

# Treasury Deposit Accounts

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## Product Information Document & Terms and Conditions

Prepared Date: 28 February 2020

This document contains information about the Treasury Fixed Rate Term Deposit and the Treasury At Call Deposit. This document must be read in conjunction with the Terms and Conditions for Treasury.



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# Product Information Document (PID) – Treasury Deposits

## About This Document

This PID is an important document that contains statements and information concerning, and Terms and Conditions applicable to, Treasury Deposits.

This Document must be read in conjunction with the Terms and Conditions, including the Treasury Terms and Conditions.

The information in this PID can help you:

- decide if this product meets your needs; and
- compare this product with similar products.

The information in this PID is general in nature and does not consider your particular objectives, financial situation or needs. Before you open an account with us, you should read the PID, the Terms and Conditions and any other documents we give you.

Important Terms are explained on page 34.

Prepared Date: 28 February 2020

Products covered in this PID 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 or email;
- in a press advertisement;
- from our website at [www.suncorp.com.au/banking](http://www.suncorp.com.au/banking); or
- from a Treasury Representative.

## Products covered in this PID

- Treasury Fixed Rate Term Deposit; and
- Treasury At Call Deposit.

## Product Features at a Glance

Features	Fixed Rate Term Deposits	At Call Deposits
Type of deposit	<p>Funds are deposited for a Fixed Interest Rate of return for the term of the deposit. The rate is negotiated with you based on a number of factors including:</p> <ul style="list-style-type: none"> <li>— the term;</li> <li>— the amount;</li> <li>— our business relationship with you;</li> <li>— how often we agree to pay you interest; and</li> <li>— market conditions.</li> </ul> <p>For details of the current interest rate for your Treasury Deposit please contact your Treasury Representative.</p>	<p>Funds are deposited for a variable interest rate of return, which can change daily. The interest rate is originally negotiated with you based on a number of factors including:</p> <ul style="list-style-type: none"> <li>— the amount;</li> <li>— our business relationship with you;</li> <li>— the RBA Cash Rate Target; and</li> <li>— the current market conditions.</li> </ul> <p>Your negotiated interest rate is subject to change without notice if there are changes in the RBA Cash Rate Target. You can contact your Treasury Representative to ask what interest rate applies to your account as a result of a change in the RBA Cash Rate Target.</p> <p>Notification of any change in the interest rate due to a change in the RBA Cash Rate Target will be provided to you in your next statement.</p> <p>If your interest rate changes for a reason other than a change in the RBA Cash Rate Target, we will provide you with written notice of the change no later than the day the interest rate is to change.</p>
Term	<p>Fixed Rate Term Deposits may be issued for a term up to 2 years.</p> <p>Requests for Fixed Rate Term Deposits for a period greater than 2 years may be considered on a case by case basis.</p>	<p>There is no minimum or maximum term subject to funds being clear.</p>

Features	Fixed Rate Term Deposits	At Call Deposits
<p>Payment of Interest</p>	<p>Depending on the term selected, interest can be paid:</p> <ul style="list-style-type: none"> <li>– at Maturity, where the term selected is 12 months or less; or</li> <li>– monthly; or</li> <li>– quarterly; or</li> <li>– semi-annually; or</li> <li>– annually.</li> </ul> <p>The exact date for payment of interest is by mutual agreement before the Fixed Rate Term Deposits is opened.</p> <p>Interest can be:</p> <ul style="list-style-type: none"> <li>– where interest is paid at maturity, reinvested into a subsequent Fixed Rate Term Deposit; or</li> <li>– paid to your nominated bank account.</li> </ul>	<p>Interest will be added to your At Call Deposits on the first Business Day of each month unless another frequency is mutually agreed.</p> <p>By mutual agreement, we may add your interest to your At Call Deposits:</p> <ul style="list-style-type: none"> <li>– on a different day each month; or</li> <li>– quarterly; or</li> <li>– semi-annually; or</li> <li>– annually.</li> </ul> <p>When you close your At Call Deposit, any Accrued Interest is paid to your nominated bank account.</p>
<p>Flexibility</p>	<p>Is not flexible.</p> <p>Once you have opened your Fixed Rate Term Deposit, the amount, term and interest rate are fixed until maturity.</p> <p>There is a risk that interest rates will move against you during the term. This means you may be unable to take advantage of higher rates because you have fixed your funds at a lower rate.</p>	<p>Is flexible.</p> <p>On any Business Day you can add funds, withdraw funds or renegotiate the interest rate on your deposit.</p> <p>You should contact us with your instructions before the Close Off Time.</p>
<p>Breaking your deposit before maturity</p>	<p>An interest adjustment may be applicable if we agree to break your Fixed Rate Term Deposit.</p> <p>In some circumstances you can ask us to break your Fixed Term Deposit prior to the maturity date. We may agree to do so at our discretion or as required by law or a Code. If we agree to do so, you cannot close your term deposit until after the expiry of 31 days from the date we agree to that closure.</p> <p>If you choose to break your term deposit then there may be an interest adjustment. The “Frequently asked questions” section of this PID contains further information and examples of the interest adjustment.</p>	<p>Not applicable as At Call Deposits do not have a fixed maturity date and funds may be withdrawn on any Business Day.</p>

Features	Fixed Rate Term Deposits	At Call Deposits
Minimum opening deposit	AUD \$500,000, unless otherwise agreed.	AUD \$100,000, unless otherwise agreed.
Minimum additional deposit or withdrawal	Additional deposits and withdrawals are not allowed or accepted.	AUD \$25,000, unless otherwise agreed.
Calculation of Interest	<p>For both Fixed Rate Term Deposits and At Call Deposits interest is calculated on the daily balance as at Close Off Time using the simple interest formula as follows:</p> $\text{Daily Interest} = \text{Principal} \times \frac{\text{Deposit Rate}}{365}$ <p>This interest is accrued and paid on the interest payment dates as set out in this PID or as agreed between you and us.</p> <p>Example:</p> $\text{Principal} = \$100,000$ $\text{Deposit Rate} = 2.00\%$ $\text{Daily Interest} = \$100,000 \times \frac{2.00}{365}$ $\text{Daily Interest} = \$5.48$ <p>If you have \$100,000 deposited for 31 days at a constant rate of 4.80% then your interest for the 31 days is:</p> $\text{Total Interest} = \$100,000 \times \frac{4.80}{365} \times 31$ $\text{Total Interest} = \$169.86$	

Features	Fixed Rate Term Deposits	At Call Deposits
Renewal of your deposit and Maturity	<p>On the day of maturity, we will contact you to confirm renewal instructions when your Fixed Rate Term Deposit matures. You then decide whether to reinvest for another fixed rate term or have funds paid to your nominated bank account.</p> <p>If we are unable to confirm your renewal instructions on the day of maturity for any reason, we will reinvest the principal and interest overnight on your behalf at the RBA Cash Rate Target and reattempt to confirm your renewal instructions the following Business Day.</p> <p>If you choose to reinvest, we will confirm the applicable interest rate with you based on the number of factors outlined in "Type of deposit".</p> <p>There is no grace period after confirmation to renew your Fixed Rate Term Deposit.</p>	Your deposit does not have to be renewed as it continues until you demand payment of it. If you want to deposit, withdraw or close your account you should contact your Treasury Representative before the Close Off Time on or before the day the transaction is required to be done.
Statements and Confirmation of transactions	<p>We send a written Confirmation of your deposit to your email or postal address or by other electronic forms.</p> <p>We send a Confirmation each time you make a new deposit and also when it matures.</p>	<p>We send you a monthly statement containing details of your transactions, current interest rate, interest payments and account balance.</p> <p>We will also send a Confirmation when we process any transactions that you initiate.</p>
Close Off Times for withdrawals or deposits	Additional deposits and/or withdrawals are not allowed. Other instructions (eg. to withdraw funds on maturity) should be received by a Treasury Representative by Close Off Time.	If you want to deposit, withdraw or close your account you should contact your Treasury Representative before the Close Off Time on or before the day the transaction is required to be processed by Suncorp.



## Access to your accounts

You can only access your Treasury Deposit accounts by contacting your Treasury Representative by phone, fax, post, email or any other agreed electronic form.

## What are the significant risks?

When you hold your money in a Fixed Rate Term Deposit you may not be able to access it until maturity, therefore you may be unable to take advantage of any interest rate movements.

## Remuneration and other benefits paid to the Representatives

Representatives employed in the Treasury area of Suncorp receive an annual salary, which is based on a number of general factors including industry experience, location, qualifications and complexity of role. In addition, a Treasury Representative may be paid an annual short term incentive payment based on a number of factors including the Representative's individual performance. However, Representatives do not receive incentives, commissions or other payments based solely on individual sales or the advice provided by the Representative.

## Fees and charges

You must pay any fees and charges we specify in any agreement or earlier if it is reasonable and we ask you to pay them. You can get information regarding fees and charges by contacting your Treasury Representative.

### Fees

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

<b>Table of Fees</b>	
Telegraphic Transfers:	
– Issued	\$30 each
– Recall, Amend or Trace requests	\$30 each
Statement / Confirmation Reprint	\$3.00 each
Transfers to other institutions (EFT)	\$0.00 (free)
Request for Audit Certificate	\$30.00 per certificate
Record search/copy fee	\$70.00 per hour
Interest Certificate (Previous Financial Years)	\$15.00 per certificate

## Failed Settlement Charges

Any costs incurred by Suncorp as a result of you failing to meet transactional obligations will be passed on to you. The amount that will be charged back to you will vary depending on the circumstances at the time. The cost is determined by calculating the overnight interest expense incurred to fund the failed settlement:

$$I = P * r * t$$

Where:

I = amount of interest required for good value adjustment

P = principal amount or present value

r = rate of interest per annum

t = time in years

## About Fees and Charges

In charging any fee or charge we will comply with:

- (a) the law (including any obligation we may have to disclose our fees to you);
- (b) the ePayments Code (if applicable); and
- (c) the Banking Code of Practice (if applicable).

## Exemptions from Fees and Charges

In certain circumstances Suncorp may exempt customers or refund fees and charges. The circumstances when we do may be at our discretion, based on our business relationship with you. To find out when we may do this please contact your Treasury Representative.

We can change the exemption and refund Terms and Conditions at any time.

## Government Fees and Charges

No government fees and charges apply to Suncorp Treasury accounts/products.

## Frequently asked questions about Treasury Fixed Rate Term Deposits

Your Questions	Our Answers
When would I invest my funds in a Fixed Rate Term Deposit?	If you have surplus funds you could invest with us for a fixed term at a Fixed Interest Rate, so you know exactly how much interest you will receive at maturity if invested for the full term. You can choose a term that meets your needs or your expectations of interest rates. Discuss this with your Treasury Representative.
Can I give you my renewal instructions before my Fixed Rate Term Deposit matures?	<p>Yes.</p> <p>Providing you are an Authorised Dealer and/or Authorised Signatory of the account you may contact your Treasury Representative to provide renewal instructions. We may not confirm the applicable interest rate until 1-2 days before maturity date.</p> <p>If we have not received your renewal instructions by the maturity date, we will contact you for them.</p>
Can I withdraw part or all of my Fixed Rate Term Deposit before it matures?	<p>No.</p> <p>A term deposit is money you deposit for a set time or fixed term. You cannot withdraw it before the maturity date unless you request to break the fixed term and we agree to do so.</p> <p>If we agree, you will not be able to withdraw your term deposit early until 31 days has expired from the date we agreed to the early withdrawal. Your Treasury Representative will confirm the earliest withdrawal date with you verbally or in writing. If you choose to break your term deposit then there may be an adjustment to the amount of interest which is payable to you.</p>

How is the interest adjustment determined if I break my Fixed Rate Term Deposit before it matures?

If we agree you can break your Fixed Rate Term Deposit before the maturity date, you will always receive the principal back (the original deposit plus any interest that has been paid and reinvested). However you may lose a portion of the interest earned to the date you break your Fixed Rate Term deposit. We determine whether an interest adjustment applies based on the current benchmark rate for the remaining term compared to the benchmark rate locked in when the term deposit was executed. The method for calculating the Interest Adjustment depends on the type of term deposit.

### Interest Paid at Maturity

A client deposits \$500,000 in a Term Deposit for 12 months (365 days) with interest to be paid at maturity at an interest rate of 1.35%.

The interest received on maturity is calculated as follows:

$$\text{Total Interest} = \text{Principal} \times \frac{1}{100} \times \frac{n}{365}$$

Where:

*Principal* = amount deposited into Term Deposit

*i* = Term Deposit Interest Rate

*n* = number of days from the start of the term deposit to the maturity date of the term deposit

$$\text{Total Interest} = \$500,000 \times \frac{1.35}{100} \times \frac{365}{365} = \$6,750$$

$$\begin{aligned} \text{Maturity Amount} &= \text{Principal} + \text{Total Interest} \\ &= \$500,000 + \$6,750 \\ &= \$506,750 \end{aligned}$$

Upon maturity the client receives \$500,000 + \$6,750 = \$506,750.

The client requests to break the term deposit in 31 days. There are 34 days remaining until the original maturity of the term deposit.

The interest adjustment is calculated by working out what the difference is between the Market Value (the value based on current market rates) and the Book Value (the value based on the original deposit rate) of the term deposit.

Suppose the market interest rate for the term deposit has gone up by 0.45% to 1.70%. The Market Value is calculated as follows:

$$\text{Market Value} = \frac{\text{Maturity Amount}}{\left(1 + \frac{r}{100} \times \frac{n}{365}\right)}$$

Where:

*r* = current market interest rate for the term deposit

*n* = days remaining until the original maturity date of the term deposit

$$\text{Market Value} = \frac{\$506,750.00}{\left(1 + \frac{1.70}{100} \times \frac{34}{365}\right)}$$

$$\text{Market Value} = \$505,948.80$$

The Book Value of the term deposit is equal to the Principal outstanding + any Accrued Interest.

Accrued interest is calculated as follows:

$$\text{Accrued Interest} = \text{Principal Outstanding} \times \frac{i}{100} \times \frac{n}{365}$$

Where:

$i$  = original term deposit interest rate

$n$  = number of days from the start of the term deposit to the termination date

There have been 331 days from the start of the term deposit to the termination date. Therefore

$$\text{Accrued Interest} = \$500,000 \times \frac{1.35}{100} \times \frac{331}{365} = \$6,121.23$$

The Book Value of the term deposit is then calculated to be

$$\begin{aligned} \text{Book Value} &= \text{Principal Outstanding} + \text{Accrued Interest} \\ &= \$500,000 + 6,121.23 \\ &= \$506,121.23 \end{aligned}$$

### Calculating the interest adjustment

The interest adjustment is the difference between the Book Value and the Market Value. If the Market Value is greater than the Book Value then the client will not need to pay an interest adjustment and will receive Principal plus Accrued Interest (ie the Book Value). If the Book Value is greater than the Market Value then the client will need to pay an interest adjustment. The interest adjustment will not exceed the accrued interest.

$$\begin{aligned} \text{Interest Adjustment} &= \text{Book Value} - \text{Market Value} \\ &= \$506,121.23 - \$505,948.80 \\ &= \$172.43 \end{aligned}$$

The client will need to pay an interest adjustment of \$172.43 to terminate the term deposit early.

## Frequently asked questions about Treasury At Call Deposits

Your Questions	Our Answers
When would I use a Treasury At Call Deposit?	<p>If you have surplus funds to invest and need to be able to add or withdraw funds if necessary (subject to the minimum deposits and withdrawals set out in this PID), you could invest in this At Call Deposit.</p> <p>It has a variable interest rate and you have immediate access to your money subject to funds being clear, Close Off Times and Business Days.</p>
How do I deposit or withdraw funds?	Providing you are an Authorised Dealer and/or Authorised Signatory of the account, you can contact your Treasury Representative on any Business Day before Close Off Time with your deposit or withdrawal instructions.
How do I know if my interest rate has changed?	Interest rate changes are shown on your monthly statement. In addition, if your interest rate changes when the RBA Cash Rate Target has not changed, we will provide you written notice of this no later than the day the rate changes. You can check the rate by contacting your Treasury Representative.

## How to contact your Treasury Representative

If you have any questions about this document, or you wish to obtain details of our interest rates please contact your Treasury Representative:

Contact	Phone	Fax	Email
Corporate Funding	1300 138 072	(07) 3031 2054	shorttermfunding@suncorp.com.au

Note: All conversations with Suncorp Treasury are recorded

### Postal Address:

Treasury Operations (4FI015)  
Suncorp-Metway Ltd  
GPO Box 1453  
Brisbane QLD 4001

## General Information

### Acceptance of the Terms and Conditions

You agree that you accept the Terms and Conditions and that they apply to you and your Account when:

- (a) you, a person authorised by you, an Authorised Dealer or Authorised Signatory of the account initiates or makes a transaction on your account; or
- (b) you, a person authorised by you, an Authorised Dealer or Authorised Signatory of the account accepts these Terms and Conditions in writing.

### Definitions and Interpretations

Many of the words that have particular banking or legal meaning are described in the 'Important Terms' section at the end of this document.

Headings used are a guide only. Singular references include the plural and vice versa.

Any reference to "includes" is given by way of example and is not intended to limit the term it applies to.

Each reference to a time is a reference to the time in Sydney, Australia unless expressly stated otherwise.

Subject to our legal requirements, we may exercise our discretion in any manner we think fit, including choosing not to exercise our discretion, so as to comply with the law or any applicable Code or to protect our Legitimate Interests.

The parties agree that it is their intention that, in the interpretation of these Terms and Conditions:

- if possible, words which have an ordinary meaning are given that meaning;
- these Terms and Conditions are to be interpreted broadly;
- if a general term is used, it must be given a broad meaning; and
- general terms must not be limited because of any rules of interpretation.

There are some words, abbreviations and phrases that apply to particular products or services we provide or may provide, that are defined in certain clauses of these Terms and Conditions.

Where those words, abbreviations and phrases are defined in a particular clause of these Terms and Conditions those meanings only apply to the particular clause they appear in and will prevail over any equivalent word, abbreviation or phrase in this clause.

If any clause in the terms and conditions for a particular product or service we provide or may provide that is inconsistent with any other clause or provision of these Terms and Conditions, the parties agree that these Terms and Conditions shall prevail to the extent of the inconsistency to the extent allowed by law.

## Privacy and Confidentiality

Suncorp is a member of a financial services Group (the Suncorp Group). The Suncorp Group offers many different categories of financial products and services.

We need to collect personal information from our customers so we can:

- set up and administer a product for you;
- determine a customer's requirements and provide the appropriate product or service;
- assess a claim made by a customer under one or more of our products;
- assess our customers and their needs; and
- improve our financial products and services.

Without this information, we cannot provide the product or service. If you would like a copy of Treasury's complete Privacy statement please contact your Treasury Representative or visit our website [www.suncorp.com.au/privacy](http://www.suncorp.com.au/privacy).

## Interception and recording of communications

All phone conversations with Treasury Representatives are recorded. You agree and acknowledge that we can intercept, record, read or view by any means any communication you may have with or make to us by any means. Communication includes but is not limited to any telephone communication, email, fax and any other form of electronic or wireless communication.

## Problems and Complaints

We can help you with any problems you might have with our products and services. Most problems can be solved by simply talking to your Treasury Representative.

If you have a complaint concerning any of our products or services, please tell us. You can do this in any of the following ways:

Call us on: 1800 689 762 (FREE CALL)\*

Send us a Fax on: 1300 767 337

Write to us at: Reply Paid 1453  
Suncorp Bank Customer Relations (4RE058)  
GPO Box 1453  
BRISBANE QLD 4001

Email us at: [customer.relations@suncorp.com.au](mailto:customer.relations@suncorp.com.au)

We will try to resolve your matter within 24 hours. If we can't, we will acknowledge your complaint within 5 working days and will try to resolve it within 45 days.

If you're not happy with how we've resolved your complaint, you can either refer your complaint to the Australian Financial Complaints Authority (AFCA) or you can ask for an impartial review by Suncorp's Group Customer Advocate.



One of the roles of your Customer Advocate is to elevate the voice of our customers. At Suncorp, we do this by offering impartial reviews of complaints to help ensure a fair and reasonable outcome is achieved.

Contact your Customer Advocate via email to request a review of your complaint.

Email at: [customeradvocate@suncorp.com.au](mailto:customeradvocate@suncorp.com.au)

The Customer Advocate operates separately from our day-to-day business areas and the Advocate's recommendations are binding on Suncorp. If you choose to contact the Customer Advocate first, you can still refer your complaint to AFCA if you remain dissatisfied.

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority, or AFCA. AFCA provides fair and independent financial services complaint resolution to consumers and some small businesses.

AFCA provides a free service for customers with complaints involving \$1,000,000 or less.

You can contact AFCA by:

- phone on 1800 931 678 (free call)
- email at [info@afca.org.au](mailto:info@afca.org.au)
- writing to Australian Financial Complaints Authority  
GPO Box 3, Melbourne VIC 3001
- website [www.afca.org.au](http://www.afca.org.au)

If you want more information on this service please ask us for a brochure.

\* Calls to Free call numbers are free of charge when dialled from a Telstra payphone

## Financial Difficulty

We advise you to inform us as soon as you can if you are in financial difficulty. If you have a joint account with someone and find yourself in financial difficulty, we can provide assistance to you without involving the other person. You can contact us on 13 11 55.

You can obtain a copy of Banking Code of Practice from our website or by contacting your Treasury Representative. If you would like to discuss whether or not Banking Code of Practice applies to you, please contact your Treasury Representative.

## Laws and Codes of Practice

Where applicable, the Banking Code of Practice, ePayments Code and the AFMA Code of Ethics and Code of Conduct apply to your accounts and our services. The relevant provisions of the Banking Code of Practice (including any amendments) apply from the date Suncorp formally adopted the provisions of the Code.

We agree to follow the rules of the ePayments Code for Electronic Banking transactions made in Australia and we give you a warranty that we will do so.

You have certain rights at law, which cannot be limited or excluded. Nothing in these Terms and Conditions limits or excludes those rights, however, Suncorp's liability is limited to the maximum extent permitted by law.

If apart from the operation of this provision, the application of a mandatory law or Code applicable to this document would apply to a particular provision so

that it would make that provision void, unenforceable or in breach of the applicable law or Code, then the relevant provision will be:

- (a) read down; and
- (b) construed as if it were varied so we are not required or permitted to apply or rely on that provision in a manner or to an extent that is inconsistent with that law or Code.

This provision prevails over any other provision in this document.

If, despite this clause any provision is void, unenforceable or remains in breach of a law or Code, then that provision will be treated as ineffective and severed to the extent only that the provision is void, unenforceable or in breach but without invalidating the other parts of this document.

Transactions processed in foreign currency are subject to any laws that apply. If we have reasonable grounds for thinking that your foreign currency transaction breaks any law applying at the time, we can refuse to process it.

These Terms and Conditions shall be governed by the laws of Queensland.

Any Instructions shall be governed by the laws of Queensland unless expressly specified otherwise in the Instruction.

## AFMA OTC market conventions

Where applicable, Suncorp endeavours to follow the Australian Financial Markets Association (AFMA) Over the Counter (OTC) Market Conventions.

The conventions are not legislative or prescriptive in nature. Rather, they are intended to mirror the consensus view of the market as to what are the most common practices in the respective markets. This will enable you, Suncorp and other parties, to avoid misunderstandings due to differing perceptions of common market conventions when dealing.

If you require further information regarding the conventions, please visit the AFMA website at [www.afma.com.au](http://www.afma.com.au).

## Indemnity for loss or damage

Subject to law and these Terms and Conditions you indemnify us against any loss or damage we may suffer due to any claim, demand or action of any kind brought against us by any person arising directly or indirectly because you:

- did not observe any of your obligations under these Terms and Conditions or an Instruction; or
- acted negligently or fraudulently in connection with these Terms and Conditions or an Instruction; or
- we act on any Instruction that we believe was duly given.

You agree to pay us for any reasonable loss, damage or costs we might have, if:

- (a) you do not follow any law or regulation that applies to your product, account, service or transactions on your account;
- (b) you do not follow our Terms and Conditions or particular conditions;
- (c) a transaction, including an overseas transaction, you initiated is dishonoured, returned, cannot be processed; or
- (d) there is any breach by you as a trustee or director; or
- (e) we act on any Instruction that we believe was duly given.

## Changing the Terms and Conditions

We can change, add to, delete or vary these Terms and Conditions at any time where it is necessary to comply with the law or any applicable Code or to protect our Legitimate Interests.

For example, we can change:

- (a) interest rates and the way we calculate interest;
- (b) fees and charges; or
- (c) when we charge or pay interest.
- (d) features, benefits or responsibilities under these Terms and Conditions.

We may be permitted to change the Terms and Conditions without your agreement to do so.

In making changes to the Terms and Conditions, we agree to comply with each relevant and applicable law or Code.

## Telling you about the changes

Where we change the Terms and Conditions we will give you the period of notice set down by the law, these Terms and Conditions or any applicable Code. If no period of notice is needed, we can make changes, variations, additions or deletions immediately and you might not be told of these before they happen.

Unless otherwise specified in our Terms and Conditions we will notify you as set out in the table below:

Type of change	Time Frame	Method of notification
<b>Interest Rates</b>		
Change an interest due to change in the RBA Cash Rate Target	As the interest rate change is due to a RBA Cash Rate Target, we may not be able to inform you on the day of interest rate change.	Advice on or with your next statement
Change an interest rate other than change in the RBA cash rate	No later than the date of change	A notice in writing or on Electronic Equipment.
Change the way we calculate interest	At least 30 days in advance	One or more of the following: (a) advice on or with your statement; or (b) a notice in writing or on Electronic Equipment.
Change how we charge or pay interest	At least 30 days in advance	One or more of the following: (a) advice on or with your statement; or (b) a notice in writing or on Electronic Equipment.
<b>Standard Fees and Charges</b>		
Introduce or increase a new fee or charge	At least 30 days in advance	One or more of the following: (a) advice on or with your statement; or (b) a notice in writing or on Electronic Equipment; or (c) a notice in the national media

Type of change	Time Frame	Method of notification
Change how we deduct fees and charges	At least 30 days in advance	One or more of the following: (a) advice on or with your statement; or (b) a notice in writing or on Electronic Equipment.
Other Changes to Terms and Conditions		
Any other change to the Terms and Conditions (other than where we believe that change will be unfavourable to you)	No later than the date of change	One or more of the following: (a) advice on or with your statement; or (b) a notice in writing or on Electronic Equipment; or (c) a notice in the national media
Any other change to the Terms and Conditions where we believe that the change will be unfavourable to you	At least 30 days in advance. However, we may provide you with a shorter notice period, or no notice, of an unfavourable change if we believe doing so is, in our reasonable opinion, necessary for us to manage a material and immediate risk.	One or more of the following: (a) advice on or with your statement; or (b) a notice in writing or on Electronic Equipment.

We may also publish information around changes to the Terms and Conditions in national media in addition to any notice that we will provide you as outlined above.

## Notices from us

Any notice or other document may be given by us by our sending it to your last known email or postal address (as last advised by you). Except where it contravenes a law or the ePayments Code, provided that we send it to your last known email or postal address, it is taken to have been received on the date it would have been delivered in the ordinary course. A certificate signed by an officer of Suncorp is evidence of the postage date and that the mail was posted on the date stated in the certificate.

## Changing your details

You must contact us promptly if you or any person authorised to make transactions on your behalf changes name, signature, residential address, postal address, phone, fax number or email address.

You must also advise us promptly if you change your bank account details, Standard Settlement Instructions, or Authorised Dealer or Authorised Signatory.

If you would like to change the name on your product (eg due to marriage, change of a company name) please contact us for details of our requirements.

If we become aware of any changes to your account details we can take reasonable steps to amend our account records and where practicable we will advise you of these changes.

You must advise us promptly if your tax residency changes and either advise us of the foreign Tax Identification Number or a reason why the Tax Identification Number is not provided.

## Our rights

We can exercise our rights at any time within the limits of the law. If we delay in exercising our rights, this does not mean we give up those rights.

## Identity

By law, we must be sure of your identity and hold certain information about you and other relevant parties (for example, beneficiaries, shareholders) before you open an account. Otherwise, we may not be able to open an account for you. So we can comply with the law, you must provide any information and/or documentation we request.

In addition, from time to time we may request further information and/or documentation from you to assist the Bank in meeting our legal obligations. You must provide such information and/or documentation when requested.

If you are an existing Suncorp customer you will not generally be required to repeat the customer identification process, however you will need to identify yourself if we ask.

## Taxation

Generally, the interest you earn on accounts you hold with us is taxable. You can decide whether or not to give us your Tax File Number or ABN when you open an account with us.

The Income Tax Assessment Act 1997 (Cth) determines whether any interest you earn will be taxable. The Taxation Administration Act 1953 (Cth) imposes the obligation on investment bodies to collect customers' Tax File Numbers and ABNs which we must quote to the Australian Tax Office and other foreign regulators as required by Australian law.

We will not quote Tax File Numbers or ABNs to anyone else. You can decide whether or not to give us your Tax File Number or ABN when you open an Account with us.

If you choose not to tell us your Tax File Number or ABN, we must by law deduct from any interest we pay you, an amount of tax calculated at the highest marginal rate plus Medicare levy and send it to the Australian Taxation Office.

Children under 16, pensioners and others who do not have to lodge tax returns can claim an exemption from having to supply a Tax File Number.

If you live outside Australia non-resident withholding tax will be deducted from any interest your Account earns unless you have an exemption. You can ask the Australian Taxation Office for an exemption if you are living overseas temporarily or if you are a member of the armed forces serving overseas.

If you have an approved exemption you should tell us. For any advice in this regard we suggest that you obtain independent advice from your registered tax advisor or accountant.

For more information about Tax File Number regulations, contact the Australian Taxation Office on 13 28 61.

## FATCA

Australian financial institutions, such as Suncorp, must provide the Australian Taxation Office (ATO) with information about financial accounts held by U.S. persons. This is due to the Foreign Account Tax Compliance Act (FATCA) Agreement between Australia and the US. Consequently, you may be requested to provide certain information to Suncorp. You must advise us promptly if your tax residency changes and either advise us of the foreign Tax Identification Number or a reason why the Tax Identification Number is not provided.

The ATO is required to provide this information to the U.S. Internal Revenue Service.

## Common Reporting Standard

The OECD Common Reporting Standard for Automatic Exchange of Financial Account Information (CRS) applied to Australian financial institutions with effect from 1 July 2017. The CRS requires Suncorp to report information regarding certain accounts to the ATO and follow related due diligence procedures. Suncorp is obliged to collect certain information and report it to the ATO to ensure compliance with the CRS. You must advise us promptly if your tax residency changes and either advise us of the foreign Tax Identification Number or a reason why the Tax Identification Number is not provided.

The ATO may provide this information to other jurisdictions that have signed the CRS Competent Authority Agreement.

## Opening accounts

Providing our account opening requirements (including any applicable eligibility criteria) are satisfied, accounts can be opened in the name of an individual, a company, partnership, association, business etc or as trustee for another party.

Joint accounts can be opened by two or more persons or entities.

An account must be opened in the name of the correct legal entity.

In order to open an account you need to complete any form required by us to be completed, which give us the details we need to set up an account for you and anyone else who will use the account. You must also give us any other information we require about you to open the account.

Subject to law, we can choose not to open an account without giving you a reason. The following, among other reasons, will prevent you from opening an account:

- you are an undischarged bankrupt; or
- you suffer from a serious illness that means you are legally unable to manage your financial affairs.

## Joint accounts

### How to operate a joint account

A joint account is held by more than one person. All account holders need to agree on who has access to the account and how. We need this advice in writing.

If one of you asks us in writing to change the authority to operate so that all of you must sign, we will do so.

If we become aware of a dispute, we may change the way the account can be accessed and require that all of you must sign.

If one of you dies, any funds in the account belong to the remaining joint owners.



## Stopping operating on a joint account

The joint account cannot be accessed if any one of the account holders asks us in writing to stop transactions and we agree. After that, all account holders must agree in writing to any further transactions being done by any account holder or operator (except for deposits).

Where a request to stop transactions is received and agreed to by us any telephone banking access and internet banking access will be cancelled.

## Statements

At least once every 6 months, or where otherwise required by a law or Code we may give you a statement showing all transactions on your At Call account. You can ask for a statement of your At Call account at any time. However, you must produce suitable identification. We will give the statement to you as soon as possible unless the law permits us not to do so. You can also ask for copies of previous statements. We can charge a fee to provide statements.

## Closing your account

You can ask us to close your At Call Account at any time.

You can ask us to close your Fixed Term Deposit and we may agree but you cannot close your term deposit even if we agree until after the expiry of 31 days from the date we agree you can do so. There are no fees on closing a Suncorp Treasury account although for a Fixed Rate Term Deposit an adjustment to interest earned/payable may apply.

If your account is a joint account, it can only be closed in accordance with the authority to operate the account that we hold. If more than one account holder is required to operate the account, then that number of persons is required to authorise the account to be closed.

You must pay us for any fees or interest that results from transactions being posted to your account after the account has been closed.

In addition to any circumstance set out in the Terms and Conditions for Treasury, we can close your account immediately without telling you first if:

- (a) you break the Terms and Conditions or any of the terms and conditions of any loan contract, Derivative Master Agreement or ISDA Master Agreement in a material manner;
- (b) to protect our Legitimate Interests;
- (c) we are required to by law or to meet our prudential requirements;
- (d) you have given us false or misleading information;
- (e) you act in a manner that in our reasonable opinion threatens the security of our staff or property or any other person

Under other circumstances, we will give you reasonable notice if we intend to close your account.

If your account is closed, you will be required to:

- (a) follow our rules for closing accounts;
- (b) complete any forms or indemnities we need;
- (c) repay any reasonable costs we have in closing your account; and
- (d) meet any responsibilities you had under the Terms and Conditions before your account was closed.

When your account is closed, any credit balance and any Accrued Interest will be paid to you. If there are any outstanding fees, charges or other amounts owing to us we will deduct these first.

## Giving us instructions

Please note where the AFMA OTC Market Conventions apply you should refer to the relevant Product Information Document or Product Disclosure Statement where available for information on how to give us Instructions, as the method of Instruction may differ from product to product. We can also delay or refuse to act on your Instructions.

Generally, we can act on instructions from you (including those given by telephone, fax, email or in any other electronic form where agreed from time to time). We can ask you to prove your identity and give us an acceptable indemnity before we act on your instructions.

In consideration of us accepting or acting upon your instructions, including those given by telephone, fax, email or in any other electronic form from time to time, you acknowledge and agree:

- (a) Your instructions shall be sent to such number or email address and for the attention of such individuals as we may require from time to time.
- (b) That you will comply with any security procedures or processes (if any) we reasonably require.
- (c) No instruction is operative until we accept it.
- (d) We may rely on any instruction that purports to have been sent, initiated or authorised by you, your Authorised Dealer, Authorised Individual or Authorised Signatory and appears to us to be in compliance with any security procedures or processes (if any) we reasonably require.
- (e) We do not need to make any enquiries as to the authority or identity of the person giving or purporting to give us instructions nor do we need to verify the authenticity, accuracy or completeness of any instruction given by you, your Authorised Dealer, Authorised Individual or Authorised Signatory where the instruction appears to us to be in compliance with any security procedures or processes (if any) we reasonably require.

- (f) Any instruction will be binding on you where the instruction appears to us to be in compliance with any security procedures or processes (if any) we reasonably require.
- (g) That fax, email and other agreed electronic form instructions are sent on your letterhead or otherwise clearly identify you as the sender and signed by a duly Authorised Signatory. At our request you will confirm all instructions in writing.
- (h) We are not obliged to act upon instructions from you and acceptance of one or more instructions by us shall not oblige us to act on or otherwise accept further instructions from you.
- (i) We shall not be liable for any loss or damage (whether consequential or otherwise) incurred by you as a result of us acting on instructions which we believed were duly given by an Authorised Signatory or Authorised Dealer.
- (j) Any reference to signing in the Terms and Conditions, an ISDA Master Agreement, Derivatives Master Agreement or any other document includes giving an instruction or signing by any means whatsoever including by email.

This section on "Giving Us Instructions":

- (a) Applies in addition to any other term or condition in any ISDA Master Agreement or Derivatives Master Agreement; and
- (b) Where there is any inconsistency between this section and any term or condition of any ISDA Master Agreement or Derivatives Master Agreement this section shall prevail to the extent of the inconsistency.

## Dealing authority and Power of Attorney

### Dealing authority

You are able to give up to four people authority to provide instructions and transact on your behalf. This means that they will be able to fully operate your Treasury account and will be allowed to make deposits and withdrawals and conduct other transactions.

To authorise an individual to act on your behalf they must be listed on the Client Details Form (or such other forms we may require from time to time), which must also be signed by you and complete the customer identification process.

You can specify what the person you appoint can do and which accounts they can access by completing the Special Instructions section of the Client Details Form (or such other forms we may require from time to time). If you want to change or cancel the appointment of the person, you must provide original written advice detailing all changes, signed by you or another Authorised Signatory.

The appointment may also cease once we are notified of your death or that you have become mentally incapacitated or in the case of a business, resignation or change of role of the Authorised Signatory.

We only accept telephone transaction instructions from an Authorised Dealer. We only accept written instructions of any kind from an Authorised Signatory.

A person can be both an Authorised Dealer and an Authorised Signatory.

## Power of Attorney

You can appoint a person to be your attorney under a Power of Attorney to transact on your behalf.

We must have an acceptable, certified copy of the original Power of Attorney and complete the customer identification process before an attorney can access an account/product. You must tell us as soon as possible if you cancel, change or revoke the Power of Attorney.

## Risks with appointing dealing authorities and Powers of Attorney

You appoint a dealing authority or an attorney at your own risk. You are responsible for any transactions that person makes on your behalf, even if you do not know about the transactions.

You must not give your Telephone Access Code, any password or other secret code or Access Method we give you to the appointed person or anyone else. We may issue a separate Telephone Access Code, password or other secret code or Access Method to any appointed person you have authorised to operate your account/product.

Unless we are found to be negligent, fraudulent or to have otherwise breached our legal obligations, we are not responsible for a dealing authority/attorney or the way that a dealing authority/attorney accesses an account/product. Subject to law, unless we are found to be negligent, fraudulent or to have otherwise breached our legal obligations, we are not liable for any loss or damage caused by a person you have authorised to operate on your behalf.

## Trusts

If you are the trustee, you:

- (a) must act according to the terms of the trust and for the benefit of the trust and its beneficiaries;
- (b) must not misuse the trust funds or use any rights you have against the trust funds;
- (c) agree to these Terms and Conditions as trustee and in your own personal capacity;
- (d) must be the only trustee (unless we agree to something different in writing);
- (e) must not breach the terms of the trust for as long as you have the product/account.

All transactions must follow the trust's guidelines. You must be authorised as trustee to agree to the Terms and Conditions.

## Companies, partnerships and incorporated associations

If the account and/or product holder is a company, partnership or incorporated association we can only accept instructions/requests in the way the rules of the company, partnership or incorporated association allow.

If any director, partner or authorised office holder requests in writing that a hold be placed on the account, we can do this. If you request us to change the way an account is operated, you need to provide appropriate authority satisfactory to us, before we can make any changes. If we become aware of a dispute, we may place a hold on the account or change the way the account is operated.

## Errors on statements or confirmations, mistakes and unauthorised transactions

You must read statements and other records and write to us promptly if there is a mistake, if information is missing or if statements show transactions you did not make.

If you detect an error or believe a transaction was not authorised by you or that an amount has been credited to your account that you may not be entitled to, you must notify us as soon as you become aware of the transaction.

Unless we are found to be negligent, fraudulent or to have otherwise breached our legal obligations, where moneys have been transferred by you to another account in error or by mistake you are solely responsible in relation to correcting that error and any loss suffered.

Where moneys have been transferred to you by someone else or you in error, you agree:

- (a) we may in our sole and absolute discretion disclose (disclosure to which you consent by the opening of your account) to the payer, the name and number of your account where your account has been incorrectly credited;
- (b) in the event of a dispute we may pay the funds to a court pending resolution of any dispute;
- (c) we may in our absolute discretion on forming a reasonable opinion that your account has been incorrectly credited in error, freeze that amount in your account or reverse those funds from your account or deduct the amount of those moneys from your account.

Unless we are found to be negligent, fraudulent or to have otherwise breached our legal obligations, we are not responsible for any loss you may suffer due to errors, inaccuracies or omissions in relation to authorised but mistaken instructions given to us for the operation of your account and/or product.

Some transactions are governed by the ePayments Code. We will comply with the requirements of any law, Code or scheme applying to any disputed transaction.

## Automatic Payments and payments between institutions

(a) You may request your Treasury Representative to transfer any credit balance in your account (or any part thereof) to another account at Suncorp or to an account at another financial institution; and

(b) you can transfer money to your account from another account at Suncorp or from an account at another financial institution;

provided the nominated account is in the same name as the investment being drawn on.

No Australian dollar third party payments can be made. Automatic Payments are not allowed.

Please contact a Treasury Representative for details regarding payments. We can charge a fee for these transfers if we agree to provide them.

Payment will only be made if your account has sufficient Clear Funds. If there is only enough money to make some payments, in the absence of any other specification from you, we decide when and what payments to make.

Where the transfer is to or from another institution, unless we are found to be negligent, fraudulent or to have otherwise breached our legal obligations, we are not liable to you for any time taken before those funds are transferred to or from the other institution. In some instances the funds may not be transferred until the second working day after a weekend or public holiday.

Unless we are found to be negligent, fraudulent or to have otherwise breached our legal obligations, we are not responsible for any errors or omissions in respect of disbursement of payment by the receiving institution.

If you arrange to send a payment to us or ask us to send a payment to another institution we will direct the transaction electronically to the intended account using only the BSB and account number information you give us. The account name may not be used to validate that the transaction has been posted to the correct account.

You should ensure you provide the correct BSB and account number details when you request any transfer payment. Unless we are found to be negligent, fraudulent or to have otherwise breached our legal obligations, we are not liable to you for transactions that are directed to an incorrect account.

## Cash and cheque deposits

Cash deposits or withdrawals are not allowed. Cheque deposits and withdrawals are not allowed unless we otherwise agree.

## Set off

You agree that we can set off and/or apply the credit balance of any account that you have with us against any debt owed by you to us, without your prior consent. Where we are contractually obliged to do so, we will advise you as soon as practicable after the set off has occurred.

If we exercise this right we will withdraw the amount you owe us from the credit balance in your account and apply this amount to reduce any other amount you owe us.

## Confirmations

We will send you a Confirmation of transactions made and the terms applying to same via fax, email or in any other electronic form where agreed from time to time. The Confirmation will be conclusive evidence of the transaction made and terms applying to same unless you advise us otherwise, within 3 days of receipt of the Confirmation.

If you advise us of any incorrect information contained in the confirmation within 3 days of receipt of the Confirmation we will proceed to investigate and attempt to resolve the disputed information. In doing this, we will comply with the requirements of any law, code or scheme applying to any disputed transaction.

## Losses and errors

An unauthorised transaction, that is a transaction you do not authorise, does not include any transaction carried out by you or by anyone performing a transaction with your knowledge and consent.

Where you do not authorise a transaction, you will not be responsible for losses, which are:

- (a) caused by fraudulent or negligent conduct of our staff or agents of ours or companies involved in networking arrangements or merchants or their agents or employees; or
- (b) losses that are caused by the same transaction being incorrectly debited more than once to the same account.

Where it is clear that you have not contributed to any loss caused by unauthorised transactions you will not be liable.

## When you are liable for losses

You will be liable for losses resulting from unauthorised transactions where on the balance of probability we can prove that you contributed to the losses through fraud. We are not responsible for any loss suffered if the account numbers, BSB or amounts of transactions you authorise are incorrect or invalid or if you authorise transactions more than once in error.

You must check the details of each transfer and each transaction in a payment and ensure that the accounts, BSB and amounts are correct. Once you authorise transactions to be processed we will not be able to stop, withdraw, suspend or delete the transfer, change any details or recover the funds.

If a transfer is unable to be processed by the receiving financial institution, the funds will be returned to your account. This may take approximately 5 days but can take longer depending on the other financial institution.

If an electronic transfer to another financial institution fails, it is possible that the funds returned to us and subsequently returned to you, may be less than the funds originally transferred due to failure fees charged by the other financial institution or market movements in exchange rates if the return of funds involves an exchange.

## Overseas transactions

### Exchange Rates

Transactions processed in foreign currency may be converted to Australian dollars using the exchange rate specified by your Treasury Representative at the time of processing.

We will not be responsible for any losses as a result of fluctuations in exchange rates between when the overseas transaction was effected or requested and when the exchange rate was applied.

### Legal Requirements

Transactions processed in foreign currency are subject to any laws that apply. If we have reasonable grounds for thinking that your overseas transaction breaks any law applying at the time, we can refuse to process it.

### Cheques drawn outside of Australia

Cheques drawn on an overseas institution cannot be deposited into your Treasury Deposits account.

### Telegraphic Transfers

Whenever you instruct us to send a Telegraphic Transfer:

- (a) We may use overseas banks, called Correspondent Banks, to act on our behalf when completing a Telegraphic Transfer. To the extent permitted by law, we shall not be liable for any loss or damage suffered as a result of us acting on your instructions in good faith, or delays from us or any Correspondent Banks making payment pursuant to these instructions, or from errors in the Beneficiary Bank details you provide, or for any loss or damage resulting from any act or omission of any Correspondent Bank.



- (b) The time taken for a payment to be received by the Beneficiary depends on the banking systems of the countries of Correspondent Banks through which the payment is made and the provision of correct and complete Beneficiary Bank Details. The money sent overseas will normally be available for payment to the Beneficiary between 2 to 5 Business Days from when we have processed your instructions in accordance with the Telegraphic Transfer Application. The time in which your payment is received by the Beneficiary is subject to circumstances beyond our control (e.g. international communications failure and/or problems or delays in the processing of our payment message by the Correspondents). Payment of the transferred money to the Beneficiary Bank is the responsibility of Correspondent Banks and the timing of the payment is therefore beyond our control. All enquiries to Correspondent Banks concerning payment will be at your cost.
- (c) If we or any Correspondent Banks has reasonable grounds for suspecting or believing that the overseas Transaction directly or indirectly contravenes or will contravene any applicable law, including but not limited to, anti-money laundering and anti-terrorism laws and regulations, we can refuse to process it and reserves all its rights to disclose the Transaction to any government entity, regulatory authority or to any other Person we reasonably considers necessary for these purposes. We or any Correspondent Banks will not be liable for any loss or damage suffered due to the Transaction contravening any such laws.
- (d) It may be necessary for us to disclose your personal information to complete this Transaction, including name and address, outside of Australia. By requesting us to process a Telegraphic Transfer, you acknowledge that Australian Privacy Principle 8.1 will not apply to any such disclosure and acknowledge we will not be obliged under the Privacy Act to take reasonable steps to ensure that a Beneficiary does not breach the Australian Privacy Principles and we will not be liable if the Beneficiary does breach the Australian Privacy Principles. You consent to such disclosures.
- (e) To the extent permitted by law, you agree to keep us indemnified against any claims that may be made against us by reason of us having acted on the instructions contained in the Telegraphic Transfer Application.
- (f) In addition to our fees and charges, the processing of a Telegraphic Transfer may be subject to fees and charges from our Correspondent Banks involved in the Transaction. There may be more than one Correspondent Bank involved, each of which may seek reimbursement for their services. We will instruct the Correspondent Banks to deduct their fees from the payment. In some instances, we may receive a rebate from the Correspondent Bank. Where such fees and charges are deducted, you must assume that the Beneficiary will receive a lesser amount than the amount originally sent. If a Correspondent Bank fails to observe these instructions for any reason, you will have to reimburse us for any additional fees or charges which they may impose on us.

## Important Terms

The following table defines and explains the meaning of some terms used in this PID.

Term	Means
Accrued Interest	Interest that has accumulated to date but has not yet been paid to you.
Access Method	(a) a method authorised by us for use by you and accepted by us as authority for us to act on an instruction given through Electronic Equipment to debit or credit an account. This does not include a method requiring the user's manual signature where the comparison of the appearance of that manual signature with a written specimen signature is the principal intended means of authenticating a user's authority to give the instruction (whether or not that means is used in a particular transaction); and (b) comprises the use of one or more components including (but not limited to) device, identifiers, codes or a combination of these.
AFSL	Australian Financial Services Licence
Account	(a) an At Call Deposit; (b) a Fixed Rate Term Deposit.
At Call	Your funds are repayable on demand without the need for prior notice.
AUD	Australian Dollars.
Authorised Dealer	Has the authority to exchange information and book in a deal or transaction.
Authorised Individual	Has full authority to transact and sign on the account, unless otherwise indicated on the Suncorp Treasury Client Details Form.
Authorised Signatory	Has the authority to sign all documents. This includes settlement instructions, transactional instructions and amendments to customer details.
Automatic Payments	A recurring transaction from your account including transactions where your account is the debit account nominated pursuant to a direct debit agreement with a merchant as the debit issuer.
Beneficiary	The person/corporation receiving the payment of funds.
BSB	A 6 digit number used to identify account institutions when making electronic payments.
Business Day	A business day is defined as any day on which the Reserve Bank Information and Transfer System (RITS) is open for business in Sydney and/or Melbourne.

Term	Means
Clear Funds	Those funds that are available for withdrawal.  Cheques and payments other than cash may have a waiting period during which the funds are unavailable. Funds paid in by cheque may take up to five days to become available, however the length of the waiting period depends on the Beneficiary's bank and the type of payment involved. For example, funds from electronic transfers are usually available more quickly than funds from cheques.
Close Off Time	Either:  (a) 2pm on a given Business Day; or  (b) such other time before which we may process your transaction for value that day in our discretion.
Code	Any industry code of practice that applies to us, your account or a transaction and includes the ePayments Code and the Banking Code of Practice.
Confirmation	A written advice from us that is proof of your transaction. It contains details such as the date, names, address, amount and type of transaction.
Derivative Master Agreement	The Master Agreement for Foreign Currency and Derivative Transactions issued by Suncorp-Metway Limited.
Electronic Banking	A banking service that allows you to initiate a Funds Transfer by giving an instruction, through Electronic Equipment and an Access Method, to debit or credit an account.
Electronic Equipment	An electronic terminal, computer, television and telephone.
Email	Includes any electronic transmission method, system or process and any information transmitted electronically.
ePayments Code	Regulates electronic payments, including online payments, internet and mobile banking, BPAY, ATM, EFTPOS and credit card transactions.
Funds Transfer	A transfer of funds from one account to another, (either yours or a third party) whether both accounts are held at Suncorp or one account is held at another financial institution external to Suncorp.
Fixed Interest Rate	A rate of return, shown as a percentage per annum, that does not change for the term of the transaction.
Government Fees and Charges	All money the government charges that relates to an account, transactions, facility limit or loan. This includes stamp duty, registration fees, financial institutions duty and account debits tax.
Instruction	Any instruction, notice, consent, request, approval, acceptance, confirmation, information or document.

Term	Means
ISDA Master Agreement	The Master Agreement approved by the International Swaps and Derivatives Association Inc. that governs a variety of derivative transactions entered into between the parties named in the Agreement. The Agreement outlines the terms and conditions that each party has agreed to comply with and are read in conjunction with the Confirmation.
Legitimate Interests	Includes our legitimate business needs, prudential requirements and/or security requirements (including any reasonable response to material changes to our business or systems).
RBA Cash Rate Target	The rate set by the Reserve Bank of Australia for overnight loans between financial intermediaries.
Standard Settlement Instructions	<p>Payment or receipt instructions, including beneficiary's name, bank, branch, account number, invoice details and codes so we can pay or receive money correctly. The details must be:</p> <ul style="list-style-type: none"> <li>– given to us in writing by an Authorised Signatory of the account;</li> <li>– in the same name as the account; and</li> <li>– agreed to by appropriate authorities in Treasury Operations.</li> </ul>
Suncorp	Suncorp-Metway Ltd ABN 66 010 831 722, its successors and assigns.
Suncorp Treasury	The division of Suncorp known as Suncorp Treasury or Treasury.
Telegraphic Transfer	A funds transfer sent electronically to an overseas bank account held with an external financial institution.
Terms and conditions	<ul style="list-style-type: none"> <li>(a) the contents of this booklet;</li> <li>(b) changes made to this booklet;</li> <li>(c) the Terms and Conditions for Treasury;</li> <li>(d) conditions set out by law;</li> <li>(e) fees and charges and interest rates specified by us; and</li> <li>(f) any application form completed and signed by you in relation to a Suncorp Treasury Product.</li> </ul>
Transaction	Any fees, charges, deposits, withdrawals, credit or debit instructions or advice made from or added to your account in any way.
Treasury Representative	A Suncorp employee that works in the Treasury department.
Treasury Terms and Conditions	The terms and conditions set out in the Terms and Conditions for Treasury document.
'we', 'our' or 'us'	Suncorp.

Term	Means
'you' or 'your'	The person who has a product/account with us. It can also include a partnership, trust, company or corporation. If more than one person has the account, 'you' includes all those people – singly and as a group, 'your' is used in the same way. All references to 'you' and 'your' include the successors, administrators or assigns of you or that person.

## Financial Claims Scheme

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

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## How to contact us



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1300 138 072



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



*Local  
store*