment schedules for 15 purchases outstanding



**D.** You are over your spending limit



**E.** Your purchase is under AUD\$50 (or equivalent in a foreign currency)



**F.** We are having systems issues

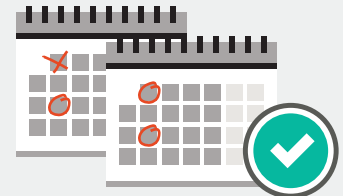
## 12. UNUSUAL TRANSACTION – What if something doesn't look right?



**A.** Call us asap on 13 11 55



**B.** You can dispute a transaction but you are responsible if: your PIN was not protected and then was used; your device was not protected; you didn't contact us asap; the purchase was made with your knowledge/consent



**C.** You must keep making payments during the dispute. Late fees will still apply for missed payments

## 13. SUSPENDING/LOCKING

When can we suspend your account?



**A.** If a payment fails



**B.** If you notify us you are in hardship

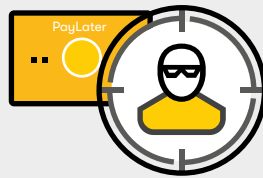


**C.** If you breach these T&Cs

## When can we lock your card?



**D.** If you notify us your card or device is lost or stolen

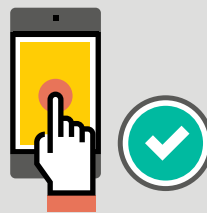


**E.** If your card or device has been used fraudulently

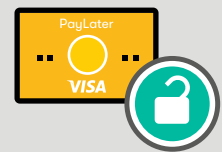
## What happens next?



**F.** We may send you a new card



**G.** Your payment schedule will continue and you may be able to access your account



**H.** Suspension will lift if: all failed payments have been made using 'Pay Now'; late fees are paid; you are not in hardship; you receive a new card and set a new PIN; you are no longer in breach of these terms

## 14. CLOSING ACCOUNT – When and how can your account be closed and what happens then?



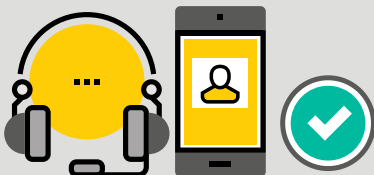
**A.** We have the right to close your account if it has been continuously suspended for 90 days or more



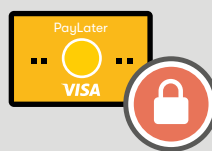
**B.** We have the right to close the account if there is a change of law or regulation or as required by a regulator or any other valid reason listed on the next page



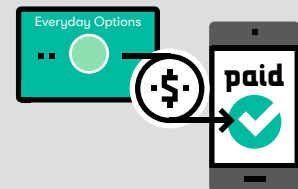
**C.** If 14B applies, we will give you 30 days' prior notice where we can



**D.** You have the right to close your account at any time, by phone, Suncorp App chat or messaging us, provided you have a zero balance



**E.** If we or you close your account, we will cancel your card



**F.** If 14A applies, we have the right to take funds from your Suncorp Bank accounts to pay amounts outstanding prior to closure. If we do, we will notify you promptly after.

Suncorp Bank PayLater is issued by Suncorp-Metway Limited (ABN 66 010 831 722 AFSL No 229882 Australian Credit Licence 229882) and the credit is provided by Suncorp-Metway Limited. PayLater is not regulated consumer credit.

**Contact Us:**

If you have a query or a complaint, contact us on 13 11 55, using our feedback form or visit a branch.

**Complaints:**

We will try our best to acknowledge that we have received your complaint within 1 business day and resolve it within 5 business days. If we are not able to resolve your complaint or you would prefer to talk to someone different, our Customer Relations team can assist.

Contact them by phone on 1800 689 337, by email at [customer.relations@suncorp.com.au](mailto:customer.relations@suncorp.com.au) or in writing: Reply Paid, Suncorp Bank Customer Relations (4RE058), GPO Box 1453, BRISBANE QLD 4001.

Customer Relations will contact you if they require additional information or if they have reached a decision. When responding to your complaint, you will be informed of the progress and the timeframe for responding to your complaint.

Still not happy? If you're still not happy, you may be able to refer your complaint to the Australian Financial Complaints Authority (AFCA). AFCA provides a fair and independent financial services complaint resolution which is free for you to use. Any decision they make is binding on us, but only if you accept their decision.

**Contact AFCA:**

Phone: 1800 931 678 E

Mail: [info@afca.org.au](mailto:info@afca.org.au)

In writing: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001.

**Variation:**

We may vary these terms for (a) to comply with any change or anticipated change in any relevant law, code of practice, guidance or general banking practice; (b) to reflect any decision of a court, ombudsman or regulator; (c) to reflect a change in our systems or procedures, including for security reasons; (f) to respond to changes in the cost of PayLater; (e) discontinue PayLater in which case we may change the terms of your product to reflect a different product with similar features to the discontinued product; (g) or to make these terms clearer or to add features, and we will give you 30 days' prior notice. If you do not wish to be bound by the variation, you can exit the product without additional charge.

**Closure:**

We have the right to close the account if (a) there is a change of law or regulation, (b) you breach these terms in a material way, (c) you overspend your limit, (d) we consider it reasonably necessary to protect our legitimate interests (being our legitimate business needs, prudential requirements and/or security requirements and any requirements that are reasonably necessary to protect

us against a material risk of a monetary default by you or our own financial detriment), (e) you have given us materially false or misleading information, (f) you act in a manner that in our reasonable opinion threatens the security of our staff or property or any other person, (g) after 90 days from account opening, your account has had no customer initiated transactions or (h) your account has had no customer initiated transactions for 36 months. Unless there are exceptional circumstances, (e.g. fraud or criminal activity), we will give you at least 30 days' advance notice before we close your account.

**Banking Code of Practice:**

We comply with the Banking Code of Practice in relation to PayLater – it sets standards for subscribing banks, which we are.

**E-payments code:**

We comply with the ePayments Code in relation to your electronic transactions.

**Privacy Consent:**

When you apply, you'll be asked to give your consent to Suncorp Bank, our related bodies corporate (other companies in the Suncorp Group) and our third-party service providers collecting, handling and holding your personal information, including purchase details including business and transaction amounts. Our Privacy Policy is available [here](#).

**Credit Check Consent:**

When you apply, we use your personal information to conduct a credit check by obtaining a credit report on you from credit reporting bodies. We may also do this periodically to check PayLater is still suitable for you. You'll also need to consent to this when you apply.

**Anti-money laundering, taxation and sanctions:**

When you apply, we'll use your personal information to comply with our requirements to 'know our customer' which is an anti-money laundering and counter-terrorism financing requirement. We may require you to provide us with additional information and we may provide that information to Australian and international law enforcement bodies and regulators to comply with laws here and overseas (including money laundering and terrorism financing prohibitions, taxation and sanctions laws).

**Reporting your credit-related information to credit reporting bodies:**

We collect and hold various kinds of credit-related information including: Your identification information, including your current (and prior) names and addresses, Details of this credit you have applied for, Repayment history, Default Information, Payment Information. We are required by law to disclose your credit-related information to credit reporting bodies in certain circumstances, so you agree to this. For more information, see our Suncorp Bank Credit Reporting Policy [here](#).

End of terms.