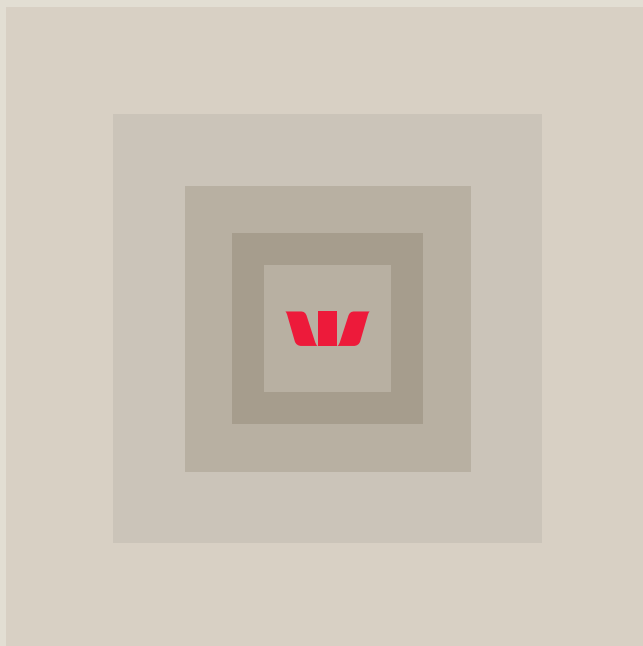


Institutional Bank

Foreign Currency Account



Product Disclosure Statement

This Product Disclosure Statement (PDS) relates to Foreign Currency Accounts and incorporates the Terms and Conditions for using your account. This PDS consists of this document and an interest rate information sheet, entitled "Foreign Currency Account Interest Rate Sheet".

Issued by Westpac Banking Corporation
ABN 33 007 457 141

Australian Financial Services Licence Number:
233714

Dated 1 August 2011

Important information

A Product Disclosure Statement ('PDS') is an information document. The purpose of a PDS is to provide you with enough information to allow you to make an informed decision about a product's suitability for your needs. A PDS is also a tool for comparing the features of other products you may be considering. If you have any questions about this product, please contact us on any of the numbers listed at the end of this PDS, or call your State International Service Centre.

You should read and consider this PDS, in its entirety, carefully and seek independent expert advice before making a decision about whether or not this product is suitable for you.

If you decide to enter into a Foreign Currency Account, you should keep a copy of this PDS and any associated documentation. You should also promptly tell us if at any time you experience financial difficulties.

This PDS is issued by Westpac Banking Corporation and is current as at 1 August 2011. The information in it is subject to change. Westpac may vary its terms, which are also the terms of your contract with us, as set out on page 6 of this document. Because this document forms the contract between you and us, its terms are legally binding on you in your dealings with us. Westpac will provide updated information by issuing a supplementary or replacement PDS (if this were required, such as if the change were materially adverse to you) or by posting the information on our web-site. You can get a paper copy of any updated information without charge by calling us.

This PDS may be available for retail clients (as defined in the Corporations Act 2001) and is intended for distribution in Australia only. Distribution of it in jurisdictions outside Australia may be restricted by law and, persons who come into possession of it, who are not in Australia, should seek advice. If you are in Australia and have received it electronically, we will give you a paper copy on request, without charge. To obtain a copy, refer to the contact details listed on the back page of this PDS

The information set out in this document is general in nature. It has been prepared without taking into account your objectives, financial situation or needs. Because of this, you should, before acting on this information, consider its appropriateness, having regard to your objectives, financial situation and needs. By providing this PDS, Westpac does not intend to provide financial advice or any financial recommendations. You should read and consider this PDS, in its entirety, carefully and seek independent expert advice before making a decision about whether or not this product is suitable for you.

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Foreign Currency Accounts at a glance

	Summary	More information
Issuer	Westpac Banking Corporation ('Westpac', 'we' or 'us').	
Description	<p>A Foreign Currency Account (FCA) is an Australian based deposit account for foreign currency. Interest is paid on some currencies but not all. Where paid, it is paid on the Foreign Currency Account at variable interest rates.</p> <p>Foreign Currency Accounts are available in most major currencies. Those foreign currencies are set out in the table on page 11 of this document. Westpac will consider opening a Foreign Currency Account for other foreign currencies, however interest will not be paid on those accounts.</p> <p>Foreign Currency Accounts must be used predominantly for business or investment purposes.</p>	
Minimum account balance	There is no minimum amount required to open a Foreign Currency Account	
Interest	If you have a positive balance in your Foreign Currency Account, you may earn interest on that amount. A tiered interest rate structure applies to Foreign Currency Accounts. See the section titled "Interest" on page 8 for more information	
Fees and charges	An Account Maintenance Fee applies to Foreign Currency Accounts. Westpac may also charge a fee for providing additional account statements. Dishonour fees may also be payable where a debit item is dishonoured for any reason. See the section titled "Fees and Charges" on page 8 for more information.	
Key benefits	<ul style="list-style-type: none"> • Protection against unfavourable foreign exchange rate movements over time • Foreign Currency Accounts are available in a wide range of currencies • You may withdraw your money at any time (apart from uncleared drafts and cheques) 	See the section titled "Key Benefits" on page 4 for more information.
Key risks	<ul style="list-style-type: none"> • You forego any benefit of a favourable exchange rate movement after you deposit funds to your account. • Westpac has performance obligations in connection with a Foreign Currency Account. You need to form a judgment on our ability to meet those obligations. 	See the section titled "Key Risks" on page 4 for more information.
Suitability	A Foreign Currency Account may be suitable if you have a good understanding of foreign currency markets and would like to hold a balance of funds in a foreign currency based on your exchange rate view and foreign currency requirements. If you are not confident about your understanding of these things, this product may not be suitable for you and we strongly suggest you seek independent advice before making a decision about this product.	

Currency	First Balance Tier	Second Balance Tier	Third Balance Tier
United States Dollars	USD 0 up to 5,000	USD 5,001 to 50,000	Balance over USD 50,000
Canadian Dollars	CAD 0 up to 6,000	CAD 6,001 to 60,000	Balance over CAD 60,000
Swiss Francs	CHF 0 up to 6,000	CHF 6,001 to 60,000	Balance over CHF 60,000
Danish Kroner	DKK 0 up to 30,000	DKK 30,001 to 300,000	Balance over DKK 300,000
Euro	EUR 0 up to 4,000	EUR 4,001 to 40,000	Balance over EUR 40,000
Great British Pounds	GBP 0 up to 3,000	GBP 3,001 to 30,000	Balance over GBP 30,000
Hong Kong Dollars	HKD 0 up to 40,000	HKD 40,001 to 400,000	Balance over HKD 400,000
Japanese Yen	JPY 0 up to 535,000	JPY 535,001 to 5,350,000	Balance over JPY 5,350,000
Norwegian Kroner	NOK 0 up to 30,000	NOK 30,001 to 300,000	Balance over NOK 300,000
New Zealand Dollars	NZD 0 up to 7,000	NZD 7,001 to 70,000	Balance over NZD 70,000
Swedish Kroner	SEK 0 up to 35,000	SEK 35,001 to 350,000	Balance over SEK 350,000
Singapore Dollars	SGD 0 up to 8,500	SGD 8,501 to 85,000	Balance over SGD 85,000

Westpac does not pay interest for balances within the First Balance Tier. Different interest rates apply for balances within the Second and Third Balance Tiers. No interest is paid on the portion of the account balance within the First Balance Tier irrespective of the total account balance.

For example, if a customer has a balance of Great British Pounds (GBP) 50,000 in their Foreign Currency Account, interest would be calculated as follows:

Example of interest rates (rates are indicative and used for example purposes only)

GBP 0 up to 3,000	0.00%
GBP 3,001 to 30,000	3.00%
Balance over GBP 30,000	3.75%

In this example, deposit interest will not be paid on the first GBP 3,000 but will be paid at 3.00% p.a. on the balance between GBP 3,001 and GBP 30,000 and at 3.75% p.a. on the balance over GBP 30,000.

Interest is calculated using the following formula:

$$\frac{(\text{Foreign Currency Balance} \times \text{Interest Rate} \times \text{No. of Days})}{365 \text{ or } 360 \text{ days}^*}$$

*depending on the currency - see the table at page 11 of this document for more information.

Deposits made to your account on or after the last business day of a month, but before the end of that calendar month, are not included in the interest calculation for that month. They are included in the interest calculation for the following month.

An example of how interest is calculated is set out on page 8 of this document.

Fees and charges

Fees and charges are converted to the foreign currency of the Foreign Currency Account using Westpac's current exchange rates. They are charged to your Foreign Currency Account or another Westpac bank account in the same currency. Alternatively, you may pay fees and charges separately in Australian dollars. These will be debited to an Australian dollar Westpac account in the same name as the Foreign Currency Account.

An Account Maintenance Fee applies to Foreign Currency Accounts. The amount of this fee depends on the average monthly balance of the Foreign Currency Account and is charged in arrears on the first business day of each month. To determine the fee, Westpac calculates the Australian dollar equivalent of the average monthly balance of the Foreign Currency Account using Westpac's current exchange rates. The following Account Maintenance Fees apply.

Australian dollar equivalent of the average monthly balance of the FCA	Fee (in Australian dollars)
\$0 up to \$5,000	\$60
\$5,001 up to \$100,000	\$30
\$100,001 and over	Free

Westpac may charge a fee for providing additional account statements. The fees are:

- a) \$6.00 per page for each duplicate account statement; plus
- b) if you ask for a duplicate statement more than three months after the original statement was issued, Westpac may charge a fee of \$60.00 per hour or part thereof, if it is necessary to search for or recreate statements.

Fees for additional statements and dishonour fees are payable at the time the event occurs or when the service is provided.

Your Foreign Currency Account is subject to any government taxes and duties. There are currently no government taxes and duties on withdrawals and deposits to your Foreign Currency Account. However, withholding tax may be payable (please refer to the Tax File Numbers and Non-resident withholding tax sections for further information).

There are no other transaction fees for Foreign Currency Accounts. There are fees and charges for the services that are commonly used in conjunction with Foreign Currency Accounts (for example, telegraphic transfers, the issue of foreign currency cheques and bank cheques and the depositing of foreign currency cheques). There is also a fee payable where Westpac completes a company search (at the time your account is opened). You can obtain details about the fees and charges for these services through telephone banking or by visiting your local branch.

Westpac may decide not to charge a fee that we are otherwise entitled to charge. Any failure by Westpac to charge a fee does not constitute a waiver of that fee or the right to charge that fee.

Key benefits

- Foreign Currency Accounts allow you to hold balances in a foreign currency. This can provide you with protection against unfavourable foreign exchange movements over time. This may assist you in managing your foreign currency exposures.
- Foreign Currency Accounts are available in a wide range of currencies.
- Apart from uncleared drafts and cheques, your money is held for whenever you need it. You may withdraw your money at any time, as long as you provided an acceptable form of identification when opening the account.

Key risks

- You forego any benefit of a favourable exchange rate movement after you deposit funds to your account.
- As is the case with most financial markets products we enter into, Westpac has performance obligations under a Foreign Currency Account. Our ability to fulfil our obligations is linked to our financial wellbeing and to the effectiveness of our internal systems, processes and procedures. The first type of risk (our financial wellbeing) is commonly referred to as credit or counterparty risk. The second type of risk (the effectiveness of our internal systems, processes and procedures) is commonly referred to as operational risk. You must make your own assessment of our ability to meet our obligations. However, as a regulated Australian bank we are subject to prudential regulation which is intended to reduce the risk of us failing to perform our obligations. Further information about Westpac, including copies of our recent financial statements, is available on our website at www.westpac.com.au.

Opening an account

Opening an account

Foreign Currency Accounts are available for both individual and business customers. Foreign Currency Accounts must be used predominantly for business or investment purposes.

You can open a Foreign Currency Account at any Westpac branch in Australia. To open a Foreign Currency Account we will need your name, address and your occupation. You may also need to supply the following information:

- business name, address and industry details
- the name you wish the account to be in
- the names and residential addresses of all people who will operate the account (signatories)
- a copy of the business or company registration
- details of either the directors, owners or partners of the business, including details of all other account signatories.

Westpac may complete a company search to verify this information. A fee will be charged for this service.

You cannot open a Foreign Currency Account with foreign currency cash. Funds must come directly from an existing Westpac bank account in the same name as the Foreign Currency Account, from a foreign currency draft or cheque or by telegraphic transfer. Westpac will only open a Foreign Currency Account with a foreign currency draft or cheque in the same name as the person whose name appears on the draft or cheque.

We will arrange for a draft or cheque to be cleared before opening a Foreign Currency Account. Once the draft or cheque has cleared, we will open your Foreign Currency Account. It can take four or more weeks for a foreign currency draft or cheque to clear.

What we need from you

To open any new Westpac account(s) we'll need some important details from you. Depending on the legal nature of your business (company, partnership etc) you will be required to provide certain documents and information to the Bank.

If this is your first account with us:

Under the Anti-Money Laundering and Counter Terrorism Financing Act 2006 it is a requirement that the account holder and all signatories to the account must be identified. So if you're opening an account for the first time this applies to you. It also applies to any (cardholder) (signatory) who is not an existing customer.

The identification requirements can be met by completing the Westpac Customer Identification Procedure which involves providing identity documentation to the Bank. For information on documents required under Westpac's Customer Identification Standards please contact any branch or refer to our website – www.westpac.com.au/aml.

If the account holder or any of the signatories to an account are not identified in terms of the Act, the account will be blocked for all withdrawals, until they are identified.

If you are an existing customer, an account signatory (or any other cardholder) identification requirements may have previously been satisfied so you don't need to provide it again, unless you are asked to do so by us.

Opening a joint account

You can open a Foreign Currency Account in joint names and authorise the signatories to operate the account jointly (two or more signatories must act together) or severally (signatories can act individually). You can change this arrangement at any time simply by signing a new account authority. You can also permit another person to operate your Foreign Currency Account by completing the appropriate form. You can withdraw this authority at any time.

It is important to understand what your responsibilities are before undertaking any joint financial commitment. Always consider that:

- if a Foreign Currency Account is held in joint names and an account holder dies, we may treat the credit balance in the Foreign Currency Account as owing to the surviving account holder(s); and
- if one (or more) of the joint account holders overdraws the account, each joint account holder may be liable for payment of all or any part of the amount overdrawn

Operating your account

You can get up-to-date information on your account at any time through the branch where your account is held. Customers who have access to Corporate On-Line can arrange for access to their Foreign Currency Account information, including the Foreign Currency Account balance, transaction details, accrued interest and historical information through Corporate On-Line. However Westpac may charge additional fees for this service.

There are several options for paying money into your Foreign Currency Account, however we will not accept foreign currency cash at any time. Deposits must come directly from an existing Westpac bank account in the same name as the Foreign Currency Account, from a foreign currency draft or cheque payable to the same name as the account or by telegraphic transfer. Deposits can be made via any Westpac branch. There is currently no maximum amount that can be deposited into a Foreign Currency Account. However we reserve the right to set a maximum amount at any time with immediate effect.

Apart from uncleared drafts and cheques, your money is held for whenever you need it. You may withdraw your money at any time, as long as you provided an acceptable form of identification when opening the account.

The money you withdraw will not be paid to you in foreign currency cash. It can be paid in any of the following ways:

- Westpac will convert the amount to Australian dollars (using Westpac's current exchange rates) and deposit those funds into another Westpac account in the same name as the Foreign Currency Account;
- the amount can be paid using a foreign currency draft, telegraphic transfer or bank cheque. Westpac charges a fee for these services (details of these fees are available on request);
- the amount can be transferred to another Westpac foreign exchange account (in the same name and currency as the Foreign Currency Account). Instructions regarding your foreign exchange account must be given to the branch where your Foreign Currency Account is held.

Customers who have access to Corporate On-Line can also use it to transfer funds between accounts in the same currency and, to or from their Australian dollar bank accounts, plus send telegraphic transfers in the same currency or in Australian dollars to an overseas bank (fees apply for telegraphic transfers).

Chequebooks and Handycard (ATM) access are not available on Foreign Currency Accounts. You can give deposit and withdrawal instructions to your local branch by completing a deposit/withdrawal form or by letter.

Foreign Currency Accounts are not accessible via Westpac Online Banking or Business Online but are available via Corporate Online as mentioned above.

The proceeds of foreign currency drafts or cheques deposited to your Foreign Currency Account will be available 7 business days after deposit, however they can still be dishonoured as it can take 4 or more weeks for Westpac to receive advice of dishonour from the overseas bank. In some circumstances Westpac may allow you immediate access to the proceeds of foreign currency drafts and cheques. There is a fee for this service and details are available on request. In all cases, if a draft or cheque is subsequently dishonoured, Westpac will debit your Foreign Currency Account for the amount of the dishonoured item together with a dishonour fee and any costs, charges and expenses we have incurred.

Organising an overdraft

An overdraft is a line of credit on your Foreign Currency Account, and may be available if you meet our standard credit assessment criteria. You should visit your local branch or contact your Westpac Relationship Manager or representative for more information.

Account statements

Westpac will mail you a statement every month unless we are unable, after taking reasonable steps, to locate you. The statement is designed to clearly show the transactions you have made.

Some transactions may not appear on the statement you receive in the mail, because the statement may have been issued before the transaction was processed. These are called unstatemented transactions and you can find up-to-date details about them by visiting any Westpac branch. If your account is inactive for three months or more, Westpac may change your account statement cycle to either quarterly or six monthly.

Please check all entries on statements carefully. If you believe there has been any error or unauthorised transaction, or have any other query, please contact your Westpac representative, your State International Service Centre or a Westpac branch immediately.

If you believe there has been any error in relation to your account, you must notify Westpac within three months of receiving your statement. If you do not notify us within this period, you may lose the right to make a claim against us regarding any forgery in relation to a cheque or any other discrepancy.

If you need additional copies of your statement or would like access to information on your transactions, contact your Westpac representative or visit your local branch. Westpac may charge a fee for providing additional account statements.

If, for any reason, your contact details or the account signatories change, you must notify your Westpac representative as soon as possible. Unless you have given us adequate prior notification of changes to contact details or other account information, Westpac cannot be held responsible for any resulting errors or losses.

Taxation implications

Interest earned on your Foreign Currency Account may form part of your assessable income and any gains or losses arising from the conversion of foreign currency may have similar income tax implications.

You may provide your Tax File Number (TFN) when you open your Foreign Currency Account or at any other time. If the investment is made in the course of an enterprise (that is, business activities) you may provide an Australian Business Number (ABN) as an alternative to your TFN. If you do not provide your TFN, ABN, or advise that you are eligible for an exemption from providing a TFN or ABN. Westpac may be obliged to deduct Pay as You Go (PAYG) Withholding Tax at the maximum marginal tax rate, plus the Medicare levy, from any interest income you earn on your Foreign Currency Account.

If you are a non-resident of Australia, Westpac may also be obliged to deduct PAYG Withholding Tax from any interest income you earn on your Foreign Currency Account.

Australian Taxation law is complex and its application will depend on your individual circumstances. Westpac recommends that you seek independent tax advice in respect of the tax consequence arising from the use of this product/service.

Goods and Services Tax

Where Westpac is liable to pay Goods and Services Tax (GST) or any similar tax on a supply made in connection with this product/service, then you agree to pay an additional amount equal to the consideration payable for the supply multiplied by the prevailing GST rate.

Closing an account

You can close your Foreign Currency Account at any time by visiting any branch and providing Westpac with written instructions. When we close your Foreign Currency Account, we will pay you the net credit balance of your account. The net credit balance is the credit balance plus any deposit interest, less any accrued fees and government charges up to the closing date. As with any other withdrawal, Westpac will not pay funds in foreign currency cash when a Foreign Currency Account is closed. Funds will be paid using one of the methods described in the section headed Operating your account.

Westpac may close your account due to unsatisfactory conduct or for any other reason we deem appropriate, such as an account being used for an illegal purpose. Westpac may also close an account if the account becomes inactive. An account becomes inactive if you do not make any deposits and/or withdrawals during a continuous six-month period. If we close your account, we will notify you in writing at the address shown on our records, and if appropriate will send you the net credit balance of your account.

The Commonwealth Government has legislation that governs unclaimed monies. It states that accounts where there have been no deposits or withdrawals (excluding any bank charges or interest paid) for seven years or more are to be treated as unclaimed monies. In this situation, accounts will be closed and credit balances may be transferred to the Commonwealth Government under the terms of the legislation.

We will assist account holders in making a claim to recover money that has been transferred to the Commonwealth Government. You can make a claim by visiting any branch. You will need to verify your identity by providing your account documents. You must also fill out a form that will need to be processed. This can take up to three months. Westpac is not liable for any exchange rate losses you may incur where unclaimed monies are recovered.

Account combination

Westpac has the right to combine your Foreign Currency Account with any other Westpac account you hold, such as a loan or credit account. That is, we can transfer sufficient money from your Foreign Currency Account to clear any debt you owe us in other loan or deposit accounts. If we do this, the balance of your Foreign Currency Account will reduce by the amount used for this purpose. You agree that you may not set off any amounts we owe you (for example credit balances in your accounts) against amounts you owe us.

If we exercise our right to combine accounts, we will notify you promptly in writing at the address shown in our records.

Changes to terms and conditions

We may change the terms and conditions of your account. We will always let you know if, for any reason, the terms and conditions of your account change.

We will notify you in writing about most changes, including the introduction of a new fee or charge (other than a government fee or charge), varying the minimum balance, or the method by which interest is calculated. The notice will be sent to your address, as shown on our records, at least 30 days before the change takes effect. However such notice will not be given in the case where you cannot reasonably be located.

Details of changes in interest rates are available on our website <http://www.westpac.com.au/internet/publish.nsf/Content/BBTR+FCA+TD> or by contacting your State International Service Centre, or by visiting any branch. Interest rates are also printed on account statements.

Variation of an existing fee or charge may be notified to you by advertisement in the national or local media or in writing, at least 30 days before the day on which the change becomes effective.

Other changes, including changes in government fees and charges, may be notified to you by advertisement in the national or local media or in writing, before the day on which the change becomes effective. However, advance notice may not be given when a change is due to an immediate need to restore or maintain the security of our systems or of individual accounts. In certain circumstances, notice may also be given after the change has occurred.

Provided you agree, we may notify you of any of the above types of changes either by electronic device or communication (such as email), or by making particulars of changes available at our website – www.westpac.com.au. You may, at any time, vary the electronic device or communication method you have nominated, or terminate your agreement to us allow us to notify you through any electronic method.

Example of interest calculation

The example below is indicative only and uses rates and figures we have selected to demonstrate how the product works. Actual interest rates vary from time to time. Note that the calculations below include rounding of decimal places.

Account balance remains at GBP 10,000.00 for every day in the month of May.

Interest rate for the tier GBP 3,001 to GBP 30,000 is 3.00%.

$$\frac{\text{GBP } 6,999 \times 3.00\% \times 31 \text{ days}}{365 \text{ days}} = \text{GBP } 17.83 \text{ Interest for month of May}$$

Telephone conversations

The terms of a Foreign Currency Account are usually agreed verbally over the telephone. Once we have reached an agreement, both you and Westpac are bound by the terms of the Foreign Currency Account.

Conversations with our dealing room, settlement and enquiry departments are recorded. This is standard market practice. We do this to make sure that we have complete records of the details of all transactions. Recorded conversations are retained for a limited period and may be used where there is a dispute or for staff monitoring purposes.

You will need to advise our dealer if you do not wish to be recorded. However, we will not enter into any transaction over the telephone unless the conversation is recorded.

Factors that may influence our advice

This document has been designed to help you choose the right product for your needs. When you ask for a recommendation, please be assured that our staff members will always explain your choices and suggest a suitable product.

Sometimes our staff may be eligible for incentives, including cash incentives, for achieving or exceeding sales targets. For more information, please consider Westpac's Financial Services Guide, which is available:

- at www.westpac.com.au
- by writing to us at GPO Box 3433, Sydney NSW 2001; or
- from any of our branches.

Code of Banking Practice compliance

The Code of Banking Practice is a self regulatory Code adopted by us and other banks. Its purpose is to set standards of good banking practice for banks to follow when dealing with individual and small business customers and their guarantors. If you are an individual or small business customer, each relevant provision of the Code applies to the Foreign Currency Account product described in this PDS.

The general descriptive information referred to in the Code (other than information in relation to bank cheques) is set out in this PDS. This includes information about:

- account opening procedures;
- our obligations regarding the confidentiality of your information;
- complaint handling procedures;
- the advisability of you informing us promptly when you are in financial difficulty; and
- the advisability of you reading the terms and conditions applying to a Foreign Currency Account as set out in this PDS.

The Electronic Funds Transfer Code of Conduct

The Electronic Funds Transfer Code of Conduct governs all electronic funds transfer transactions to or from your account, which are initiated by you through electronic equipment using an access method. We will actively comply with this code and this is our obligation to you.

Privacy and confidentiality

By opening a Foreign Currency Account you consent to Westpac and any other person who is at any time a member of the Westpac Group ('Westpac Company') collecting, using, disclosing and handling your personal information in the manner set out in this section.

Westpac and Westpac Companies may use your information:

- to establish and administer the financial products and services any Westpac Company provides to you;
- for product development, research and analysis; and
- to provide additional services to you, such as market updates and information on products and services.

The Westpac Companies may collect your information from many places including the information you provide when you open your Foreign Currency Account, correspondence with you or your legal, financial or tax adviser, the Westpac Company telephone calls with you or you using a Westpac Company's website or emailing a Westpac Company. The Westpac Companies may also collect your information from each other or from a service provider engaged to do something for any Westpac Company. Service providers typically engaged by Westpac Companies include registries, custodians, investment administrators, information technology advisers, mailhouses, auditors, legal advisers and consultants.

Sometimes, a Westpac Company, a service provider or your adviser may be located outside Australia. By opening a Foreign Currency Account, you consent to your information being transferred to a person such as this who is outside Australia.

Each Westpac Company may disclose your personal information:

- to each other, our service provider, or a person who acts on your behalf in relation to your investment (such as your adviser);
- as required or permitted by law; or
- with your consent.

You can request access to your personal information, or ask for any corrections to be made, by visiting any of our branches or contacting us by phone on 132 032. Westpac tries to give each customer access to their information on request, but we will tell you if this is not possible. You can contact Westpac if you do not want to receive any marketing information from Westpac or any other Westpac Company. A copy of our privacy policy is available at www.westpac.com.au.

Labour standards

When selecting, retaining or realising investments relating to our FCAs, we do not take into account labour standards or environmental, social or ethical considerations. To learn more about Westpac's commitment to sustainability (including our latest Stakeholder Impact Report) go to www.westpac.com.au.

Dispute resolution

Getting your complaint heard

Sometimes you may want to talk about problems you are having with us. Fixing these problems is very important to us. We've put in place ways of dealing with your issues quickly and fairly.

Please talk to us first

We aim to resolve your complaint at your first point of contact with us.

You can contact us 24 hours a day, 7 days a week from anywhere in Australia, by:

Telephone: 1300 130 467

E-mail: Go to our website, www.westpac.com.au and click on 'Contact Us'. Fax: (02) 8253 3707

Mail: GPO Box 5265, Sydney NSW 2001.

What to do if you are still unhappy

If we haven't been able to deal with your issues to your satisfaction, there are a number of other bodies you can go to. One of these is the Financial Ombudsman Services (FOS). The FOS deals with complaints about banks and their related companies. Their contact details are:

Financial Ombudsman Services
GPO Box 3, Melbourne VIC 3001
Telephone: 1300 780 808
Fax: (03) 9613 6399
Internet: www.fos.org.au

Financial Claims Scheme

You may be entitled to payment under the Australian Government's Financial Claims Scheme (Scheme). Payments under the Scheme are subject to a limit for each depositor. You should determine whether your aggregate deposits with Westpac exceed the limit, as you will not be entitled to the benefit of the Scheme in respect of any excess. Information about the Scheme (including the amount of the limit) can be obtained from the APRA website at <http://www.apra.gov.au> and the APRA hotline on 1300 131 060.

ASIC also has a free call Infoline on 1300 300 630, which you may use to make a complaint and obtain further information about your rights.

Communicating with you

From time to time, members of the Westpac Group may contact you with or send you information about other Westpac products and services that we feel might be of relevance or benefit. (Westpac Group refers to Westpac Banking Corporation and its related bodies corporate)

Although we encourage you to receive this information, it is not compulsory. If you do not wish to receive it, please advise us in one of these four ways:

- call Telephone Banking on 132 032;
- write to us at GPO Box 3433, Sydney NSW 2001;
- call your State International Service Centre; or
- visit any of our branches.

You don't need to do this if you have already told us you do not want to receive this sort of information.

Financial Crimes Monitoring

Regulatory and compliance controls and monitoring

Please be advised that in order for Westpac to meet its regulatory and compliance obligations, we will be increasing the levels of control and monitoring we perform.

You should be aware that:

- transactions may be delayed, blocked, frozen or refused where we have reasonable grounds to believe that they breach Australian law or sanctions (or the law or sanctions of any other country);
- where transactions are delayed, blocked, frozen or refused, Westpac and its correspondents are not liable for any loss you suffer (including consequential loss) in connection with a Foreign Currency Account or Westpac Corporate Online;
- we may from time to time require additional information from you to assist us in the above compliance process; and
- where legally obliged to do so, we will disclose the information gathered to regulatory and/or law enforcement agencies, other banks, other members of the Westpac Group, service providers or to other third parties.

You provide Westpac the following undertakings and indemnify Westpac against any potential losses arising from any breach by you of such undertakings:

- you will not initiate, engage in or effect a transaction that may be in breach of Australian law or sanctions (or the law or sanctions of any other country); and
- your use of the Foreign Currency Account does not breach any Australian law or sanctions (or the law or sanctions of any other country).

Westpac Banking Corporation contact information

International Sales and Service centres

1300 134 562 Option 2
9am – 7pm
Monday to Friday

Foreign currencies available

Interest calculated upon a 360 or 365 day year

United States Dollars (USD)	360
Great Britain Pounds (GBP)	365
Canadian Dollars (CAD)	360
Danish Kroner (DKK)	360
Euro (EUR)	360
Hong Kong Dollars (HKD)	365
Japanese Yen (JPY)	360
New Zealand Dollars (NZD)	365
Norwegian Kroner (NOK)	360
Singapore Dollars (SGD)	360
Swedish Kronor (SEK)	360
Swiss Francs (CHF)	360
Thailand Baht (THB)	365
South African Rand (ZAR)	360

