

Online Banking



TERMS AND CONDITIONS

Effective from 28 November 2011

www.gatewaycu.com.au

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Online Banking

This brochure contains information and Terms and Conditions for Online Banking.

It should be read with:

- ▲ The Online Banking Conditions of Use which can be found on our website **www.gatewaycu.com.au**

Your use of Online Banking indicates your acceptance of the Conditions of Use and the Terms and Conditions within this brochure.

Important – Read Document

You should carefully read the information provided and retain this document for future reference. The Online Banking Conditions of Use operate in addition to any legal rights we have or you have and – in accepting access to Online Banking – you agree to comply with them.

Features and Benefits

Online Banking is an Internet banking service. To obtain Online Banking access, contact our Member Services Centre on **1300 302 474**, and after completing our identification process you will be registered and issued with a temporary password.

By logging on to the Credit Union's website and clicking the 'Online Banking' link, the temporary password will enable access to this service. As a security measure you will be required to change the temporary password when you first log on to Online Banking.

24 hour access to perform functions such as:

- ▲ Transfer funds within your own Membership, to another Gateway Membership or to an account held with another financial institution
- ▲ Use BPAY® to pay bills directly from your account
- ▲ Change your password
- ▲ Change your contact details
- ▲ Apply for a home, car or personal loan.

24 hour access to account information such as:

- ▲ Account balances
- ▲ Transaction history
- ▲ Interest charged and earned
- ▲ Details of any Direct Debits or Direct Credits
- ▲ View your savings, term deposit and loan accounts e-Statements on Gateway's Online Banking Facility.

Considerations

- ▲ To access your account using Online Banking, you need your Member Number, password and Internet access. We recommend you regularly change your password.
- ▲ Take care to keep your password secret and secure as your password must be protected from misuse by third parties.
- ▲ Some transactions will require you to enter a Secure SMS code that is sent to your mobile phone number or your landline number. You will be prompted on how to register for Secure SMS the first time you attempt to perform a transaction that requires Secure SMS code authentication.
- ▲ Members with joint accounts where more than one signature is required to transact on the account are able to have 24 hour access to view account information by registering for Online Banking. However, they are unable to perform transaction functions on this type of account.
- ▲ Dollaroo Junior Savers Club Account holders are able to have 24 hour access to view account information by registering for Online Banking. However, they are unable to perform transaction functions on this type of account.
- ▲ Although the Credit Union takes all precautions with respect to electronic transactions, the security of electronic funds transfer transactions can never be guaranteed. Particularly in electronic mediums (such as the Internet), there is always a risk of interception of data by a rogue or hacker.

Cancellation of Online Banking Access

- ▲ We reserve the right to cancel access at any time without notice if we believe access is or will be used in a way that will cause losses to you or to us.

- ▲ We will upon written request cancel your access to Online Banking. You will remain responsible for any transactions made on your account/s using Online Banking until the request has been received and processed by us.

Transfers and Transaction Limits

Members may transfer funds from their Gateway Credit Union account to an account with an external financial institution via Online Banking. You may also transfer funds internally from your Gateway Credit Union account to another Gateway Credit Union account.

For security reasons, there are limits to the amounts which may be transferred by Members via Online Banking. The maximum amount that can be transferred per membership, who is registered for Secure SMS authentication, per day using Online Banking is:

- \$5,000 when transferring funds to another membership within this Credit Union or to an account at another financial institution;
- \$20,000 when making payments through BPAY®.

A lower limit applies for Members who do not register for Secure SMS authentication. For details of these limits and how they apply, please contact Member Services Centre on **1300 302 474**.

e-Statements Terms and Conditions

About Gateway e-Statements

Gateway's e-Statement service allows us to provide your savings, term deposit and loan account statements via our Online Banking facility.

To view, save and print e-Statements you will need to have Adobe Acrobat Reader. If you do not have this software, you can download it from the Adobe website for free.

Please note that as your registration to receive e-Statements takes effect at the Membership level, statements for all accounts under your Membership number will be available electronically. It is not possible to select e-Statements for some accounts and paper statements for other accounts.

Things you should note

- ▲ Paper statements will no longer be sent to you.
- ▲ You should check your email regularly for notices that e-Statements are available.
- ▲ e-Statements will be available in Online Banking for at least 12 months from the date that you are notified that an e-Statement is available. You should print or save your e-Statements if you require a copy for taxation or other purposes.
- ▲ Fees may apply if you request a copy of a statement from us that we have already sent to you (please refer to our Fees and Charges Brochure available at www.gatewaycu.com.au).
- ▲ You can revert to receiving paper statements, at any time, by calling Member Services on 1300 302 474.

e-Statements Terms & Conditions and Consent

If you request Gateway to register you for e-Statements, you authorise Gateway to provide your statements of account electronically in a PDF format via Gateway's Online Banking facility and you agree:

- ▲ To receive your statements electronically and this satisfies any legal obligations for Gateway to provide paper statements;
- ▲ To be notified of the availability of statements by email to the nominated email address provided at the time of registration for this service;

- ▲ That you have the option at any time to revert to receiving paper statements by calling Member Services on 1300 302 474;
- ▲ That Gateway is not liable for misuse or access of this service by any other person;
- ▲ That an e-Statement is deemed to have been received by you if a notification that you have a statement is sent to your server at the nominated email address, whether or not you choose to access your email;
- ▲ That e-Statements are taken to be received on the day that the notification email enters the information system of your internet service provider or the host of the nominated email address;
- ▲ That a statement will not be deemed to have been received by you if Gateway receives notification that your mailbox is full; or you cannot receive an email notification; or an email notification to you is returned to Gateway undelivered;
- ▲ To have and maintain Adobe Acrobat Reader for viewing, saving and printing statements;
- ▲ That if for any reason Gateway is unable to provide an e-Statement, Gateway may send you a paper statement to your nominated postal address; and
- ▲ Gateway may cancel your registration to receive your statements electronically at its discretion, in which case you will revert to receiving paper statements to your nominated postal address.

Fees and Charges

In keeping with our current policy, Online Banking transactions do not incur a fee. We will give you a Fees and Charges Brochure at the time you open an account. The Fees and Charges Brochure is available on the Credit Union's website **www.gatewaycu.com.au** or from us on request by telephoning **1300 302 474**.

Financial Claims Scheme

The Financial Claims Scheme established under the Banking Act protects you, as a depositor, by providing you timely access to your deposits, up to a defined amount, in the unlikely event that the Credit Union becomes insolvent and is placed into liquidation. You may be entitled to payment under the Financial Claims Scheme. Payments under the scheme are subject to a limit for each depositor.

For further information about the Financial Claims Scheme:

- ▲ Visit the APRA website at www.apra.gov.au
- ▲ Phone the APRA hotline 1300 55 88 49.

Concerns / Complaints / Information

The Credit Union is committed to caring for our Members needs with efficiency, integrity and interest. We sincerely try to resolve any concern or complaint you may have about any of our products or services. We have developed an internal dispute resolution procedure and if we cannot resolve your complaint, we offer an external dispute resolution service. Please refer to our Dispute Resolution Scheme Brochure for details, available from us on request. You can always call us on **1300 302 474** whenever you need our help or require more information about this service.

Code of Practice

Certain provisions of the Mutual Banking Code of Practice apply to Online Banking. A copy of the Mutual Banking Code of Practice is available from us on request or from www.gatewaycu.com.au

If you believe we have breached the Mutual Banking Code of Practice, you can make a complaint to us. If we are not able to resolve the complaint to your satisfaction and the complaint involves a claim that you have suffered loss or detriment, you may then

refer the matter to our External Dispute Resolution scheme.

If the complaint does not involve a claim that you have suffered loss or detriment, you can report it to the Code Compliance Manager: Code Compliance Committee on 1300 780 808.

Electronic Funds Transfer Code of Conduct

We warrant that we will comply with the requirements of the Electronic Funds Transfer Code of Conduct where it applies. A copy of the Code is available from us on request.

Change of Name or Address

Unless otherwise agreed, we may give any written notice to you at the mailing address that was last recorded with us. We require you to notify us promptly of a change to your name or address.

Direct Marketing

The Credit Union may from time to time use the personal information we have collected to identify products and services, which may be of interest to you. We may contact you by mail and / or email to let you know about these products or services. Your consent to our providing this information to you will be implied unless you notify us that you do not wish to receive this information.

To advise us that you do not wish to receive product and service information, simply contact our Member Services Centre on **1300 302 474**.

Privacy

We are committed to complying with the Privacy Act and the National Privacy Principles. The Act enforces privacy standards for the handling and use of personal and sensitive information of an individual.

We recognise the importance of your privacy and have a duty to protect any personal information about you that is held by us, unless disclosure is required by law. Any personal information which we collect about you will be used by us to:

- ▲ Provide you with products and services you have requested; or
- ▲ Assess an application by you for products and services we may provide.

The information collected should be limited to what is required in terms of the products and services you have requested while being sufficient for the Credit Union to meet its legal obligations such as Anti-Money Laundering and Counter Terrorism Financing Act 2006.

Contacting Us For Further Information

If you are concerned that we may have breached your privacy and wish to make a complaint, write to: The Privacy Officer, Gateway Credit Union Ltd, GPO Box 3176, Sydney NSW, 2001.

Additional Information

Additional information on current interest rates, fees, charges, Terms and Conditions for all Gateway accounts and related services is available on the Credit Union's website **www.gatewaycu.com.au** or from us on request by telephoning **1300 302 474**.

The information contained in this brochure is correct as at the date of this brochure. Please ensure that you have a current edition as this information is subject to change.

How to contact us

Web

www.gatewaycu.com.au

Email

memberservices@gatewaycu.com.au

Call

1300 302 474

Fax

02 9307 4299

Branch / Head office

**Level 16, 2 Market Street
SYDNEY NSW 2000**

Postal Address

**GPO Box 3176
SYDNEY NSW 2001**

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