

Deposit accounts for business customers.

(No longer available for sale.)

Terms and Conditions.

Effective as at 26 November 2018.



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This booklet contains information on the following deposit accounts for business customers.

Not available for sale:

- Business Cheque (Agribusiness Cheque, Business, Agribusiness)
- Business Cheque Plus
- Business Cash Management
- Superannuation and Long Service Leave
- Business Advantage Saver
- Westpac Self Super Online (Information for these products can be found in a separate terms and conditions booklet)

Currently available for sale:

(Information for these products can be found in a separate terms and conditions booklet)

- Westpac Business One – Low Plan
- Westpac Business One – High Plan
- Westpac Business One – Negotiator Plan
- Westpac Business One – Flexi
- Westpac Business Cash Reserve
- Westpac Business Cash Reserve Bonus
- Westpac Business Premium Cash Reserve
- Westpac Community Solutions One
- Westpac Community Solutions Cash Reserve
- Westpac Community Solutions Cash Reserve Bonus
- Westpac DIY Super
- Bank Undertaking Security Deposit Account
- Statutory Trust – Real Estate Agents
- Statutory Trust – Conveyancers
- Statutory Trust – Solicitors
- Statutory Trust – Motor Dealers.

For further information, please call:

Business Telephone Banking on 132 142.

Your bank.

The advisory services and the banking products you'll find in this booklet are provided to you by:

Westpac Banking Corporation ABN 33 007 457 141
AFSL and Australian credit licence 233714
275 Kent Street, Sydney NSW 2000

We encourage you to read this booklet. Keep it handy so you can refer to it when you have questions.

Introduction.

This booklet sets out the Terms and Conditions of your account.

These terms are legally binding on you in your dealings with us.

The information in it is subject to change. We will provide updated information by giving you notice (if this were required, such as if the change were materially adverse to you) or by posting the information on our website. You can get a paper copy of any updated information without charge by contacting us.

You may contact us:

- By calling Business Telephone Banking on 132 142;
- By writing to us at GPO Box 3433, Sydney NSW 2001;
- By sending an email to online@westpac.com.au;
- By speaking to your relationship manager;
- By visiting our website westpac.com.au; or
- By visiting any of our branches or in-stores.

Contents.

Types of business accounts.	6
Summary of features and benefits.	7
Summary of fees and charges.	9
Other bank charges.	15
Explanation of our fees and charges.	17
1. When do fees get charged to my account?	17
2. If we don't charge a fee.	17
3. Monthly service fee.	17
4. Transaction fees.	17
5. How does the Bank charge these excess transactions?	17
5.1 Fees for using non-Westpac Group branded ATMs within Australia and overseas.	17
5.2 Periodical Payments.	18
5.3 Pay Anyone payments.	18
5.4 Government transaction taxes and duties on your account.	18
5.5 When are government transactions taxes and duties debited to my accounts?	18
A guide to using your accounts.	18
6. Opening your accounts.	18
6.1 What we need from you.	18
6.2 If this is your first account with us.	18
7. Providing us with your company or business Tax File Number.	18
7.1 What happens if I don't provide my Tax File Number?	18
7.2 When don't I need to provide a Tax File Number?	19
8. Opening a joint account.	19
9. Opening an account held in trust.	19
10. Giving a person the authority to use your account.	19
11. Current account information and account statements.	20
11.1 Statements.	20
11.2 Additional statement copies.	20
12. Different ways of making deposits.	21
12.1 Deposit books.	21
12.2 Rules about depositing.	21
12.3 Transcode 60/6 ¹ Deposit Books.	21
12.4 Rules about deposits made through a Westpac branded ATM.	22
13. Overdrawing your account.	22
13.1 Where we honour a payment and your account shows a negative/debit balance.	22
13.2 Where we dishonour/reject a payment.	22
13.3 When your credit rating could be affected.	23
13.4 Are you having financial difficulty?	23
14. Interest rates that may apply.	23
14.1 Interest that's paid to you.	23
14.2 How the interest you earn is calculated and paid.	23
14.3 Netted interest arrangement.	23
14.4 Interest rate types.	23
14.5 Interest that's charged to you.	24
14.6 Reallocation of Account Transaction Fees and Interest.	24
15. Stopping a payment.	24
15.1 How to stop a cheque payment.	24
15.2 How to stop an automated Periodical Payment.	24
15.3 How to stop an automated Direct Debit.	24

16. BPAY.	25
16.1 What you can do with BPAY.	25
16.2 Getting started.	25
16.3 Rules about BPAY.	25
16.4 Future dated payments.	25
16.5 Correct and incorrect amounts.	25
16.6 BPAY payments and system cut-off times.	25
16.7 Delays.	25
16.8 Other concerns and their solutions.	26
16.9 If you suspect fraud.	26
16.10 Consequential loss.	26
16.11 Liability for BPAY transactions.	26
17. When you haven't used your account for over 12 months.	26
17.1 Inactive accounts.	26
17.2 Unclaimed monies.	26
18. When the Bank can combine your accounts.	26
19. When the Bank may prevent access to funds in your account.	26
20. How to close your account.	27
20.1 How your closing balance (Termination Value) is calculated if your account balance is in credit.	27
20.2 How your closing balance (Termination Value) is calculated if there are uncleared funds or your account is overdrawn.	27
20.3 Things to remember when closing your account.	27
A guide to using your card.	27
21. Westpac Business Debit Mastercard®, Business Handycard and Handycard.	27
22. Issue of Westpac Business Debit Mastercards.	28
23. Use of the different types of Westpac Business Debit Mastercards.	28
24. Authorising Westpac Business Debit Mastercard transactions.	28
24.1 Recurring payments.	29
24.2 Mismatched authorisations.	29
24.3 Delayed authorisations.	29
24.4 Reversing a transaction.	29
25. Rules about your Westpac Business Debit Mastercard, Business Handycard and Handycard.	29
25.1 Westpac Business Debit Mastercard does not provide credit.	29
25.2 Cards and PINs.	29
25.3 Card validity and expiry.	30
25.4 Card limits.	30
25.5 Card cancellation.	30
25.6 Card re-issue.	30
25.7 Withdrawals at branches and other financial institutions.	30
25.8 All cards remain our property.	30
25.9 International transactions.	31
25.10 Fraud Detection System.	31
25.11 What to do if you want to dispute a Westpac Business Debit Mastercard transaction.	31
25.12 Statements.	31
Ways of accessing your accounts.	32
26. Your choices at a glance.	32
27. Branches.	32
27.1 What you can do at a Branch.	32
28. In-stores.	32
29. ATMs.	33
29.1 What you can do at Westpac branded ATMs.	33
29.2 What you can do at St.George/BankSA/Bank of Melbourne branded ATMs.	33
30. EFTPOS.	33
30.1 What you can do with EFTPOS.	33
30.2 What happens if an electronic banking terminal does not work?	33

31. Cheques.	34
31.1 What cheques offer	34
31.2 Business cheques getting started	34
31.3 Rules about cheques you write	34
31.4 Rules about depositing cheques	34
31.5 Withdrawing money from a deposited cheque	34
31.6 How to get access to cheque funds early	35
31.7 Dishonoured cheques deposited into your account	35
31.8 How to stop a cheque payment	35
31.9 If you suspect cheque fraud	35
31.10 Bank cheques	35
32. Business Telephone Banking.	35
32.1 Getting started	36
33. Business Online Banking.	36
33.1 Getting started	36
34. Online Investing.	36
34.1 What you can do with Online Investing	36
34.2 Getting started	36
34.3 Terms and Conditions	36
35. Corporate Online.	36
35.1 Rules about Corporate Online	36
Security and liability for cards.	37
36. Protecting cards and PINs.	37
36.1 Protecting cards	37
36.2 Card and PIN	37
36.3 Protecting a PIN	37
36.4 Loss or theft of a card or PIN	37
36.5 When the account holder is not liable	38
36.6 When the account holder is liable	38
36.7 When limited liability applies	38
General matters.	39
37. The Code of Banking Practice.	39
38. What to do if you have a problem or dispute.	39
39. What happens if your details change?	39
40. Privacy and Confidentiality.	39
41. Foreign Tax Residents.	40
42. Factors that may influence our advice.	40
43. Special offers.	40
44. Communication with you.	40
45. Anti-Money Laundering and Counter-Terrorism Financing Obligations.	40
46. Mistaken Internet Payments.	41
46.1 How we deal with Mistaken Internet Payments	41
46.2 Where sufficient funds are available in the unintended recipient's account	41
46.3 Where the report is made within 10 business days of the payment	41
46.4 Where the report is made between 10 business days and 7 months of the payment	41
46.5 Where a report is made more than 7 months after the payment	41
46.6 Where sufficient funds are not available	41
46.7 Where you receive a Mistaken Internet Payment	41
46.8 Liability for losses arising from Mistaken Internet Payments	42
47. Changes to Terms and Conditions.	42
Definitions.	43

Types of business accounts.

Business accounts	Most suitable if you need
Business Cheque (Agribusiness Cheque, Business, Agribusiness)	An everyday account that is ideal if you are concerned about minimising the amount of fees you are paying.
Business Cheque Plus	An everyday account that offers you a competitive rate of interest and full access to funds. Ideal if you are likely to need an overdraft of \$20,000 or more.
Business Cash Management	An account that gives you immediate access to your funds.
Business Advantage Saver	An everyday cheque account that is ideal if you are concerned about minimising the amount of fees you are paying.
Superannuation and Long Service Leave	An account designed for Long Service Leave entitlements and short term Superannuation holdings for employees which is interest bearing and fee free. This account should not be used as a long term investment choice for Superannuation Guarantee contributions.
Westpac Self Super Online	An online savings account designed for those who wish to earn a high rate of interest on the cash component of their self managed super, having 24 hours, 7 days a week convenient access to funds via Telephone Banking and Online Banking and Cheque Access.

Summary of features and benefits.

Features	Business Cheque (Agribusiness Cheque, Business, Agribusiness)	Business Cheque Plus	Business Cash Management
Who is eligible to open this account?	Business customers only.	Business customers only.	Business customers only.
Will my company/business earn interest? ¹	✗ No interest is paid on this account.	✓ Tiered interest is paid on the amount of the closing balance that is in excess of \$2,000.	✓ Tiered interest is paid on your entire balance except where your balance falls below \$5,000.
How often is interest paid?	Not applicable.	Monthly.	Monthly.
Will my company get a regular statement?	✓	✓	✓
Can my company/business make Periodical Payments from this account?	✓	✓	✓
Is there an overdraft/loan facility available?	✗ ²	✗ ²	✗ ²
Is cheque access available?	✓ Must be over 18 years of age ³ .	✓ Must be over 18 years of age.	✓ Must be over 18 years of age.
Can my company/business pay bills using BPAY®?	✓	✓	✓
Minimum amount required to open an account.	\$1	\$1	\$5,000
Is Westpac Business Debit Mastercard®/Business Handycard/Handycard access available on my account?	✓	✓	✓

1. May not apply to accounts subject to a netted interest or a set-off arrangement (refer to this booklet - 'Interest rates that may apply').

2. Not available for new overdraft requests from 30 September 2013.

3. Cheque access is not available on Business and Agribusiness accounts..

Features	Superannuation and Long Service Leave	Business Advantage Saver	Westpac Self Super Online
Who is eligible to open this account?	Business customers only.	Non-profit organisations only. Approval of application is at the discretion of the Bank.	Business customers with a registered self managed super fund.
Will my company/business earn interest?	✓ Tiered rate of interest apply.	✗	✓ Tiered interest is paid on your entire balance.
How often is interest paid?	Monthly.	Not applicable.	Monthly.
Will my company get a regular statement?	✓	✓	✓ Choice of 3 or 6 monthly.
Can my company/business make Periodical Payments from this account?	✓	✓	✗
Is there an overdraft/loan facility available?	✗ ¹	✗ ¹	✗
Is cheque access available?	✓ Must be over 18 years of age.	✓ Must be over 18 years of age.	✓ Must be over 18 years of age.
Can my company/business pay bills using BPAY?	✗	✗	✗
Minimum amount required to open an account	\$1	\$1	\$1
Is Westpac Business Debit Mastercard/Business Handycard/Handycard access available on my account?	✗	✗	✗

1. Not available for new overdraft requests from 30 September 2013.

Summary of fees and charges.

Fees	Business Cheque (Agribusiness Cheque, Business, Agribusiness)	Business Cheque Plus
Monthly Service Fee	\$8.50 per month. Monthly Service Fee will be waived if a \$5,000 minimum balance is held for a month.	\$13 per month. NIL if approved overdraft of \$20,000 or more.
Number of free transaction per month	20 per month. ¹	40 per month. ¹ With an additional 50 free transactions if the minimum monthly balance is at least \$100,000.
Transaction Fees (charge per transaction when Allowable Transaction Value/Number of free transactions per month is exceeded).		
Self-service (electronic) Withdrawals	\$0.20	\$0.20
Self-service (electronic) Deposits	\$0.20	\$0.20
Cheques Written	\$0.60	\$0.60
Cheques Collected/ Deposited²	\$0.60	\$0.60
Staff-assisted withdrawal³	\$1.00	\$1.00
Staff-assisted deposit	\$1.00	\$1.00
Narrated Credits⁴	\$1.00	\$1.00
Pay Anyone	NIL (transfers to another Westpac branded account). NIL (transfers to any other account).	NIL (transfers to another Westpac branded account). NIL (transfers to any other account).
Periodical Payments (additional fees apply)⁵	\$0.20	\$0.20

Fees	Business Cheque (Agribusiness Cheque, Business, Agribusiness)	Business Cheque Plus
Non-Westpac Group branded ATM Transactions and Overseas EFTPOS Transactions		
Non-Westpac Group branded ATMs within Australia (cash withdrawals or balance enquiries)⁶	\$0.00	
Overseas ATM Cash Withdrawals⁷	\$5.00. Nil for cash withdrawals from ATMs belonging to institutions in the Global ATM Alliance.	
Overseas ATM Balance Enquiry	\$0.00	
Westpac Foreign Transaction Fee	The fee amount charged is dependent on the nature of the transaction. See <i>footnote 8</i> for further details.	
Account Enquiries		
Non-Westpac Group branded ATMs (within Australia)⁶	\$0.00 per enquiry.	
Business Telephone Banking⁹	20 free enquiries per month then excess enquiry fees are charged at: Self-service: \$0.25; Staff-assisted: \$0.65 per excess Business Telephone Banking enquiry. Note: the Business Telephone Banking excess enquiry fees on these accounts do not apply if the minimum monthly balance in the account is greater than \$5,000 or a minimum \$5,000 overdraft exists (where applicable).	
Business Online Banking	Account enquiries are always free when you use Business Online Banking.	

- The free transaction limit will be calculated on total transactions, counting electronic transactions first, followed by cheque and then branch transactions.
- A deposit to an account with two cheques will count as three transactions, one for the deposit (which is charged as a branch transaction) and one for each cheque lodged because each item requires individual processing.
- The branch staff-assisted electronic fee is not applicable if your business account does not have card access.
- Narrated credits are branch transactions using a serial number encoded deposit slip designed to allow you to identify the deposit from the serial number used.
- These additional fees are not included in your Monthly Allowable Transaction Value. See 'Other Bank Charges'.
- Non-Westpac Group branded ATMs apply an ATM operator fee by the ATM Owner, which is disclosed at the time of the transaction on the ATM screen. This fee will be debited on the day (or next Business day) of the transaction and itemised separately on your statement.
- Some overseas banks may also apply a surcharge to withdrawals from this ATMs. This should be drawn to your attention before you proceed with your transaction. This surcharge amount will be added to your withdrawal amount, converted to Australian dollars and debited to your account as one transaction. Details of how to access your accounts via an ATM whilst overseas, and of the participating institutions in the Global ATM Alliance, are available in the 'A banking guide for overseas travel' brochure. Visit your local branch, call Business Telephone Banking for further details, or log on to westpac.com.au/business.
- The Westpac Foreign Transaction fee is payable and will be incorporated into the \$AUD transaction amount shown on your statement. The fee charged will dependent on the nature of the transaction as follows:
 - 3% of the \$AUD transaction amount where a transaction is made in foreign currency and the merchant or financial institution accepting the card is located outside of Australia (comprising of 2% Westpac Processing Fee plus 1% Westpac On-Charged Scheme Fee); or
 - 2.2% of the \$AUD transaction amount where a transaction is made in foreign currency and the merchant or financial institution accepting the card is located in Australia (comprising of 2% Westpac Processing Fee plus a Westpac On-Charged Scheme Fee of 0.2%).
- Account enquiries include balance enquiries and obtaining the details of a deposit or withdrawal. An account balance received immediately after, and as part of, a withdrawal transaction is exempt from fees and does not count towards the number of fee-free transactions.

Fees	Business Advantage Saver	Superannuation and Long Service Leave
Monthly Service Fee	\$8.50 per month. Monthly Service Fee will be waived if a \$5,000 minimum balance is held for a month.	NIL
Number of free transaction per month	20 per month. ¹	Not applicable.
Transaction Fees (charge per transaction when Allowable Transaction Value/Number of free transactions per month is exceeded).		
Self-service (electronic) Withdrawals	\$0.20	NIL
Self-service (electronic) Deposits	\$0.20	NIL
Cheques Written	\$0.60	NIL
Cheques Collected/ Deposited²	\$0.60	NIL
Staff-assisted withdrawal³	\$1.00	NIL
Staff-assisted deposit	\$1.00	NIL
Narrated Credits⁴	\$1.00	NIL
Pay Anyone	NIL (transfers to another Westpac branded account). NIL (transfers to any other account).	NIL (transfers to another Westpac branded account). NIL (transfers to any other account).
Periodical Payments (additional fees apply)⁵	\$0.20	NIL
Non-Westpac Group branded ATM Transactions and Overseas EFTPOS Transactions		
Non-Westpac Group branded ATMs within Australia (cash withdrawals or balance enquiries)⁶	\$0.00	
Overseas ATM Cash Withdrawals⁷	\$5.00. NIL for cash withdrawals from ATMs belonging to institutions in the Global ATM Alliance.	
Overseas ATM Balance Enquiry	\$0.00	
Westpac Foreign Transaction Fee	The fee amount charged is dependent on the nature of the transaction. See <i>footnote 8</i> for further details.	

Fees	Business Advantage Saver	Superannuation and Long Service Leave
Account Enquiries		
Non-Westpac Group branded ATMs (within Australia)⁶	Not applicable.	Not applicable.
Business Telephone Banking⁹	NIL	20 free enquiries per month then excess enquiry fees are charged at: Self-service: \$0.25; Staff-assisted: \$0.60 per excess Business Telephone Banking enquiry. Note: the Business Telephone Banking excess enquiry fees on these accounts do not apply if the minimum monthly balance in the account is greater than \$5,000 or a minimum \$5,000 overdraft exists (where applicable).
Business Online Banking	Account enquiries are always free when you use Business Online Banking.	

- The free transaction limit will be calculated on total transactions, counting electronic transactions first, followed by cheque and then branch transactions.
- A deposit to an account with two cheques will count as three transactions, one for the deposit (which is charged as a branch transaction) and one for each cheque lodged because each item requires individual processing.
- The branch staff-assisted electronic fee is not applicable if your business account does not have card access.
- Narrated credits are branch transactions using a serial number encoded deposit slip designed to allow you to identify the deposit from the serial number used.
- These additional fees are not included in your Monthly Allowable Transaction Value. See 'Other Bank Charges'.
- Non-Westpac Group branded ATMs apply an ATM operator fee by the ATM Owner, which is disclosed at the time of the transaction on the ATM screen. This fee will be debited on the day (or next Business day) of the transaction and itemised separately on your statement.
- Some overseas banks may also apply a surcharge to withdrawals from this ATMs. This should be drawn to your attention before you proceed with your transaction. This surcharge amount will be added to your withdrawal amount, converted to Australian dollars and debited to your account as one transaction. Details of how to access your accounts via an ATM whilst overseas, and of the participating institutions in the Global ATM Alliance, are available in the 'A banking guide for overseas travel' brochure. Visit your local branch, call Business Telephone Banking for further details, or log on to westpac.com.au/business.
- The Westpac Foreign Transaction fee is payable and will be incorporated into the \$AUD transaction amount shown on your statement. The fee charged will dependent on the nature of the transaction as follows:
 - 3% of the \$AUD transaction amount where a transaction is made in foreign currency and the merchant or financial institution accepting the card is located outside of Australia (comprising of 2% Westpac Processing Fee plus 1% Westpac On-Charged Scheme Fee); or
 - 2.2% of the \$AUD transaction amount where a transaction is made in foreign currency and the merchant or financial institution accepting the card is located in Australia (comprising of 2% Westpac Processing Fee plus a Westpac On-Charged Scheme Fee of 0.2%).
- Account enquiries include balance enquiries and obtaining the details of a deposit or withdrawal. An account balance received immediately after, and as part of, a withdrawal transaction is exempt from fees and does not count towards the number of fee-free transactions.

Fees	Business Cash Management	Westpac Self Super Online
Monthly Plan/Service Fee	\$5.00 per month. NIL if the minimum monthly balance is \$5,000 or more or an approved overdraft is in place.	NIL
Allowable Transaction Value/Number of free transaction per month	12 free withdrawals or cheques deposited per month. Deposits (except cheque deposits) are free and are not included in your free transaction allowance.	Unlimited transactions between other Westpac Business transaction accounts held by the customer in the same name(s) as the Westpac Self Super Online account, using Business Online Banking or automated Business Telephone Banking only.
Transaction Fees (charge per transaction when Allowable Transaction Value/Number of free transactions per month is exceeded).		
Business Online Banking withdrawal	\$0.75	NIL
Self-service (electronic withdrawals)	\$0.75	NIL
Business Telephone Banking self-service withdrawals	\$0.75	NIL
EFTPOS withdrawals	\$0.75	Not applicable.
Westpac Group branded ATM withdrawals	\$0.75	Not applicable.
Self-service (electronic) Deposits	NIL	NIL
Cheques written	\$0.75	\$5.00
Cheques Collected/Deposited¹	\$0.75	\$2.50
Staff-assisted withdrawals²	\$1.65	Not applicable.
Staff-assisted deposit (including Westpac ATM)	NIL	\$2.50
Narrated Credits³	NIL	Not applicable.
Pay Anyone (a self-service electronic withdrawal fee may apply for the debit made to your account)	NIL (transfers to another Westpac branded account). NIL (transfers to any other account).	NIL (transfers to another Westpac branded account). NIL (transfers to any other account).
Periodical Payments (additional fees apply)⁴	\$0.75	Not applicable.

Fees	Business Cash Management	Westpac Self Super Online
Non-Westpac Group branded ATM Transactions and Overseas EFTPOS Transactions		
Non-Westpac Group branded ATMs within Australia (cash withdrawals or balance enquiries)⁵	\$0.00	Not applicable.
Overseas ATM Cash Withdrawals⁶	\$5.00 for cash withdrawals. NIL for cash withdrawals from ATMs belonging to institutions participating in the Global ATM Alliance.	Not applicable.
Westpac Foreign Transaction Fee	The fee amount charged is dependent on the nature of the transaction. See <i>footnote 7</i> below for further details.	Not applicable.
Account Enquiries		
Non-Westpac Group branded ATMs (within Australia)⁵	\$0.00 per enquiry.	Not applicable.
Business Telephone Banking⁸	12 free enquiries per month then excess enquiry fees are charged at: Self service: \$0.65; Staff assisted: \$1.50 per excess Telephone Banking enquiry. Note: the Business Telephone Banking excess enquiry fees on this account do not apply if the minimum monthly balance in the account is greater than \$5,000 or a minimum \$5,000 overdraft exists.	\$0.00 per enquiry.
Business Online Banking	Account enquiries are always free when you use Business Online Banking.	

1. A deposit to an account with two cheques will count as three transactions, one for the deposit (which is charged as a branch transaction) and one for each cheque lodged because each item requires individual processing.
2. The branch staff-assisted electronic fee is not applicable if your business account does not have card access.
3. Narrated credits are branch transactions using a serial number encoded deposit slip designed to allow you to identify the deposit from the serial number used.
4. These additional fees are not included in your Monthly Allowable Transaction Value. See 'Other Bank Charges'.
5. Non-Westpac Group branded ATMs apply an ATM operator fee by the ATM Owner, which is disclosed at the time of the transaction on the ATM screen. This fee will be debited on the day (or next Business day) of the transaction and itemised separately on your statement.
6. Some overseas banks may also apply a surcharge to withdrawals from their ATMs. This should be drawn to your attention before you proceed with your transaction. This surcharge amount will be added to your withdrawal amount, converted to Australian dollars and debited to your account as one transaction. Details of how to access your accounts via an ATM whilst overseas, and of the participating institutions in the Global ATM Alliance, are available in the 'A banking guide for overseas travel' brochure. Visit your local branch, call Business Telephone Banking for further details or log on to westpac.com.au/business
7. The Westpac Foreign Transaction fee is payable and will be incorporated into the \$AUD transaction amount shown on your statement. The fee charged will dependent on the nature of the transaction as follows:
 - (a) 3% of the \$AUD transaction amount where a transaction is made in foreign currency and the merchant or financial institution accepting the card is located outside of Australia (comprising of 2% Westpac Processing Fee plus 1% Westpac On-Charged Scheme Fee); or
 - (b) 2.2% of the \$AUD transaction amount where a transaction is made in foreign currency and the merchant or financial institution accepting the card is located in Australia (comprising of 2% Westpac Processing Fee plus a Westpac On-Charged Scheme Fee of 0.2%).
8. Account enquiries include balance enquiries and obtaining the details of a deposit or withdrawal. An account balance received immediately after, and as part of, a withdrawal transaction is exempt from fees and does not count towards the number of fee-free transactions.

Other bank charges.

Transaction type	Fee
<p>Periodical Payments (per payment)¹</p> <ul style="list-style-type: none"> From a Westpac branded account to an account at an overseas financial institution via Bank Draft or Overseas Telegraphic Transfer. By Bank Cheque. Periodical Payment not made fee (for lack of funds in your account). <p>Note: Excess transaction fees may apply where you exceed any monthly withdrawal allowance that applies to your account. See the 'Summary of Fees and Charges' section that apply to your account.</p>	<p>\$5.00 (for each payment plus normal international service charges).</p> <p>\$10.00 (there is no additional charge for the issue of the bank cheque).</p> <p>\$5.00 (for each missed payment).</p>
<p>Overdrawing your accounts</p> <ul style="list-style-type: none"> Account overdrawn fee. 	<p>\$15.00 per occurrence.</p>
<p>Where we dishonour/reject a payment</p> <ul style="list-style-type: none"> Dishonour of cheques you have written, Direct Debits or Periodical Payments not made (Outward Dishonour). Dishonour of cheques written by someone else and deposited to your account (Inward Dishonour). 	<p>\$5.00 per item.</p> <p>FREE</p>
<p>Stopping a business cheque payment</p> <ul style="list-style-type: none"> Lost or stolen cheque book where cheques are not signed. All other cheques (such as those you have signed but have decided to stop). 	<p>FREE</p> <p>\$12.00 per cheque.</p>
<p>Special clearance of cheques</p> <ul style="list-style-type: none"> Cheques processed through the clearing system, and phone or mail clearance is obtained. 'On-the-spot' clearance at the branch on which the cheque is drawn. Items delivered to another branch or bank (where available). 	<p>\$16 per request.</p> <p>\$16 per request.</p> <p>\$75 per hour (min \$35) plus out of pocket expenses (where applicable).</p>
<p>Bank Cheques</p> <ul style="list-style-type: none"> Bank Cheque. Bank Cheque Online. Refunding a Bank cheque no longer required – original presented. Refunding/Replacing a Bank cheque – original lost, stolen or destroyed. <p>Note: Excess transaction fees may apply where you exceed any monthly withdrawal allowance that applies to your account. See the 'Summary of Fees and Charges' section that apply to your account.</p>	<p>\$10.00</p> <p>\$5.00 (which includes a customised remittance plus postage and handling).</p> <p>\$12.00 per cheque (for bank customers).</p> <p>\$27.00 per cheque (for bank customers).</p>
<p>Deposit Books</p> <ul style="list-style-type: none"> Standard deposit book. Duplicate deposit book. Triplicate deposit book. 	<p>FREE</p> <p>\$5.00 per book.</p> <p>\$7.00 per book.</p>

1. Periodical Payments are not available for all products. Check with us.

Transaction type	Fee
Transcode 60/61 Deposit Books <ul style="list-style-type: none"> • Book of 25 forms. • Book of 50 forms. • Book of 100 forms. • ABS Summary Slips. 	\$2.00 per book. \$4.00 per book. \$8.00 per book. \$8.00 per book.
Mail Credits <ul style="list-style-type: none"> • Mail Credits. 	FREE if a deposit slip is included in the envelope with the deposit. \$2.00 if a deposit slip is not included. No fee is charged for deposits to Retirement Saver, loans or credit card accounts held with the Bank.
Pay Anyone using Business Online Banking <ul style="list-style-type: none"> • Credits to other accounts held with Westpac and/or other Financial Institutions using the 'Pay Anyone' function. 	NIL (transfers to another Westpac branded account). NIL per credit (transfers to any other account). Important Note: A self-service (electronic) withdrawal fee may apply for the debit made to your account. For further information regarding standard account fee charges for your account, refer to the 'Summary of Fees and Charges' section.
Statements <ul style="list-style-type: none"> • Original account statement. • Additional copies of your current statement. • Duplicate statement. • Business Online Banking statement summary. • Business Telephone Banking statement summary. • ATM mini-statement (not applicable for Westpac Self Super Online). 	FREE \$4.00 per page. \$2.00 per statement. FREE Free per mail request. \$0.65 (charged direct to the account that you order the mini-statement from).
Historical account information <ul style="list-style-type: none"> • Voucher retrieval. • Tracing. 	\$13 per item. \$35 per item.
Telegraphic Transfers You can send a payment in Australian Dollars or foreign currency to any account by:	
Local Telegraphic Transfer Any branch or bank within Australia. Funds are normally available on the same day if request is received before 4pm.	\$30.00
Overseas Telegraphic Transfer (Outward) Any overseas branch or bank. Funds are normally available within 1-3 business days.	\$32.00 per transfer via branch*. \$10.00 per transfer in foreign currency via online#. \$20.00 per transfer in Australian Dollars via online#. \$25.00 when you ask us to advise you of the outcome of the transfer*. \$25.00 when you ask us to amend the transfer instructions*. \$25.00 when you ask us to cancel the transfer and/or return the funds*.
Overseas Telegraphic Transfer (Inward) All inward payments from overseas and locally.	\$12.00 credit to Westpac account*. \$22.00 paid by bank cheque or cash*. \$24.00 where you instruct us to credit to an account at another Australian financial institution in AUD*. \$50.00 all disbursements in foreign currency*.

* These fees are payable for banking services that are not related to your account. They are current as at the effective date on the front of this document but are subject to change without notice. Contact us for more information about our fees for other banking services.

** Excess transaction fees may apply where you exceed any monthly withdrawal allowance that applies to your account. See the terms and conditions that apply to your account.

These fees are not included as part of any monthly withdrawal allowance. Excess transaction fees may apply where you exceed any monthly withdrawal allowance that applies to your account. See the Fees and Charges table that applies to your account.

Explanation of our fees and charges.

1. When do fees get charged to my account?

For all accounts, Bank account fees (excluding those relating to accessing your account via an overseas ATM or through a non Westpac Group ATM) are debited on the first Business day of each calendar month or upon account closure. The fees relate to account activity for the previous month. Fees for overseas ATMs and non Westpac Group ATMs¹ are debited to your account on the day (or the next Business day) that the cash withdrawal or balance enquiry is made.

Other relevant fees will be charged to your account on the day that the service is provided, or the next Business day.

2. If we don't charge a fee.

The Bank may elect not to charge a fee, which it is otherwise entitled to charge, under the terms and conditions of the account. Any failure by the Bank to charge a fee shall not constitute a waiver of that fee or the right to charge that fee.

3. Monthly service fee.

The monthly service fee is charged once in each calendar month and is debited from your account on the first day of the following month.

4. Transaction fees.

Transaction fees are fees for certain customer initiated transactions performed on your account. There are two ways a transaction fee may apply:

1. Transactions that are counted towards the free withdrawal allowance and are charged once the free withdrawal allowance is exceeded.
2. Transactions that do not count towards the free withdrawal allowance and are charged for each occasion they are performed.

Once the free monthly withdrawal allowance on your account has been used (where applicable), each subsequent transaction will incur a different transaction fee depending on how the transaction was made. To avoid paying excess transaction fees, stay within your account's free monthly withdrawal allowance.

The free monthly allowance on your account applies per calendar month. Any 'unused' free withdrawals for the calendar month are not added to the next month's free withdrawal allowance. We count withdrawals on the date we process them to your account, which may be on a date after the day on which you make the withdrawal. This means that a withdrawal made towards the end of a month may be processed in the following month and count against that month's free withdrawal allowance.

Transaction fees (excluding those relating to accessing your account via overseas ATMs or non-Westpac Group branded ATMs) are calculated based on the order they appear on your statement and are debited from your account on the first day of the following month or upon account closure for account activity for the previous month.

Fees for overseas ATMs and non-Westpac Group¹ branded ATMs are debited to your account on the same day (or the next Business day) that the cash withdrawal or balance enquiry is made.

5. How does the Bank charge these excess transactions?

Excess transaction fees are only charged if total transactions for the calendar month exceed the number of fee free transactions for the account.

The free transaction limit is calculated on total transactions counting electronic transactions first, followed by cheque and then branch transactions. For example, if a customer makes 50 transactions in a month - 5 branch, 35 cheque and 10 electronic - and the account offers 16 free transactions, the free transactions would be 10 electronic and 6 cheque transactions.

For the Business Cash Management account the free transaction limit is calculated on total transactions excluding deposits (except cheques deposited), counting branch transactions first, followed by cheque and then electronic transactions.

Bank account fees and government transaction taxes and duties are not counted in the free transaction limit.

5.1 Fees for using non-Westpac Group branded ATMs within Australia and overseas.

Withdrawals and balance enquiries made from non-Westpac Group¹ branded ATMs (within Australia and overseas) are not included as part of your account's free transaction allowance. That means where a fee applies you will always be charged for these ATM withdrawals and balance enquiries regardless of the number of free withdrawals or transactions available with your account.

To avoid paying these transaction fees, always use Westpac group branded ATMs, take out extra cash when you use EFTPOS, or use one of the overseas banks offering free cash withdrawals in the Global ATM Alliance.

1. Non-Westpac Group branded ATMs apply an ATM operator fee by the ATM Owner, which is disclosed at the time of the transaction on the ATM screen. This fee will be debited on the day (or next Business day) of the transaction and itemised separately on your statement.

5.2 Periodical Payments.

The terms and conditions specifically relating to Periodical Payments can be found in the Periodical Payments – Terms and Conditions for using the service, available at any branch or at westpac.com.au. Periodical Payments are included in any free monthly transaction allowance that applies to your account. However, when a Periodical Payment is made by Bank cheque, or International telegraphic transfer or Bank draft an additional fee will apply for each transaction. See 'Other Bank Charges' on Page 16.

5.3 Pay Anyone payments.

A Pay Anyone transaction may incur a Self-Service (electronic) withdrawal fee (subject to any free transaction allowances that may apply to your account). Please see the '*Summary of Fees and Charges*' that applies to your account.

5.4 Government transaction taxes and duties on your account.

Your deposit accounts are also subject to government taxes and duties, which will vary from State to State. Special government taxes and duties may apply in different regions around Australia. For example, the Norfolk Island Financial Institutions Levy, which is a levy of 1% of the value of deposits and applies to a range of Westpac products and transactions.

5.5 When are government transactions taxes and duties debited to my accounts?

Government transaction taxes and duties are debited to your account on the first Business day of each calendar month or upon account closure. Government taxes and duties cannot be paid in cash or deducted from another account.

A guide to using your accounts.

6. Opening your accounts.

You can open an account through your relationship manager, at a branch or online via Telephone Banking or Online Banking.

6.1 What we need from you.

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

6.2 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 a *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 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.

7. Providing us with your company or business Tax File Number.

Each time you open an account that earns interest, you'll be asked if you wish to provide your company or business Tax File Number or your Australian Business Number. That's because, under Federal law, accounts earning interest are subject to *A New Tax System (Pay As You Go) Act 1999*.

You can provide your company or business Tax File Number when you open the account or at any other time. An Australian Business Number may be provided as an alternative to your Tax File Number.

For joint accounts, a minimum of two Tax File Numbers or Australian Business Numbers (one each) from the account holders are required. For accounts held in trust, you can quote your company or business Tax File Number. If, on the other hand, a formal trust has been established, you can quote the trust's Tax File Number.

7.1 What happens if I don't provide my Tax File Number?

Providing us with your company or business Tax File Number is advisable but not compulsory. However, if you choose not to provide it, we are required to deduct withholding tax at the highest marginal tax rate – plus the Medicare Levy, when you earn interest income of \$120 or more a year pro rata. Any type of bank account or investment that pays interest, dividends or unit trust distributions is affected by this legislation.

7.2 When don't I need to provide a Tax File Number?

If you fall into one of the following categories you can claim an exemption from quoting your company or business Tax File Number, and withholding tax will not be deducted. You will need to tell us the type of exemption you are claiming. Those eligible include:

- business customers opening special accounts where the income earned does not accrue to the person named as the account holder;
- religious and voluntary organisations;
- government bodies and local authorities.

8. Opening a joint account.

You may open an account to be held as a joint account. The credit balance of an account held in joint names is held jointly by all account holders, which means each account holder has the right to all funds in the account.

The joint account holders must all sign an authority telling us how the account can be operated. The authorised method of operation can be 'jointly' (two or more signatories must act together) or 'severally' (signatories may act individually). The joint account holders can change this arrangement at any time simply by signing a new or amending the existing account authority.

If we are made aware of any dispute on a joint account, we may require all account holders to sign to authorise any operation on an account.

It's important to understand what each account holder's responsibilities are prior to undertaking any financial commitment jointly.

Always consider that:

- when an account is held in joint names and one account holder dies, we may treat the credit balance in the account as owing to the surviving account holder(s); and
- the liability of joint account holders on an account is joint and several, so 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.

9. Opening an account held in trust.

We can open trust accounts on request for a variety of situations that include:

- where an individual, partnership/firm, or company is required by law to conduct a trust account, e.g. solicitor or real estate agent;
- for Trustees under a bankruptcy or liquidation order;
- for Trustees under a deed of family arrangement.

10. Giving a person the authority to use your account.

The account holder can authorise another person to operate their accounts by completing a Notice of Authority. The Notice of Authority sets out the things that an authorised person can do in respect of the account. For joint accounts, each joint account holder must sign the authority.

The account holder(s) or third party may cancel the authority to operate at any time by visiting any branch, however the account holder(s) will be liable for:

- any transactions made prior to the authority being cancelled, regardless of when the transactions are debited to the account(s);
- any future dated payments, cheques, authority debits, Periodical Payments, bill payments, drafts, bills of exchange, or promissory notes established by the third party prior to the cancellation of the authority.

The Bank may also cancel the third party's right to operate the account at any time.

If the authority relates to a Debit Mastercard (where held by Victorian customers only):

- Westpac may issue an additional Westpac Debit Mastercard to any person nominated by the account holder, provided that each person is over the age of 18 years;
- the account holder is responsible to Westpac for the use by a third party cardholder of their Debit Mastercard.

A third party will not be able to:

- open new accounts;
- alter the account holder's details on the account;
- add or delete any other third party on the account to which they have access.

Please note the following points regarding cheque books and statements:

- any cheque books issued on the account (where available) will bear the name of the account holder(s);
- cheque books will be mailed to the account holder(s) mailing address unless alternative arrangements are made by the account holder;
- cheque books and statements cannot be sent to a branch for collection, unless in exceptional circumstances;
- all transactions will appear on the account statement, however the statement narrative will not identify the initiator of the transaction.

The account holder will be liable for any transactions made by the third party and any associated fees and charges.

11. Current account information and account statements.

11.1 Statements.

You can get up-to-date information on your account 24 hours a day, 7 days a week. Accessing this information can either be free or incur a fee, depending on the type of service you choose and the frequency of your request.

A statement will be provided to you at least every six months, unless we are unable, after taking reasonable steps, to locate you.

The Bank may change your statement cycle to either quarterly or six monthly if your account is inactive for 3 months or more.

If there are no transactions posted to your account in a statement period (and the account balance is zero in the case of accounts with overdrafts arrangements), your statement will be deferred to the next statement cycle. However, you will always be sent a statement at least every 6 months.

You may ask to change your statement frequency at any time.

Your statement summary may be slightly different if you have a Business Cash Management Account.

The statement is designed to clearly show the transactions you've made, how often and how much they cost. This is called the 'Original' account statement.

Remember, statements are an important part of your banking and finances in general. Please be advised that:

- all entries on statements should be checked carefully and any apparent or possible unauthorised transaction promptly reported to the Bank (if you do have an enquiry regarding an entry on your statement refer to 'What to do if you have a problem or dispute' in this booklet);
- you should retain transaction records or transaction record numbers to confirm against items appearing on the statement of your account;
- it will assist any claim you may need to make regarding any lack of authority, including forgery, or any other discrepancy if you notify us, within three months of receiving your statement of account, if there is any cheque noted on your statement which we have paid but you did not authorise, or if any other amount(s) has been debited to your account without your authority.

Some transactions may not appear on the statement you receive 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 using Business Telephone Banking or Business Online Banking, ATMs or from any branch.

As a method of providing you with a statement, we may make an electronic statement available. A notification email message will be sent to your nominated email address advising you when your electronic statement is available to be viewed using our Business Online Banking or Corporate Online service. You must be registered for Business Online Banking and have supplied us with a valid email address in order to receive electronic statements. Customers registered with the Corporate Online Service are able to view the last 12 months statements online via Corporate Online.

11.2 Additional statement copies.

If you need additional copies of your statement (including historical statements) or would like access to information on your transactions, the ways to obtain these are summarised in the following table (a fee may apply).

How to find out about the transactions which have occurred on your account		
Option	What it is	Number of transactions available
Original account statement	The electronic statement on your accounts that is either made available to you regularly via Westpac Business Online Banking and/or Westpac Corporate Online, or the paper statement that is mailed to you if you have chosen paper statement.	All transactions since your last statement.
Additional copies	If you receive paper statements and want extra copies of your original account statement mailed to you or to a nominated person, we can do this but you need to let us know prior to your original statement being issued (posted to you).	One statement page has approximately 36 transactions on it.
Duplicate statement	If you require an extra copy and your original statement has already been issued, we can order a duplicate statement for you. Note: Duplicate statements are not issued within five working days of the original statement date.	One statement page has approximately 36 transactions on it.
Business Online Banking statement summary	A list of transactions which you can see and print out from westpac.com.au/business	Details of your last 100 statemented and unstatemented transactions plus the last 7 years statements.
Corporate Online statement summary	A list of transactions which you can see and print out from online.corp.westpac.com.au	Details of your transactions for the last 100 historical calendar days plus the last 12 months statements.

How to find out about the transactions which have occurred on your account		
Option	What it is	Number of transactions available
Business Telephone Banking statement summary	<p>A list of transactions available for mail delivery through self service Business Telephone Banking.</p> <p>In addition you can listen to a list of recent transactions via self-service for free or via staff-assistance (subject to the free account enquiry limit).</p>	All transactions since your last statement.
ATM mini-statement (not applicable for Westpac Self Super Online)	<p>A list of transactions available through some Westpac ATMs on your cheque or savings accounts linked to your card.</p> <p>Please note you can also get an account balance summary list on most of your accounts held with us. An All Accounts Balance Summary lists balances of up to 10 accounts held (transaction and savings accounts, credit cards and certain loan accounts). An All Accounts Balance Summary is free of charge.</p>	Details of up to the last 10 transactions since your last printed statement, together with your current account balance.
Voucher retrieval	<p>If you want us to physically locate a paper copy of a withdrawal slip, cheque or deposit slip that you have previously given us we can also do this. We will need to search through all the vouchers for the day concerned to identify your specific voucher.</p> <p>This service is available by calling Business Telephone Banking, at any branch or via Corporate Online.¹</p>	<p>You can ask for as many items as you want.</p> <p>Note: A fee may apply.</p>
Tracing	<p>You may sometimes need to confirm the destination of a cheque you have written. We can assist you by tracing the cheque to confirm if it was deposited to the payee's account (i.e. the account of the person that you wrote the cheque out to).</p> <p>This service is available by calling Business Telephone Banking or at any branch.</p>	You can ask for as many items as you want.

12. Different ways of making deposits.

12.1 Deposit books.

A personalised deposit book can be issued on your account at no extra cost.

If you deposit a lot of cheques, duplicate or triplicate deposit books can be issued, so that you can keep the details of any deposit slips completed by you, or provide a copy to another person if required. The fee for deposit books is set out in 'Other Bank Charges' section in this booklet.

12.2 Rules about depositing.

If you are making a deposit through the mail or in a Westpac branch (including via the Business Express Deposit facility), remember a completed deposit slip must be included. Generally there is no maximum amount that can be deposited to an account, however, we reserve the right to set a maximum amount of deposit on any account at any time with immediate effect.

12.3 Transcode 60/61 Deposit Books.

Transcode 60/61 Deposit Books allow you to identify the party making a deposit when you have multiple parties making paper deposits into the one account through the branch network. Each Transcode 60/61 Deposit Book contains a unique serial number that you nominate on application. You should note the serial number allocated to each party provided with a Transcode 60/61 Deposit Book, so you can identify the depositor when the serial number appears in the statement narrative.

1. Refer to the Corporate Online Fees and Charges Information Sheet for details.

12.4 Rules about deposits made through a Westpac branded ATM.

If you make a deposit at a Westpac branded ATM we will be responsible for the security of the deposit from the time the deposit is made. However, the amount of your deposit is subject to verification by us. If there is a difference between the amount of the deposit and the amount written on the deposit slip, we will notify the account holder as soon as possible and advise the account holder of the actual amount that has been credited to the account.

When depositing into a Westpac branded ATM:

- ATM deposits are cleared at the end of each Bank Business day.¹
- Cash deposits are credited to your account on the next Bank Business day.¹
- Cheque deposits are credited to your account next Bank Business day¹ but are not available for withdrawal until all funds have been cleared;
- A maximum cash deposit amount of \$8,000 applies to each ATM deposit.

If you make a deposit at a Westpac branded Smart ATM the amount of your deposit is subject to verification by us. The amount validated by the ATM then agreed by the depositor is the amount that will be credited to your account. When depositing into a Westpac branded Smart ATM located at a Westpac branch:

- cash deposits are credited to your account on that day;
- cheque deposits are credited to your account that day but are not available for withdrawal until all funds have been cleared;
- a maximum deposit is 40 items per each deposit.

ATM deposits are not available for Westpac Self Super Online accounts.

13. Overdrawing your account.

You should not make or attempt to make a withdrawal transaction which:

- takes your account into negative/debit balance (or further into negative/debit balance) when no formal overdraft arrangements exist;
- means you will incur fees which will take your account into negative/debit balance (or fees and/or interest charges which will take your account further into negative/debit balance) when no formal overdraft arrangements exist;
- overdraws (or further overdraws) your account beyond the agreed overdraft limit when formal overdraft arrangements do exist; or
- draws against uncleared funds.

While we are under no obligation to do so on any particular occasion, we may permit you to overdraw your account as described above. This may be by honouring a cheque or paying transactions made using other channels, such as Periodical Payments, Direct Debits, or by making a withdrawal transaction through a Westpac ATM or other electronic transaction channel.

If you make a withdrawal transaction in any of the circumstances set out above, we will treat the transaction as an application by you for credit.

13.1 Where we honour a payment and your account shows a negative/debit balance.

If:

- we do honour a cheque or pay a transaction (e.g. Periodical Payment, Direct Debit or other electronic withdrawal transaction initiated by you) which overdraws your account where no formal overdraft arrangements exist; or
- a fee or charge debited to your account results in a negative balance in your account;

then you will, at the time the negative balance arises, owe us a debt of the amount by which your account is overdrawn. We agree that you have a period of 20 days within which to repay that debt. Accordingly you must, by the end of that 20 day period, return the account to a positive balance unless within that period you ask us for, and we approve, an overdraft arrangement.

Please note that you cannot depend on us honouring a transaction which would overdraw your account. We are under no obligation to honour cheques, or to pay other customer-initiated transactions that would exceed the balance of available funds in your account, unless formal overdraft arrangements are in place.

If we honour a payment in any of the circumstances set out above, this can save you embarrassment and the inconvenience of having to write another cheque or make other arrangements. However, you may be charged an Account Overdrawn Fee as detailed in 'Other Bank Charges' section in this booklet, and interest will be charged on your debit balance (refer to 'Interest that's charged to you' for details).

You must ensure that you do not overdraw your account regularly. Even if we do honour a transaction, or do so more than once, it does not mean we have any obligation to do so in the future.

13.2 Where we dishonour/reject a payment.

If you make a transaction from your account and there are insufficient funds available within the account or the funds have not been cleared, your payment may be dishonoured. This may incur a fee as detailed in 'Other Bank Charges' section in this booklet.

1. May take longer at Westpac branded ATMs not located at a branch.

13.3 When your credit rating could be affected.

If your account(s):

- become overdrawn without arrangements; and
 - remain overdrawn for more than 60 days after the end of the 20 day period we allow for you to repay the amount overdrawn.
- then we may commence enforcement action and disclose your default and certain personal information to a credit reporting body.

Under the *Privacy Act 1988*, a credit reporting body (within the meaning of that Act) may collect and hold default information (within the meaning of that Act) in relation to the default. A default listing with a credit reporting body will remain on your file for a period of up to 5 years and may affect your ability to obtain finance or credit.

Our privacy policy includes important information about credit reporting, including details of the credit reporting bodies to which we are likely to disclose your credit information. You can access our privacy policy from westpac.com.au or by calling 132 032.

13.4 Are you having financial difficulty?

When you overdraw your account there may be occasions when repaying this debt becomes difficult. Should this arise you should promptly contact your relationship manager or Business Telephone Banking to discuss options that may be available.

14. Interest rates that may apply.

Interest rates on all accounts may change at our discretion.

14.1 Interest that's paid to you.

You may earn interest if you have a positive balance in your Business account, where that account pays credit interest. Details of current deposit interest rates applicable to your account are:

- printed on your account statement (if applicable);
- printed on the interest rate sheets which can be obtained from any branch;
- available at our website: westpac.com.au/business;
- available by contacting Business Telephone Banking or by visiting any branch.

14.2 How the interest you earn is calculated and paid.

The following will not apply if you have a netted interest arrangement or set-off agreement with us for any accounts included in this booklet. For all accounts included in this booklet, deposit interest and debit interest (if applicable) is calculated on the daily closing balance of your account using the following formula:

$$\frac{\text{Daily closing balance}}{365} \times \frac{\text{Interest rate}}{100}$$

Except where otherwise mentioned, credit interest is calculated daily and credited to the account monthly in arrears on all business accounts, on the last Business day of each calendar month.

For all accounts balances in your account on and after the last Business day of the month, including deposits made to your account on or after the last Business day of the month, will not be included in the interest calculation for that month, but in the interest calculation for the following month.

No interest is payable on the balances below \$5,000 on the Business Cash Management account. Business Cheque Plus interest is only payable on the amount of the closing daily account balance in excess of \$2,000. For example, if a customer's closing daily balance was \$10,000, interest will be calculated on \$8,000.

Interest is not payable on Business Cheque (Agribusiness Cheque account, Business account, Agribusiness account) or Business Advantage Saver account.

14.3 Netted interest arrangement.

A netted interest arrangement is available (subject to our approval) as an option for eligible accounts. If applicable, credit interest may accrue on any net credit balance and debit interest is payable on any net debit balance across the deposit account and the Business Overdraft accounts. Applicable interest rates, interest calculations and times for payment are agreed in that separate agreement. While those accounts are subject to that separate agreement, no other credit or deposit interest accrues on any of those accounts.

14.4 Interest rate types.

Listed below are details of the interest rate types specific to our accounts.

Interest rate types – flat

A flat interest rate is applied regardless of the balance.

Interest rate types – tiered

Tiered interest rates enable customers to receive a higher rate of interest on their entire balance as their funds grow from one tier level to the next.

14.5 Interest that's charged to you.

To avoid being charged interest on any unarranged debt, you should always try to keep a positive balance in your deposit account.

If your account becomes overdrawn without arrangement, debit interest will be charged to that account. It will be calculated daily on the debit balance (and deducted on the last Business day of each month) using the then current Unarranged Loan Rate (ULR) until the account balance is positive again. The current ULR is set out in the interest rate leaflet available by contacting Business Telephone Banking or from any branch.

14.6 Reallocation of Account Transaction Fees and Interest.

You can choose to automatically transfer your account transaction fees and interest to another one of your Westpac accounts. This service is free and you can request this by calling Telephone Banking or visit your closest Westpac branch.

15. Stopping a payment.

15.1 How to stop a cheque payment.

If you write a cheque and want to stop the payment, you can do so by notifying us before the cheque has been paid. It's important to do this as quickly as possible.

We can only stop a payment on a cheque if we receive your clear instructions. You should give your branch or the Business Banking Service Centre written and signed instructions or contact Business Telephone Banking and provide the following details of the cheque:

- account details;
- cheque number;
- amount of cheque;
- name of the payee (the person you've written the cheque out to);
- date of the cheque;
- whether the cheque was crossed or open.

When contacting Business Telephone Banking to stop payment on a cheque you have written, the below cut-off times apply. The fee to stop a cheque payment is set out in 'Other Bank Charges' section in this booklet.

Day	Time
Tuesday-Friday	7.00am-6.30pm Sydney Time.
Saturday-Monday	6.00am-6.30pm Sydney Time.

There is a fee for stopping a cheque, but this will not apply if your cheque book has been lost, stolen, destroyed or is no longer required and the cheque forms had not already been signed. The fee is set out in 'Other Bank Charges' section in this booklet.

15.2 How to stop an automated Periodical Payment.

When you have authorised your branch to make regular automatic payments from your account, and you want to stop these payments, you must advise the Bank at least one Business day before the next payment is scheduled. You will need to provide full details including:

- the payment amount;
- when it's due;
- the payee;
- the account it normally comes out of.

15.3 How to stop an automated Direct Debit.

If you have authorised another party to debit your account for payment of services (for example, life insurance premiums or medical benefit contributions) and you want to stop this arrangement, you can do this in two ways:

- contact the authorised party yourself to request a cancellation; or
- we can contact the authorised party on your behalf to request a cancellation.

The Bank will promptly process any:

- instruction by you to cancel a Direct Debit request relevant to a banking service we provide to you; or
- complaint by you that a Direct Debit was unauthorised or otherwise irregular.

When you contact us to request the cancellation, we can complete the request on your behalf and forward it to the authorised party. We will then put a 'stop' on your account which will prevent all withdrawals by the previously authorised party for a period of three years. You can request this 'stop' to be cancelled at any time. (Please note that 'stops' cannot be placed on credit card accounts.)

16. BPAY.

When you see the BPAY symbol on a bill, you can pay that bill through Telephone Banking or Online Banking. It's a simple and convenient way to pay your bills.

What you need

Access to Business Telephone Banking or Online Banking – the rest of the details are on your bill.

16.1 What you can do with BPAY.

- Register for BPAY view and pay bills and receive your bills with BPAY View™ 24 hours – 7 days.
- Schedule payments up to 90 days in advance using BPAY.
- Obtain a receipt number.
- Use via Telephone Banking or Online Banking 24 hours – 7 days.
- Choice of accounts to pay from (however some billers do not accept payments from credit cards).
- Register with BPAY “View Billers” to receive online access to bills.

16.2 Getting started.

You don't need to register for BPAY bill payment facility; all you need to do is either call Telephone Banking or log on to Online Banking, and select bill payments or BPAY from the menu.

Then simply provide the biller code and reference number (and possibly other information) that appears on the bill or invoice. We'll debit your nominated account with the amount you specify.

You can arrange a BPAY payment to be made up to 90 days in the future. Cleared funds must be available in the account the day before the payment is made.

Details of BPAY payments, including a receipt number, will appear on your account statement.

You can view the Online Banking Terms and Conditions by visiting westpac.com.au

16.3 Rules about BPAY.

The Bank is a member of the BPAY Electronic Payments Scheme (BPAY Scheme). You can ask us to make payments on your behalf to billers who wish to receive the payments through the BPAY Scheme. The BPAY Scheme cannot order a stop payment once you have instructed the Bank to make that payment.

BPAY payments can be initiated through Telephone Banking and Online Banking. The following terms and conditions apply to BPAY through either Telephone Banking or Online Banking.

16.4 Future dated payments.

If we are unable to make a BPAY payment at the future payment date we will advise you by letter. A payment may not be able to be made due to insufficient funds, an invalid account or because the biller no longer participates in the BPAY Scheme.

16.5 Correct and incorrect amounts.

Please ensure that you specify the correct amount that you wish to pay. If you instruct a BPAY payment and later discover that:

- the amount you specified is greater than the required amount, then you must contact Telephone Banking;
- the amount you specified is less than the required amount, then you can make another BPAY payment to make up the difference; or
- if you do require a complete BPAY payment refund you can contact Telephone Banking.

16.6 BPAY payments and system cut-off times.

Billers participating in the BPAY Scheme will treat BPAY payments you make as received according to the table below.

If the BPAY payment is made	Payment will register as received
Before 6.00pm Sydney time on a Business day.	On the date that you make the BPAY payment.
After 6.00pm Sydney time on a Business day.	On the next Business day.
On a non-Business day.	On the next Business day.

16.7 Delays.

Delays might occur because we received your BPAY instructions after the times referred to above or because another participant in the BPAY Scheme is not complying with its obligations. The Bank cannot be responsible for such delays.

If the Bank is advised that your BPAY payment cannot be processed by a biller, we will contact you to advise you of this, credit your account with the amount of the BPAY payment, and take all reasonable steps to assist you in making the BPAY payment as quickly as possible.

16.8 Other concerns and their solutions.

Please tell the Bank promptly if you become aware of:

- any delays or mistakes in processing your BPAY payments;
- if you did not authorise a BPAY payment that has been made from your account;
- if you think that you have been fraudulently induced to make a BPAY payment.

We will attempt to rectify any such BPAY payments (other than incorrect payment amounts that you must pay) in the way described in the liability section immediately below. However, except as set out in the liability section, we will not be liable for any loss or damage you suffer as a result of using the BPAY Scheme. If you make an erroneous or mistaken payment, this will not satisfy part or whole of your underlying debt to the biller.

16.9 If you suspect fraud.

If you make a BPAY payment because of the fraud of a person involved in the BPAY Scheme (e.g. a biller), then that person should refund you the amount of the fraud induced payment. If you are not able to obtain a refund then please advise the Bank and the Bank will inform you of other rights of recovery you may have under the BPAY Scheme rules.

16.10 Consequential loss.

The Bank is not liable for any consequential loss or damage you suffer as a result of using the BPAY Scheme, other than in relation to any breach of a condition or warranty implied by law in contracts for the supply of goods and services which may not be excluded, restricted or modified at all, or only to a limited extent.

16.11 Liability for BPAY transactions.

With respect to BPAY transactions, the account holder will not be liable for loss of funds if a BPAY payment is made:

- to a person or for an amount which is not in accordance with the user's instructions; or
- in accordance with a payment direction which appeared to us to be from a user or on a user's behalf but for which a user did not give authority; and
- the account was debited for the amount of that payment.

In these situations, we will credit that amount to the account.

In situations where the account holder is liable for loss of funds by virtue of the above liability provisions, the account holder must pay us the amount if, after 20 Business days of us attempting to recover it from the payee, we cannot do so.

17. When you haven't used your account for over 12 months.

17.1 Inactive accounts.

If your account becomes inactive we may close your account without any notice to you. Your account becomes inactive if:

- you do not make any deposits and/or withdrawals during a continuous 12 month period; and
- the balance of your account is nil or in debit without any arrangements.

17.2 Unclaimed monies.

If you have not made a deposit or withdrawal from your account for seven years we may close your account, and transfer any prescribed money in your account to the government. We will usually notify you before we close your account, but there may be circumstances where we are not able to (such as where our record of your address is out of date).

You can visit any branch to find out how to recover unclaimed money (although it may take three months or more to recover money that has been transferred to the government).

18. When the Bank can combine your accounts.

Deposit accounts should not be overdrawn unless you have made prior arrangements with us. If you overdraw your business account without arrangement, or beyond the agreed overdraft limit when formal overdraft arrangements do exist, we may automatically combine your business accounts: that is, transfer sufficient money which is kept in any other business account with us, held in your name(s), to clear the debt.

We may also transfer money kept in your deposit account(s) to clear debts which you owe us in other loan or deposit accounts. If we do this, the balance of the account from which we have transferred money will reduce by the amount owed 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 business accounts, we will notify you promptly in writing at the address shown in our records.

19. When the Bank may prevent access to funds in your account.

Further to any term contained in this booklet, if your account receives a mistaken payment or we believe you are not entitled to funds in your account then we may:

- withdraw funds from your account; or
- prevent you from withdrawing funds.

20. How to close your account.

You or any other authorised account signatory can close your business account at any time simply by asking at any branch where your account is held. Another financial institution may close your business accounts on your behalf by fax or by mail. You cannot close an account via Business Telephone Banking.

On rare occasions we may also exercise our discretion to close a business account due to unsatisfactory conduct or for any other reason we deem appropriate, such as where an account that is designed for use by our business customers is being used for personal purposes.

20.1 How your closing balance (Termination Value) is calculated if your account balance is in credit.

The net credit balance of your account is calculated as credit balance plus deposit interest, if any, less any accrued account fees and government charges applicable up to the closing date. Monthly fees will apply even though the business account may have been opened for only part of the month.

20.2 How your closing balance (Termination Value) is calculated if there are uncleared funds or your account is overdrawn.

We cannot make available any uncleared funds at the time you request that the business account be closed, until those funds become cleared.

If the account has a debit balance, you must pay to us the balance plus any accrued debit interest, account fees including monthly or quarterly fees and government charges applicable up to the closing date.

20.3 Things to remember when closing your account.

When you close your business account you must provide to us any unused cheques, passbook, and any card which operates the account (including any card issued to a primary cardholder or an additional cardholder). An account with cheque access may only be closed once all outstanding cheques written on the account have been presented. We reserve the right to return any cheques presented for payment after the business account has been closed.

A guide to using your card.

21. Westpac Business Debit Mastercard®, Business Handycard and Handycard.

When you first open your account, you will be offered a Westpac Business Debit Mastercard, a Business Handycard or if you are an individual (not a corporate entity), a Handycard.

A Westpac Business Debit Mastercard, a Business Handycard or a Handycard can be used to get instant access to your funds at ATMs throughout Australia and overseas, and at outlets that have EFTPOS within Australia.

At various retail and service outlets cardholders have the convenience of paying for goods and services by presenting a Westpac Business Debit Mastercard, a Business Handycard or a Handycard. At some outlets cardholders can obtain cash directly from your account (known as "cash out") by presenting a full access Westpac Business Debit Mastercard, a Business Handycard or a Handycard. However, where the 'credit' button on the EFTPOS terminal is selected you cannot also get 'cash out'.

In addition, a Westpac Business Debit Mastercard can be used on the internet or over the phone to purchase goods and services, pay bills using BPAY and at merchants with a *PayPass*™ terminal to purchase goods and services of \$100 or less. It also can be used to make purchases overseas wherever the Mastercard logo is displayed.

When a cardholder makes a transaction at an electronic banking terminal, you authorise us to act on the instructions the cardholder enters into the terminal. When making a purchase at an electronic banking terminal the cardholder should ensure that the transaction amount is correct before they enter their PIN or otherwise use their card. By entering their PIN (or for some Westpac Business Debit Mastercard transactions when they sign a transaction voucher or tap their Card on the *PayPass*™ terminal) the cardholder indicates (on your behalf), your agreement that the transaction amount is correct.

You may request your full access Westpac Business Debit Mastercard be linked to up to two accounts. The primary account to which it is linked can be accessed by selecting the 'cheque' button or the 'credit' button on the ATM or the EFTPOS terminal and when the card is used to make a Mastercard *PayPass*™ transaction. Any other account to which it is linked can be accessed by selecting the 'savings' button on an electronic banking terminal. Each linked account must be set up to allow each authorised signatory to act independently.

A Westpac Business Debit Mastercard is available on:

- Business Account/Agribusiness Account;
- Business Cheque Account/Agribusiness Cheque Account;
- Business Cheque Plus Account;
- Business Cheque Plus Options;
- Business Cash Management Account;
- Advantage Saver Account.

If you decide not to obtain a card at the time you open your account, you can apply for one at any time in the future. Simply visit any branch or westpac.com.au or call Business Telephone Banking on 132 142.

22. Issue of Westpac Business Debit Mastercards.

You may ask us to issue up to 12 Westpac Business Debit Mastercards per account.

You may ask us to issue a card to any account signatory. A cardholder who is also an account signatory is known as a primary cardholder. Each primary cardholder is issued with a full access card.

In addition, you may ask us to issue cards to persons you nominate as additional cardholders. Additional cardholders may be issued with either a full access card or a limited access card. You need to specify the type of card you want issued to the nominated additional cardholder.

Each request for a card must be in such form as we require (including personal identification of the cardholder satisfactory to us). Each nominated person must satisfy our eligibility criteria. We may refuse to issue a card to a nominated person without giving any reason.

You must ensure that each cardholder is given a copy of these terms and conditions. The first time a cardholder signs a card or authorises a transaction on your account they automatically agree to these terms and conditions.

If a cardholder does not agree with these terms and conditions, they should not sign the card or carry out the transaction. Instead, they must return the card to us (cut in half for the cardholder's and the account holder's protection).

23. Use of the different types of Westpac Business Debit Mastercards.

A full access card provides unlimited access to all features of the account(s) to which the card is linked.

There is no daily spend limit on a full access card by using the 'credit' button on EFTPOS and for Mastercard *PayPass*TM transactions. However a maximum daily transaction limit applies for:

- cash withdrawals through ATMs debited to an account;
- transactions through EFTPOS terminals debited to an account where 'cheque' or 'savings' buttons are pressed.

Refer to 'Card limits' section.

A cardholder issued with a limited access card has limited access to the account(s) to which the card is linked. For example, they can only purchase goods using the 'credit' button and cannot withdraw cash.

The table below sets out how each type of Westpac Business Debit Mastercard cardholder can use their card.

They are also subject to a daily spend limit.

How can a cardholder use the different types of Westpac Business Debit Mastercard?	Full access card	Limited access card
Purchase goods or services:		
At merchants in Australia or overseas – by pressing the 'credit' button and signing the transaction slip or entering the cardholder's PIN.	✓	✓ ²
At merchants in Australia or overseas – by tapping the card on the <i>PayPass</i> TM terminal and waiting for the transaction to be confirmed. In Australia there is no need to sign or enter a PIN for purchases of \$100 or less.	✓	✓ ²
At merchants in Australia – by pressing the 'cheque'/'savings' button (if applicable) and entering the cardholder's PIN.	✓ ¹	✗
Over the phone – by quoting the card number and expiry date on the front of the card.	✓	✓ ²
Over the internet – by using the card number and expiry date on the front of the card.	✓	✓ ²
Withdrawal of cash at ATMs:		
By pressing the 'cheque'/'savings'/'credit' button and entering the cardholder's PIN.	✓ ¹	✗

24. Authorising Westpac Business Debit Mastercard transactions.

All transactions will need to be authorised by us before they can proceed. For example, if a cardholder uses a Westpac Business Debit Mastercard and pushes the 'credit' button for EFTPOS purchases or uses the 6-digit card number to purchase goods or services, prior to any transaction being completed, the merchant or other person involved in the transaction may obtain an authorisation for the transaction.

The purpose of this authorisation is to confirm that there are sufficient funds available in the primary account for the transaction. This authorisation may be completed for a transaction that occurs at a later time such as hotel accommodation and car hire. Authorisations on Westpac Business Debit Mastercard transactions will be valid for three calendar days.

1. Subject to maximum daily transaction limit.

2. Subject to daily spend limit. All transactions made using a card will be counted towards the free monthly transaction allowance that applies to the linked deposit account(s). For more details, including fees and charges that may apply, refer to the 'Summary of Fees and Charges' tables.

24.1 Recurring payments.

A cardholder can purchase goods or services at any time by authorising another person or company (merchant) to transact on the primary account by quoting the 16-digit Westpac Business Debit Mastercard number and expiry date.

To cancel such an authority, the cardholder or an account signatory must notify the merchant. Please note, unlike Direct Debits, Westpac is unable to cancel a recurring payment on your behalf. Until the cardholder or an account signatory cancels your authority, the merchant is entitled to request Westpac to debit the account and Westpac is obliged to process this request. If the merchant does not comply with your request to cancel the authority, you must provide Westpac with a copy of the correspondence with the merchant to enable Westpac to dispute the relevant transaction(s) on your behalf.

Once the authorisation is obtained, it will reduce the available balance. If the purchase or other transaction is not completed, the available balance may continue to be reduced for up to three Business days after the authorisation is obtained.

24.2 Mismatched authorisations.

Some merchants may request confirmation that you have sufficient funds in your account to meet the anticipated cost of goods and services they will supply (this is a common practice in hotels and car rental agencies). We treat this request as a 'request for authorisation'. Once the authorisation is made, the available funds are reduced by up to the amount anticipated by the merchant. This means the current balance may not indicate the correct amount until the authorisation is cleared and you may find you have reduced funds in your account. When the goods and services have been supplied the merchant may request a subsequent authorisation for the actual costs. This may have the effect of reducing your available balance further by the sum of two authorisation amounts.

24.3 Delayed authorisations.

Westpac Business Debit Mastercard EFTPOS transactions that use the 'credit' button may take a number of days to be processed and debited to your account. If we gave an authorisation for the purchase or payment, the current balance may be greater than the available balance. Please consider this whenever you reconcile your account statement.

Example.

If a cardholder uses a card to purchase fuel and/or other goods or services at a petrol station by swiping their card at a fuel pump EFTPOS facility and selecting the 'credit' button, an authorisation for the amount of sixty dollars (\$60) will be processed to your account to cover the anticipated amount of the purchase. If the subsequent purchase amount is less than fifty four dollars (\$54) or greater than sixty six dollars (\$66), the sixty dollar authorisation will remain as an authorisation against the account for up to three calendar days. This will temporarily reduce the available balance. This authorisation process will not occur if the cardholder presses the 'cheque' or 'savings' button at the fuel pump, or where the card is used to pay for purchases inside the petrol station.

24.4 Reversing a transaction.

Where a cardholder has authorised another person or company (merchant) to transact on the account by providing their Westpac Business Debit Mastercard number or used their card to make a purchase at an EFTPOS terminal by selecting the 'credit' button, or by tapping their card on a *PayPass*[™] terminal you may be entitled to reverse (charge back) the transaction where you have a dispute with the merchant. For example, you may be entitled to reverse a transaction where the merchant has not provided the goods or services paid for.

Please note, Westpac is not able to reverse (charge back) on:

- direct debit transactions set up using your primary account number and branch number (BSB); or
- transactions at EFTPOS terminals when a cardholder has selected the 'cheque' or 'savings' button.

You must notify Westpac if you believe you are entitled to reverse a transaction. If Westpac is satisfied after investigation that you are entitled to reverse a transaction, it will credit your account for the amount initially debited for the transaction.

25. Rules about your Westpac Business Debit Mastercard, Business Handycard and Handycard.

25.1 Westpac Business Debit Mastercard does not provide credit.

Westpac does not agree to provide any credit in respect of your Westpac Business Debit Mastercard. Using the 'credit' button at an electronic banking terminal or using a *PayPass*[™] terminal to make withdrawals or purchases with your Business Debit Mastercard gives access to the available funds and does not provide any credit in respect of the account.

There is no agreed credit limit for your Westpac Business Debit Mastercard. However, it may be possible to overdraw the account. If you do overdraw the account we may charge you interest on any overdrawn amount. Refer to the 'Interest rates that may apply to you' section.

25.2 Cards and PINs.

Cards and PINs will be mailed to you separately after the account is opened. Cards will be issued up to 10 Business days after an application is processed provided you meet eligibility criteria (including identification requirements). A card is valid only if it has been signed by the cardholder and is used during the validity period shown on the face of the card. Each cardholder must destroy any card that is no longer valid by immediately cutting it into several pieces and disposing of them securely.

A cardholder's PIN may be a four digit number allocated to them by us, or it may be a four to six digit number or word that they have personally selected. A cardholder has the option of changing their PIN to one of their own choice at any time (including where a record of the PIN has been lost or stolen) using the Customer Select PIN pads located in many of our branches. A PIN is effectively an electronic signature that cannot be forged and therefore is much more secure than a written signature.

If a cardholder is travelling overseas they will need to have a four-digit PIN, as not all countries have the same ATM system and many overseas ATMs don't permit entry of a PIN as a word.

For information on liability for Westpac Business Debit Mastercard and Business Handycard usage and PIN protection please refer to 'Security and Liability of Cards' in this booklet.

25.3 Card validity and expiry.

When cardholders receive their card, for security reasons, they must sign it immediately. It should only be used within the 'valid from' and 'valid thru' dates. As soon as a card expires, you must ensure that each cardholder must destroy it by cutting it into several pieces and disposing of it securely.

25.4 Card limits.

A **maximum daily transaction limit** for:

- cash withdrawals through ATMs debited to an account;
- transactions through EFTPOS terminals debited to an account using the 'cheque' or 'savings' buttons applies to each card (excluding the limited access Westpac Business Debit Mastercard).

Initially, the maximum daily transaction limit is \$1,000 per card. This can be increased to a daily limit of up to \$2,000 or decreased to \$500, \$300 or \$200 at the request of an account holder or an account signatory.

The maximum daily transaction limit does not apply at branch terminals and for Business Debit Mastercard only:

- to any transaction made through an EFTPOS terminal when the cardholder selects the 'credit' button on the terminal;
- to any transaction made on the internet, over the phone or by mail order (by quoting the card number and expiry date);
- to vouchers manually processed by a Mastercard merchant;
- to Mastercard *PayPass*[™] transactions.

A **maximum daily spend** limit applies to each limited access Westpac Business Debit Mastercard for any transaction made through an EFTPOS terminal when the cardholder selects the 'credit' button or any transaction made online, over the phone or by mail order or makes a Mastercard *PayPass*[™] transaction. The amount of this limit is nominated for each card by the account holder of the linked account.

Cardholders will be advised of the applicable card limits when the card is issued. The account holder can change the card limits by calling Business Telephone Banking or visiting a branch.

In deciding whether a limit needs to be increased or decreased, bear in mind that the higher the limit, the more funds will be able to be withdrawn through electronic banking terminals by any unauthorised person who may come into possession of a card and PIN.

25.5 Card cancellation.

We may cancel any card at any time, without prior notice, if we believe that continued use of the card may cause a loss to either the account holder or us.

Once a cardholder is notified of the cancellation, they must not use their card. They must destroy it by immediately cutting it into several pieces and disposing of it securely.

You may contact us to cancel any card at any time by calling our Cards Customer Call Centre or by returning the card to us.

A cancellation may not be effective until the card has been surrendered, or you have taken all reasonable steps to have the card returned to us. What constitutes taking all reasonable steps to have a card returned to us, where you are the account holder and the card in question is held by another person, will vary depending upon the particular circumstances. At a minimum, it will require you to contact that person, if at all possible, and request them to surrender their card to you, so that you can return it to us.

If you close your accounts or where the card has been cancelled, you (the account holder) will remain liable for transactions:

- made using the card prior to or after its cancellation or closure of the accounts; or
- made using the card number for mail, internet, telephone and standing order transactions which have not been cancelled prior to termination.

The cardholder may be liable to the account holder for any use of a card after the cardholder has received notice of its cancellation.

25.6 Card re-issue.

We may issue a new card at any time. We reserve the right not to re-issue a card.

25.7 Withdrawals at branches and other financial institutions.

The minimum withdrawal amount may vary between financial institutions. Before a cash withdrawal is processed in Australia a cardholder may be required to provide a second form of identification, such as a passport or driver's licence. Overseas, a passport will be required for Westpac Business Debit Mastercards only. Business Handycards cannot be used to withdraw funds from your account over-the-counter at any bank addresses.

25.8 All cards remain our property.

All cards remain the property of the Bank and you and each cardholder are required to return the card to us on:

- our request;
- cancellation of a card;
- closure of all of the accounts which are linked to your card;
- termination of your authority to operate all accounts which are previously linked to the cards.

If all the accounts linked to the Westpac Business Debit Mastercard are closed, the cards will be automatically cancelled.

25.9 International transactions.

Westpac Business Debit Mastercard customers can access their funds in their linked default account at any international ATM or EFTPOS terminal where the Mastercard logo is displayed and any *PayPass*[™] terminal where the Mastercard *PayPass*[™] logo is displayed. Business Handycard and Handycard customers can access their funds in their linked account(s) at any International ATM where the Cirrus logo is displayed.

At overseas ATMs a cardholder cannot use their Westpac Business Debit Mastercard to make deposits or transfer funds between accounts linked to a Westpac Business Debit Mastercard. To access funds from your primary account at overseas ATMs, select the 'credit' button.

Transaction fees apply for the use of ATMs overseas (except for ATMs participating in the Global Alliance). Westpac Foreign Transaction Fees apply to all overseas ATM, EFTPOS and Mastercard *PayPass*[™] transactions. If the amount of the transaction is more than your available balance, the transaction may be rejected and no fees will be charged.

Fees charged to Westpac by Mastercard Worldwide during the conversion process are passed on to you by us and incorporated in the Westpac Foreign Transaction Fee. For details of these fees charged please refer to this booklet.

Mastercard Worldwide processes foreign currency transactions, including charges incurred and refunds made, and converts these transactions into Australian dollars. Transactions that are made in foreign currencies other than United States dollars are converted into United States dollars before being converted into Australian dollars. The exchange rate used for conversion is either a government mandated exchange rate or a wholesale exchange rate, selected by Mastercard Worldwide for the applicable currency on the day the transaction is processed. That rate may differ from the rate applicable to the date the transaction occurred, or the date when the transaction is posted to your account.

Transactions made outside Australia which are converted with your agreement into Australian dollars by the merchant or financial institution at the point of transaction using exchange rates selected by them are subject to a Westpac Foreign Transaction Fee.

Please note that exchange rates quoted by Westpac in Australia are not used to convert foreign currency transactions to the Australian dollar equivalent.

To facilitate the processing of card transactions, information relating to your card details and transaction details may be processed by Mastercard Worldwide in countries other than Australia. By making a cash withdrawal with your Business Debit Mastercard, Business Handycard or Handycard or a purchase (for Business Debit Mastercard only), you agree that information regarding the transaction may be processed outside Australia.

25.10 Fraud Detection System.

Whether you are purchasing goods or services online, by phone or pressing the 'credit' button on an EFTPOS terminal or by tapping your card on a *PayPass*[™] terminal, the fraud detection system will help to protect your Westpac Business Debit Mastercard from fraudulent transactions 24 hours a day, 7 days a week. The fraud detection software monitors your usual card spending and can detect unusual spending patterns or transactions. If the system identifies a transaction as being suspicious, Westpac will contact you to confirm if the transaction was yours.

25.11 What to do if you want to dispute a Westpac Business Debit Mastercard transaction.

In some circumstances, card scheme rules allow us to charge a Westpac Business Debit Mastercard transaction on the account back to the merchant with whom you made the transaction. This is known as a chargeback.

You should report a disputed Westpac Business Debit Mastercard transaction to us as soon as possible so that we may reasonably claim a chargeback right. Chargeback rights are not available for all types of transactions. For example, we cannot claim a chargeback in relation to BPAY Payments from the account. If it is available, we will claim a chargeback right for a transaction on your account if:

- you ask us to do so; and you give us the information and material we require to support a chargeback, within 30 days after the date of the statement on which the transaction is recorded. Otherwise any chargeback right we have may be lost.

The timeframe for disputing a transaction may not apply where the ePayments code applies.

25.12 Statements.

Cardholders should keep all voucher and transaction records given to them when using a card.

You can use these to verify the transactions on your account.

Ways of accessing your accounts.

26. Your choices at a glance.

As the table below shows, there are many ways you can use your account, with some of these services available 24 hours a day, 7 days a week. Choose the services that work best for you – they're all detailed in the rest of this section.

Access channel	What it offers
Branches	See our branch staff for sales, over-the-counter transactions, advice, and help with services like Business Telephone Banking and Business Online Banking.
In-stores	Face-to-face service for everyday banking from the convenience of a dedicated counter in a local store.
ATMs¹	Get access to your cash 24 hours a day, 7 days a week (Business Handycard, Handycard and full access Westpac Business Debit Mastercard only).
EFTPOS	Pay for purchases and get cash out at the same time (Business Handycard, Handycard or Westpac Business Debit Mastercard). Please note cash out is not available on limited access Westpac Business Debit Mastercards.
Business Telephone Banking	Check balances, pay bills and transfer money between your accounts automatically, wherever and whenever you like, with just one phone call. ²
Business Online Banking	See your account balances on one screen to get a better picture of your banking instantly. ^{2,3}
Corporate Online	See your account balances on one screen to get a better picture of your banking instantly. ²
BPAY[®]	Pay your bills 24 hours a day, 7 days a week using Self Service Business Telephone Banking and Business Online Banking – direct from your account. ^{2,3}
Cheque	Convenient for paying bills and a lot safer than carrying large amounts of cash.
Broking	Access tools and research to confidently trade online. ³

Please note: Not all access options are available for all account types and fees may apply. Please refer to this booklet for account accessibility.

27. Branches.

Our branch staff are available to talk to you in person about products and services, offer advice, and show you how to use services you may not be familiar with, such as Business Telephone Banking and Business Online Banking.

What you need Business Debit Mastercard or Handycard and PIN or signature verification.

27.1 What you can do at a Branch.

- ✓ Open accounts
- ✓ Check account balances
- ✓ Obtain balance summaries
- ✓ Get details of your transactions
- ✓ Get mini-statements
- ✓ Make withdrawals
- ✓ Transfer funds
- ✓ Cash cheques
- ✓ Obtain credit card cash advances
- ✓ Ask about ways to minimise fees
- ✓ Deposit cash
- ✓ Deposit cheques over-the-counter
- ✓ Deposit cheques and cash via a Business Express Deposit Box
- ✓ Get advice about the right product for your needs
- ✓ Purchase Bank cheques, an overseas draft or travellers cheques

28. In-stores.

These are partnerships between the Bank and a business in your community. An In-store offers face-to-face everyday banking from the convenience of a dedicated counter in a local store, e.g. a banking counter in your local chemist.

At an In-store you'll receive personal counter service for your day-to-day transaction needs, including: cash and cheque deposits, cash withdrawals, cheque cashing (by arrangement), Periodical Payments, Stop Payments, issue Bank cheques, obtaining account balances, repayments to Business loans and obtaining current interest rates. You can also make repayments to home loans, personal loans and credit cards held with the Bank. Any other services can be easily accessed by the In-store phone.

In addition, products are available via your local In-store to meet your transaction, savings, investment and credit needs. Plus, you can also get access to our experts for Business loans, Westpac financial planning and advice, and general insurance.

In-stores are located in a number of regional and metropolitan areas within Australia.

1. Non-Westpac Group branded ATMs apply an ATM operator fee by the ATM Owner, which is disclosed at the time of the transaction on the ATM screen. This fee will be debited on the day (or next Business day) of the transaction and itemised separately on your statement.

2. Refer to the Corporate Online Terms and Conditions available on the internet at westpac.com.au

3. Listed under the Online Banking Terms and Conditions.

29. ATMs.

Cardholders with a Business Handycard, Handycard or a full access Westpac Business Debit Mastercard can use an ATM in Australia to withdraw cash and get the balance of your accounts. At some Westpac ATMs you can also deposit cheques and cash (but not coins), obtain mini-statements and account balance summaries, and purchase selected vouchers. Using a full access Westpac Business Debit Mastercard, you can also withdraw cash if you're overseas through the Mastercard Network.

What you need

Business Debit Mastercard or Handycard and PIN.

When accessing accounts in this booklet (which have card access), you can do the following at ATMs:

29.1 What you can do at Westpac branded ATMs.

Withdraw cash 24 hours, 7 days a week¹	Get a printed receipt	Get account balances	Print out a mini-statement
✓	✓	✓	✓
Transfer money between linked accounts¹	Deposit cash (notes only) and cheques¹	Withdraw cash if you're overseas through the Cirrus ATM Network	Purchase selected vouchers¹
✓	✓	✓	✓

29.2 What you can do at St.George/BankSA/Bank of Melbourne branded ATMs.

Withdraw cash 24 hours, 7 days a week¹	Get a printed receipt	Get account balances
✓	✓	✓

You will find ATMs at convenient locations throughout Australia – outside many branches, in some service stations, shopping centres and selected airport terminals.

Access to your Westpac account is also available through non-Westpac Group2 branded ATMs which allow you to obtain account balances or withdraw funds. Please note that the maximum daily cash transaction limit applicable to your card also applies when using other financial institutions' ATMs. Other restrictions may also apply.

30. EFTPOS.

Cardholders can use EFTPOS to pay for goods and services and (except in the case of cardholders with a limited access Westpac Business Debit Mastercard) obtain cash directly from your account at most retail and service outlets. However, some outlets do not give out cash. Business Handycards, Handycard and Westpac Business Debit Mastercards are accepted at any EFTPOS location in Australia.

What you need

Business Debit Mastercard or Handycard, PIN and/or signature.

When accessing accounts in this booklet (which have card access), you can do the following with EFTPOS:

30.1 What you can do with EFTPOS.

Make purchases without cash	Withdraw cash at the same time	Have the choice of account (linked accounts only)	Get a printed receipt	Wide network of acceptance
✓	✓	✓	✓	✓

30.2 What happens if an electronic banking terminal does not work?

We will be responsible to the account holder for any loss which occurs because an electronic banking terminal accepts a cardholder's instructions but fails to carry out the transaction requested.

If a cardholder is aware that the electronic banking terminal is not operating properly we will only be responsible for correcting the relevant account and refunding any fees or charges.

We will not be responsible if an electronic banking terminal does not accept a cardholder's instructions or a card fails to work in the terminal.

1. At most ATMs.

2. Non-Westpac Group branded ATMs apply an ATM operator fee by the ATM Owner, which is disclosed at the time of the transaction on the ATM screen. This fee will be debited on the day (or next Business day) of the transaction and itemised separately on your statement.

31. Cheques.

A cheque provides a convenient way of paying suppliers and it's a lot safer than carrying cash.

31.1 What cheques offer.

Pay bills.	Pay suppliers.	Safety (don't need cash).	Stop payment if necessary.	Early clearance available.
✓	✓	✓	✓	✓

31.2 Business cheques getting started.

When you first open your account you will (where applicable) be offered cheque access where you are 18 years of age or older. Alternatively, you may decide that purchasing Bank cheques when required is a more suitable option for you.

The following accounts do not have cheque access: Business account (Agribusiness account).

Where cheque access has been requested, a cheque book will be mailed to you a few days after you open your account. It will be mailed to the same address where your account statement is to be mailed and will be automatically reordered and mailed to you when you are 80% of the way through your cheque book. You can request that your cheques be pre-printed with the notation 'not negotiable'.

31.3 Rules about cheques you write.

Open or 'uncrossed' cheques.

An open cheque is one that is uncrossed, that is, a cheque that does not have two parallel lines across it.

It is an instruction to the Bank to pay anyone who presents the cheque (assuming that the cheque is a 'bearer' cheque) at the branch of the Bank where the drawer's account is held, rather than the cheque being required to be banked into the account. If the cheque was lost and presented for payment by the person who found it, the Bank would not normally be responsible for reimbursing the money to the drawer. You should always make your instructions clear.

'Not negotiable' cheques.

A cheque is a negotiable instrument, that is it can be passed from one person to another. A crossed cheque, with or without the words 'not negotiable' written between the lines, protects the 'true owner' in case it is lost or stolen. For example, if someone persuades a tradesperson to accept a stolen 'not negotiable' cheque as payment for a service, the tradesperson would be liable to refund the amount of the cheque to its rightful owner, provided the thief cannot be located or cannot make good the loss.

Account payee only cheques.

If you write 'account payee only' on a crossed cheque, you are instructing us that you wish the cheque to be paid into the account of the person you have named on it.

'Or bearer' cheques.

If the words 'or bearer' appear at the end of the line on which you have written the payee's name and you leave the cheque uncrossed and without the words 'not negotiable' on it, we will have to pay the proceeds to anyone who presents the cheque. If, on an uncrossed cheque, you cross out 'or bearer' or write in 'or order' and the cheque is presented for payment in cash, we have to pay the proceeds only to the person whose name is on the cheque, or as they direct.

31.4 Rules about depositing cheques.

Third party cheque deposits.

Cheques can normally only be deposited into the account of the person(s) or company named as payee on the cheque.

If you are depositing a cheque to your account where you are not the person(s) or company named (i.e., you are a 'third party'), please ensure that the payee transfers ownership to you by signing the back of the cheque in the following manner:

Please pay (your account name)

Signed (payee's signature)

In addition, at the time you make the deposit, we will ask you how you got the cheque. This is to confirm your ownership of the cheque and avoid problems that sometimes occur with lost or stolen cheques.

If the cheque has not been properly signed over to you, or if a satisfactory explanation is not given as to how you received it, the Bank may refuse to accept deposit of the cheque.

31.5 Withdrawing money from a deposited cheque.

Funds may be withdrawn after three Business days. (In certain uncommon circumstances, this may be extended by a further one, or even two, Business days.) However, in some cases withdrawals may be permitted earlier. This is only done at the Bank's sole discretion and you should contact your branch. When drawings are made before a deposited cheque is cleared, you will have to reimburse us if the cheque is subsequently dishonoured. A cheque is dishonoured when there aren't sufficient funds in the account of the writer of the cheque or there is some irregularity in connection with the cheque.

31.6 How to get access to cheque funds early.

A valid cheque can sometimes be cleared on the day it is presented if you are willing to pay for the service, which is called 'Special Answer' or 'Special Clearance'.

The cheque will be cleared for you to withdraw the funds when it is paid by the other bank.

31.7 Dishonoured cheques deposited into your account.

If a cheque is returned to us unpaid it means it has been dishonoured by the bank on which the cheque was drawn. If that happens we may return the cheque to you. We will also reverse the entry in your account, that is, deduct the amount we credited. If the cheque you deposited is not paid it is your responsibility to pursue payment from the person who gave it to you. There are a number of reasons why a cheque may be dishonoured, some of which are:

- there are insufficient available funds in the account of the drawer (the person who signed the cheque) to cover the amount written on the cheque;
- the cheque is not signed, the signature is not valid or more than one signature is required;
- the cheque is post-dated – i.e. presented for payment before the date that is written on it;
- the cheque is stale – presented for payment more than 15 months after the date written on it;
- the cheque has been materially altered without the alterations being properly signed or initialled by the drawer or another authorised person;
- the cheque has been 'stopped' by the drawer;
- there is a court order which prevents the drawer's account being used;
- the Bank has been notified of the drawer's death, mental incapacity or bankruptcy.

On a business account if you deposit a cheque from someone else and it is dishonoured (known as an 'inward dishonour'), a fee will not be charged. If a cheque has not cleared, we will notify you as soon as possible.

You are charged a fee for every cheque you issue that is dishonoured (known as an 'outward dishonour').

31.8 How to stop a cheque payment.

If you write a cheque and want to stop the payment, you can do so by notifying us before the cheque has been paid. It's important to do this as quickly as possible.

We can only stop a payment on a cheque if we receive your clear instructions. You should give your branch written and signed instructions or contact Business Telephone Banking and provide the following details of the cheque:

- account number;
- cheque number;
- amount of cheque;
- name of the payee (the person you've written the cheque out to); date of the cheque;
- if the cheque was crossed or open.

Does it cost anything to stop a business cheque payment?

There is a fee for stopping a cheque, but this will not apply if your cheque book has been lost, stolen, destroyed or is no longer required and the cheque forms had not already been signed. The fee is set out in 'Other Bank Charges' section in this booklet.

31.9 If you suspect cheque fraud.

You must notify us immediately if you have any cause to believe that a cheque drawn on your Account has been fraudulently altered or has not been authorised by you. You should ensure you check your Account statement regularly.

31.10 Bank cheques.

Bank cheques, drawn by the Bank on itself, are a widely accepted means of safe payment, and a safe alternative to carrying large amounts of cash. Bank cheques can be purchased at any branch where they are prepared on the spot.

You can pay for the Bank cheque and the fee either in cash or by withdrawing funds from your account with us.

Bank cheques can also be purchased online via our Online Banking service. With this option you must have an existing account.

Fees for Bank cheques purchased via our Online Banking service will be debited to your account with us.

A Bank cheque has to be cleared like any other cheque and may be dishonoured if it was lost, stolen, destroyed, our signature was forged, the cheque was fraudulently and materially altered, and for other reasons that would affect its validity.

If a Bank cheque is lost, stolen, or destroyed, please contact any branch immediately.

If a Bank cheque is no longer required, it may be cancelled and refunded at any branch.

32. Business Telephone Banking.

Self Service Telephone Banking lets you check balances, pay bills, transfer money automatically whenever you like, with just one call, 24 hours a day, 7 days a week. And, if you need help, Banker assisted Telephone Banking is provided 8am to 8pm, Monday to Friday.

What you need

8-digit customer number, 3-digit numeric access code and a signed authority form.
If access is required for more than one user, you will also need a 2-digit group number.

32.1 Getting started.

To register for Business Telephone Banking:

- simply call at your local branch or speak with your Relationship Manager to complete the application form(s); or
- complete the online application form available at westpac.com.au/BTB;

you can view the Terms and Conditions Business Telephone Banking prior to using the service by visiting westpac.com.au.

33. Business Online Banking.

You can use Business Online Banking to get a better picture of your banking. Not only can you see your accounts instantly, you can also pay almost anyone in Australia or overseas at any time and print out statements fee-free.

What you need

8-digit customer ID and 6-character alpha-numeric password.

33.1 Getting started.

To register for Business Online Banking, call 1300 655 505 (8am to 8pm, Monday to Friday). When you use Online Banking for the first time you will be required to accept the Terms and Conditions that are provided online.

You can view the Online Banking Terms and Conditions prior to using the service by visiting westpac.com.au.

34. Online Investing.

With Westpac Online Investing at your fingertips, you'll have an online trading service specially designed for you to take control of your investment decisions. You'll also have access to our Research Centre, giving you key information and helpful tools to manage your share portfolio.

What you need

Westpac Online Investing user ID and Password.

34.1 What you can do with Online Investing.

Trade with an integrated Westpac Account	Access to Trader Pro - an enhanced trading platform	Trade all ASX listed shares, warrants and options	Register to earn Westpac Altitude points for every trade
✓	✓	✓	✓
Flexibility to pay from any account	Manage your share portfolio online	Conditional orders and alerts service	BT Managed Funds with zero entry fee
✓	✓	✓	✓
Access to live share prices and market information	Comprehensive research centre including buy, sell recommendations	Other investment opportunities such as floats and structured products	Free to register
✓	✓	✓	✓

34.2 Getting started.

Visit the Westpac Online Investing website by going to onlineinvesting.westpac.com.au. Click on 'Join Now' and you'll see there are three ways to open a Westpac Online Investing account:

1. Complete the online application form.
2. Download and complete the application form.
3. Request an application pack by email or call us on 13 13 31, Monday to Friday 7am-7pm (AEST).

Once registered, you will receive a Welcome Pack, which includes your handy reference card and Westpac Securities Limited Financial Services Guide. If you have any questions about starting share trading, please call us on 13 13 31.

34.3 Terms and Conditions.

The Terms and Conditions applicable to Westpac Online Investing are available at any time from the Westpac Broking website.

35. Corporate Online.

Westpac Corporate Online is an internet-based electronic platform, providing a single point of entry to a suite of online transactional services specifically designed for corporate, business and government customers in Australia and New Zealand, as well as international corporations.

35.1 Rules about Corporate Online.

You can obtain the terms and conditions and fees and charges for Corporate Online prior to using the service by referring to our Corporate Online Terms and Conditions and Corporate Online Fees and Charges.

Security and liability for cards.

Anyone who has a card and its PIN, can make transactions on your accounts. You and each cardholder must take special care to protect them.

36. Protecting cards and PINs.

36.1 Protecting cards.

To protect a card each cardholder must:

- sign it as soon as they receive it;
- carry it with them whenever they can;
- regularly check that they still have the card;
- not give the card to anyone else, including a family member or friend.

36.2 Card and PIN.

If a cardholder makes a record of their PIN they must keep it separate and well away from the card unless the PIN is reasonably disguised. However, to minimise the risk of unauthorised transactions occurring on your account, it is best to keep the PIN record, even if disguised, separate and well apart from the card.

For example, a cardholder must not keep a card and undisguised PIN together:

- in a wallet, bag or briefcase even if in different compartments;
- in their car, even if in different areas of their car;
- in their office or at home in the same room;
- in any other situation where the card and PIN can be found and used.

36.3 Protecting a PIN.

To protect PIN you and each cardholder must:

- try to memorise it;
- destroy our letter advising the PIN (if applicable);
- not write the PIN on the card, even if it is disguised;
- not keep a record of the PIN with or near the card;
- not tell anyone the PIN, including family members, and friends;
- if you or a cardholder selects their own PIN, not select a number or word that can be easily guessed, such as part of the data imprinted on the card, a previously selected PIN, consecutive numbers, one number repeated or numbers which form a pattern, or that can easily be associated with them, such as date of birth, telephone number, driver's licence number and so forth;
- make sure that nobody watches when the PIN is entered at electronic banking terminals;
- never enter the PIN in an electronic banking terminal that does not look genuine, has been modified, has a suspicious device attached to it or is operating in a suspicious manner;
- be ready to make a transaction when they approach an ATM or EFTPOS terminal;
- make sure that they do not leave anything behind when they complete a transaction including leaving the card unattended in or at an ATM;
- notify us immediately if the PIN mailer has not been received intact, or if a PIN change has taken place without being requested.

If a cardholder makes a record of their PIN they must either take reasonable steps to prevent unauthorised access to the record or ensure the record is reasonably disguised. We do not consider that they have made a reasonable attempt to disguise a PIN if they only:

- record it in reverse order;
- record it as a series of numbers with any of them marked to indicate the PIN;
- record the PIN as a telephone number with the PIN in its correct sequence anywhere within the telephone number;
- record the PIN as a telephone number where no other telephone numbers are recorded;
- disguise the PIN as a date or as an amount.

There may be other forms of disguise which may be similarly unsuitable because of the ease of another person working out the PIN.

36.4 Loss or theft of a card or PIN.

A cardholder must immediately notify us if their card or PIN record is lost or stolen, or they suspect that unauthorised transactions have been made on any account. This will enable us to put a stop on the card straight away preventing or minimising losses resulting from unauthorised transactions and your potential liability for such losses (see "When the account holder is liable" below). The best way to contact us is by visiting a Westpac branch or calling our Cards Customer Service Centre on 1300 651 089.

If you are calling about a lost or stolen card from overseas, call the International Operator to book a reverse charge call to +61 3 6345 1058. Please note that calls made from mobile phones may attract mobile operator fees or charges.

If a Westpac Business Debit Mastercard is lost overseas the cardholder may report the loss to:

- Mastercard Global Cardholder Services;
- any financial institution displaying the Mastercard logo.

We will give the cardholder a notification number or some other form of acknowledgment which they should retain as evidence of the date and time of the report.

We may require the cardholder to confirm the report at one of our branches and complete certain documentation.

If a cardholder can't contact us by phone because our emergency telephone numbers are not available, you will not be responsible for unauthorised use of your card which could have been prevented if the cardholder were able to contact us by phone.

The cardholder must, however, tell us of the loss or theft of the card within a reasonable time from the re-establishment of our telephone reporting facilities.

36.5 When the account holder is not liable.

The account holder will not be liable for losses resulting from unauthorised transactions where it is clear that the cardholder has not contributed to the loss.

The account holder will not be liable for losses resulting from unauthorised transactions that:

- are caused by the fraudulent or negligent conduct of our staff or agents or of companies involved in networking arrangements or of merchants (ie. providers of goods or services) who are linked to the electronic funds transfer system or of their agents or employees; or
- happen before the cardholder receives their card or receives their PIN, including a replacement or reissued card or PIN; or
- happen after we have been notified that a card has been misused, lost or stolen or that the security of any PIN has been breached; or
- happen after you have requested us to cancel a card and have either returned the card to us, or taken all reasonable steps to have the card returned to us (see "Card cancellation"); or
- are made with a card that is forged, faulty, expired or cancelled;
- are the result of the same transaction being incorrectly debited more than once to the same account.

36.6 When the account holder is liable.

The account holder is liable to the Bank for:

- any non-observance of these terms and conditions by any cardholder; and
- use of a card or any transaction arising out of use of a card by any cardholder or by another person with the cardholder's knowledge and consent.

The account holder will be liable for losses resulting from transactions which are carried out by the cardholder, or by another person with the cardholder's knowledge and consent.

The account holder will be liable for actual losses resulting from unauthorised transactions caused by the cardholder:

- unreasonably delaying notifications of their misuse, loss or theft of their card, their PIN becoming known to someone else; or
- engaging in fraud; or
- voluntarily disclosing their PIN to anyone, including a family member or friend; or
- keeping a record of a PIN:
 - without making a reasonable attempt to disguise it or to prevent unauthorised access to it; and
 - in a way that it could be lost or stolen with their card; or
- writing their PIN or a disguised record of their PIN on their card; or
- selecting a PIN which represents their birth date, or being an alphabetical code which is a recognisable part of their name, after we have asked them not to select such a PIN and told them of the consequences of doing so; or
- acting with extreme carelessness in failing to protect their PIN.

However, the account holder will not be liable to pay for:

- that portion of the losses incurred on any one day which exceed the daily transaction limit applicable to the card or any account(s) which are linked to the card; or
- that portion of the losses incurred which exceed the balance of the account(s), including any pre-arranged credit.

36.7 When limited liability applies.

The account holder will only be liable for losses resulting from unauthorised transactions to a limited extent, in circumstances where it is unclear whether the user contributed to the loss. The account holder's liability in such cases will be the least of:

- \$50; or
- the balance of the linked account(s), including any pre-arranged credit; or
- the actual loss at the time we are notified of the misuse, loss or theft of the card or PIN.

General matters.

37. The Code of Banking Practice.

This 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 persons who are, or who may become, their individual and small business customers and their guarantors. We actively comply with the Code.

Each relevant provision of the Code applies to the banking products and services described in this booklet.

Information is set out in this booklet about:

- account opening procedures;
- our obligations regarding the confidentiality of your information;
- complaint handling procedures;
- bank cheques;
- 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 the relevant banking service.

38. What to do if you have a problem or dispute.

If you're ever unhappy about something we've done – or perhaps not done – please give us the opportunity to put things right.

Where possible, we will attempt to resolve your complaint on the spot. If we need to take some additional time to get back to you, we will let you know. In the event we can't resolve your concern at your first point of contact, we will refer the complaint to our dedicated Customer Experience team.

Our Customer Experience Managers aim to respond to your complaint as quickly as possible, however some complaints may take longer to resolve than others. We will keep you informed about the progress of your complaint.

You can contact us by:

Telephone: 1300 130 467

E-mail: Go to our website, westpac.com.au, and search 'Feedback and Complaints'

Mail: Customer Experience, Reply Paid 5265, Sydney NSW 2001

If you are still unhappy.

If you are unhappy with the outcome of your complaint, then please feel free to contact our Westpac Group Customer Advocate. The role of the Customer Advocate is to provide an objective and independent review of the outcome. The Westpac Group Customer Advocate can be contacted by email: customeradvocate@westpac.com.au.

Information to include in your correspondence:

- your customer number and complaint reference number;
- your preferred contact details;
- a brief description of your complaint.

If you are not satisfied with our response or handling of your complaint, you may be able to lodge your complaint with a free, independent external dispute resolution scheme. If your complaint is lodged:

- **before 1 November 2018**, you may lodge your complaint with the Financial Ombudsman Service Australia:
Online: fos.org.au
Email: info@fos.org.au
Phone: 1800 367 287
Mail: Financial Ombudsman Service Limited GPO Box 3 Melbourne VIC 3001
- **on or after 1 November 2018**, you may lodge your complaint with the Australian Financial Complaints Authority:
Online: afca.org.au
Email: info@afca.org.au
Phone: 1800 931 678
Mail: Australian Financial Complaints Authority GPO Box 3 Melbourne VIC 3001

39. What happens if your details change?

If your address or other relevant details change, please notify us as soon as possible. This can be done easily by calling Business Telephone Banking or visiting one of our branches.

If the account signatories change, please notify us as soon as possible by visiting any of our branches.

Please note that unless you have given us adequate prior notification of account changes, we cannot be held responsible for any resulting errors or losses.

40. Privacy and Confidentiality.

Westpac's Privacy Policy explains our commitment to the protection of your personal information. You may obtain a copy of our Privacy Policy by:

- calling Business Telephone Banking on 132 142;

- asking at any of our branches; or
- visiting our website at westpac.com.au/business

In addition to the Bank's duties under legislation, it has a general duty of confidentiality towards you, except in the following circumstances:

- where disclosure is compelled by law;
- where there is a duty to the public to disclose;
- where the interests of the Bank require disclosure; or
- where disclosure is made with your express or implied consent.

41. Foreign Tax Residents.

We are required under domestic and international laws to collect and report financial and account information relating to individuals and organisations who are, or may be, foreign tax residents. We may ask you whether you or any shareholder, beneficiary, settlor or controlling person are a foreign tax resident from time to time, such as when you open an account with us, or if your circumstances change. If you do not provide this information to us we may be required to limit the services we provide to you.

Unless you tell us otherwise, by completing any application, you certify that any shareholder, named beneficiary, settlor or controlling person is not a foreign tax resident. You must tell us if you, or any shareholder, named beneficiary, settlor or controlling person is, or becomes, a foreign tax resident (unless an exemption applies, such as for shareholders of listed companies). Where there are no named beneficiaries (for example for beneficiaries identified only as a class) you must tell us if a beneficiary is a foreign tax resident immediately when any decision is made to identify and make a distribution to them. You may contact us to provide foreign tax residence information by calling 1300 725 863.

We cannot give tax advice, so please contact your independent tax advisor if you need help finding out whether any person is a foreign tax resident.

42. Factors that may influence our advice.

This booklet has been designed to help you choose the right account from the outset. When you ask for a recommendation, please be assured that our staff members will always explain your choices and point you to the product that best suits your needs.

Sometimes our staff may be eligible for incentives, including cash incentives for achieving or exceeding a sales target.

When selecting, retaining or realising investments relating to our deposit accounts, we do not take into account labour standards or environmental, social or ethical considerations.

43. Special offers.

We may publish promotional material about a special offer that includes details of special deals and banking benefits provided by Westpac or other related companies. In this case, we reserve the right to withdraw, vary or replace benefits, or the conditions under which they are available, at any time.

44. Communication 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 which include companies that bear the 'Westpac' or 'BT' name.)

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 Business Telephone Banking on 132 142;
- write to us at GPO Box 3433, Sydney NSW 2001;
- speak to your relationship manager; or
- visit any of our branches or In-stores.

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

45. Anti-Money Laundering and Counter-Terrorism Financing Obligations.

Please be advised that in order for us to meet our 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) howsoever caused in connection with any deposit product;
- 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:

- (a) 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
- (b) the underlying activity for which any deposit product is being provided does not breach any Australian law or sanctions (or the law or sanctions of any other country).

46. Mistaken Internet Payments.

This clause does not apply to:

- (a) BPAY payments.
- (b) 'Pay Anyone' payments made by business or institutional customers; and
- (c) any other payment method, other than payments received from a personal customer as a 'Pay Anyone' payment, an Osko Payment or a Basic Single Credit Transfer.

You should report Mistaken Internet Payments to us as soon as you become aware of them. You can report Mistaken Internet Payments to us in Online Banking, by visiting a Westpac branch or by calling Business Telephone Banking.

We'll give you a notification number or some other form of acknowledgment which you should retain as evidence of the date and time of your report.

46.1 How we deal with Mistaken Internet Payments.

Mistaken Internet Payments will be dealt with by us in accordance with the ePayments Code, where that Code applies to the payment. This section provides a summary of the processes in that Code.

We may be the sending institution, that is the financial institution whose customer made the payment or the receiving institution, that is the financial institution whose customer received the payment (this customer is the unintended recipient of the payment). We will be the sending institution where the payment is made from your Westpac Account. We will be the receiving institution where the payment is made to your Westpac Account.

Where a financial institution other than us is the receiving or sending financial institution, we can't guarantee that it'll follow the processes in the ePayments Code. A financial institution is unlikely to follow these processes if it is not an authorised deposit-taking institution for the purposes of the Banking Act. We are not liable for any loss suffered if it doesn't follow those processes.

Where the sending institution is not satisfied that a payment is a Mistaken Internet Payment, it is not required to take any further action, however it may choose to contact the unintended recipient and explain that a person has claimed that a transaction was mistaken.

Notwithstanding anything set out below, where the unintended recipient of the Mistaken Internet Payment is receiving income support payments from Centrelink, the receiving institution must recover the funds from that recipient in accordance with the Code of Operation for Centrelink Direct Credit Payments.

Where you or another financial institution advises us that you are, or we think you may be, the sender or recipient of a Mistaken Internet Payment, you must give us, as soon as reasonably practicable and within the time we request, any information we reasonably require to enable us to determine whether the payment was a Mistaken Internet Payment.

46.2 Where sufficient funds are available in the unintended recipient's account.

Where the sending institution is satisfied that the Mistaken Internet Payment occurred and there are sufficient credit funds available in the account of the unintended recipient to the value of the Mistaken Internet Payment, the process that will apply will depend upon when the report of the mistaken transaction is made.

46.3 Where the report is made within 10 business days of the payment.

If the receiving institution is satisfied that a Mistaken Internet Payment has occurred, it will return the funds to the sending institution within 5 Business days of the request or any reasonably longer period up to a maximum of 10 Business days.

46.4 Where the report is made between 10 business days and 7 months of the payment.

The receiving institution will investigate the payment and complete the investigation within 10 Business days of receiving a request

If the receiving institution is satisfied that a Mistaken Internet Payment has occurred, it will prevent the unintended recipient from withdrawing the funds for a further 10 Business days and notify the unintended recipient that they will withdraw the funds if that recipient does not establish they are entitled to the funds within that 10 day period.

If the unintended recipient does not establish they are entitled to the funds within that time, the receiving institution will return the funds to the sending institution within 2 Business days of the end of that period.

46.5 Where a report is made more than 7 months after the payment.

If the receiving institution is satisfied a Mistaken Internet Payment occurred, it must seek the consent of the unintended recipient to return the funds.

In each case where the receiving institution is not satisfied that a Mistaken Internet Payment has occurred, it may (but is not required to) seek consent of the unintended recipient to return the funds.

In each case, where the funds are returned to the sending institution, it will return the funds to the source Account as soon as practicable.

46.6 Where sufficient funds are not available.

Where both the sending and receiving institution are satisfied that a Mistaken Internet Payment has occurred but there are not sufficient credit funds available in the account of the unintended recipient, the receiving institution will use reasonable endeavours to recover the funds from the unintended recipient.

46.7 Where you receive a Mistaken Internet Payment.

Where:

- both we and the sending institution are satisfied that a payment made to your account is a Mistaken Internet Payment; and
- sufficient credit funds are available in your account to the value of that payment; and
- the Mistaken Internet Payment is reported 7 months or less after the payment; and

- for Mistaken Internet Payments reported between 10 Business days and 7 months of the payment, you don't establish that you are entitled to the payment within the relevant 10 Business day period referred to in clause 46.4.
- we will, without your consent, deduct from your account an amount equal to that mistaken payment and send that amount to the financial institution of the payer in accordance with clause 46.3 or 46.4 above.

If there are insufficient funds in your account, you must co-operate with us to facilitate payment by you of an amount of the Mistaken Internet Payment to the payer.

We can prevent you from withdrawing funds that are the subject of a Mistaken Internet Payment where we are required to do so to meet our obligations under the ePayments Code.

46.8 Liability for losses arising from Mistaken Internet Payments.

You must ensure that Internet payment details are correct. You and any User are solely responsible for providing correct payment details including amount and payee details. We will return to you any funds recovered by us on your behalf from an unintended recipient in respect of a Mistaken Internet Payment in accordance with this clause 46, but otherwise have no liability to you or your user for any payment made in accordance with details provided by you or your user including Mistaken Internet Payments.

47. Changes to Terms and Conditions.

We may change the Terms and Conditions that apply to:

1. your accounts;
2. your account access channels (e.g. Telephone Banking, Online Banking, Handycard access, Westpac Business Debit Mastercard access etc.); or
3. any product or service outlined in this booklet.

We'll always let you know if, for any reason, the terms and conditions of your account change. However, advance notice may not be given where a change has to be made to restore or maintain the security of our systems or of individual accounts. We may notify you of changes as set out in the following table:

Type of change	Time frame	Method of notification
New fee or increase to a fee	30 days in advance.	In writing, electronically or through an advertisement in a major newspaper.
Minimum monthly balance required to waive the monthly service fee	30 days in advance.	In writing, electronically or through an advertisement in a major newspaper.
New fees or increase in fees covering use of account access methods, and for additional or replacement access methods	30 days in advance.	In writing or electronically.
Interest rate changes	No later than the date of the change, except where the rate is linked to money market rates or other rates – changes to which we cannot notify you of in advance.	In writing, electronically or through an advertisement in a major newspaper.
Change in the way interest is calculated, charged or paid to your account – or to the balance tiers which determine the interest rate or rates	30 days in advance.	In writing or electronically.
Changes affecting your liability for electronic transactions	20 days in advance.	In writing or electronically.
Transaction limits on account access, including Handycard, Westpac Business Debit Mastercard and Pay Anyone	20 days in advance.	In writing or electronically.
Government charges	In advance of the change, or as soon as practicable afterwards, unless the change has been publicised by a government agency, government or representative body.	In writing, electronically or through an advertisement in a major newspaper.
Any other change to a condition or any material change to a matter by law to be in this booklet	In advance of the date of the change.	In writing, electronically or through an advertisement in a major newspaper.

By “electronically”, we mean by:

- electronic communication to your nominated electronic address; or
- making particulars of changes available at our website and sending to your nominated electronic address a notification that the changes can be retrieved from westpac.com.au

Definitions.

To assist you with reading this booklet, listed below are some definitions for terms which are expressed throughout this document.

Access authority form is a written application or authority submitted by you to the Bank in a prescribed form detailing the accounts, groups, group users, access levels, contact person plus other details to enable the Bank to permit access to Business Telephone Banking by group users.

Access level is the level of access granted by an account holder to a nominated group user of Business Telephone Banking or Business Online Banking, where the group user is allowed to perform the type of transactions nominated for the account(s) within their group. The following access levels apply:

Access level for users	Business online banking*	Business telephone banking
Value Access	<p>Allows a User to:</p> <ul style="list-style-type: none"> • View the account balance; • View transaction details and statements on the account; • debit the account by: <ul style="list-style-type: none"> - funds transfers - BPAY payments - periodical payments - Pay Anyone payments - Overseas Telegraphic Transfers. 	<p>Allows a User to:</p> <ul style="list-style-type: none"> • Conduct a balance enquiry; • Obtain transaction details and statements on the account; • debit the account by: <ul style="list-style-type: none"> - funds transfers - BPAY payments - periodical payments • change contact details; • order cheque and deposit books; • order voucher retrievals; • request duplicate statement; • change the statement cycle; • make a tracing request; • stop cheques; • request Term deposit advices.
Non Value Access	<p>Allows a User to:</p> <ul style="list-style-type: none"> • View the account balance; • View transaction details and statements on the account; • Create draft payments for a value access User to sign (authorise). 	<p>Allows a User to:</p> <ul style="list-style-type: none"> • Conduct a balance enquiry; • Obtain transaction details.
Account Maintenance	N/A	<p>Account Maintenance is no longer available, but is supported for customers who registered prior to 20 August 2007. The designated Contact Person who was granted and retains this access level can automatically access in Business Telephone Banking all of the accounts linked to the service and can perform each function of a value access User except for debiting the account, stopping cheques and requesting term deposit advices.</p>

* If you are on Westpac Live, please refer to Online Banking Terms and Conditions.

Access method means the combined use of any one or more of the following components by a user to make electronic funds transfer transactions to or from an account using electronic equipment: card, card number, account number, customer number, PIN, Business Telephone Banking access code or Business Online Banking password.

Account holder is the person(s) in whose name an account is conducted and who is responsible for all transactions on the account.

Account signatory means each person or persons the account holder authorises to operate one or more of their accounts independently.

Additional cardholder means each person (other than a primary cardholder) the account holder nominates as a cardholder to whom we issue a card.

Authority is a written acknowledgment, in the prescribed form, provided to the Bank by a customer permitting access to Business Telephone Banking by an authorised person.

Available balance means the current balance less any unsettled transactions (including cheques deposited that have not yet been cleared or Westpac Business Debit Mastercard transactions pending authorisation) plus any credit limit you may have on your account for accounts with overdraft arrangements.

Banking within the Westpac Group. Wherever we refer to 'the Bank' or 'Bank' in this brochure, we mean Westpac Banking Corporation.

Wherever we refer to 'the bank', 'a bank', 'other bank' or 'another bank', we mean any bank or financial institution which is not part of the Westpac Group.

Wherever we refer to 'non-Westpac Group branded ATM', we mean any ATM which is not branded Westpac or St.George or BankSA or Bank of Melbourne.

Wherever we refer to 'Westpac Group branded ATM', we mean any ATM which is branded Westpac or St.George or BankSA or Bank of Melbourne.

Basic Single Credit Transfer means a credit payment message, other than an overlay service payment or an international funds transfer instructions payment, sent by a New Payments Platform (NPP) participant via the NPP basic infrastructure for the benefit of a payee with another NPP participant.

Business day Where we mention 'business day' within this booklet we are referring to any weekday when the Bank is open for business in any State or Territory of Australia. If the Bank is closed in all States and Territories then that day will not be a business day. If the Bank's offices are closed in your State or Territory but open in other States or Territories then the Bank will still regard that day as a business day in every State or Territory. Saturday and Sunday are not classified as business days even though branches may be open for business.

Business Online Banking means the online banking service for business customers accessible at westpac.com.au.

Card means any authorised card issued by us for your account or for which we allow you to link to your account including a Westpac Business Debit Mastercard, a Business Handycard or a Handycard.

Cardholder means each person who has been issued a card including a primary cardholder or an additional cardholder.

Current balance means the total balance in your account which may include any uncleared funds.

Electronic banking terminal means any authorised terminal or device in which you can use your Card and PIN. This includes:

- Westpac branch terminals in Australia;
- Westpac automatic teller machines in Australia;
- automatic teller machines of other selected financial institutions in Australia;
- automatic teller machines overseas bearing the Mastercard logo (Business Debit Mastercard only);
- automatic teller machines overseas bearing the Cirrus logo;
- electronic funds transfer at point of sale (EFTPOS) terminals;
- any other authorised terminal or device connected to the to the Bank's electronic banking system from time to time.

Electronic equipment includes electronic banking terminals, computers, televisions and telephones.

Full access card means a Westpac Business Debit Mastercard in respect of which the cardholder has full access to all features of each account to which the Westpac Business Debit Mastercard is linked.

Group means the group of accounts nominated by the account holder(s) on the access authority form in which an account it owns may be included. This may include grouping the holder's account(s) with the account(s) of a group user (to the extent nominated by the holder on the access authority form), and between which transactions at the authorised access level may take place.

Group Number means the two-digit number provided to you or the contact person by the Bank and lodged by you with the Bank, which identifies the specific group to which a group user has access. There may be more than one group number belonging to each customer number.

Group User means the person permitted by you as the account holder(s) to have access to your account(s) to conduct transactions according to the access level granted by you.

Limited access card means a Westpac Business Debit Mastercard in respect of which the cardholder may only access in the manner set out in 'A guide to using your card' section of this booklet the primary account to which the Westpac Business Debit Mastercard is linked.

Mastercard PayPass™ transaction means when a cardholder authorises a transaction by tapping their Westpac Business Debit Mastercard (capable of making a Mastercard *PayPass*™ transaction) on a *PayPass*™ terminal.

Maximum daily spend limit means a limit applied to each limited access Westpac Business Debit Mastercard for any transaction made through an EFTPOS terminal when the cardholder selects the 'credit' button and for Mastercard *PayPass*™ transactions.

Maximum daily transaction limit means a limit applied to each full access card on cash withdrawals through ATMs debited to an account, and transactions through EFTPOS terminals debited to an account where 'cheque' or 'savings' buttons are pressed.

Mistaken Internet Payment means a payment, other than one made using BPAY, by an individual (being a person captured by the ePayments Code definition of 'user') that is a Basic Single Credit Transfer or is made through a 'Pay Anyone' or 'Pay to Mobile' internet banking facility and processed through direct entry or Osko, where the funds are paid into the account of an unintended recipient because the user enters or selects a BSB and account number and/or an account identifier that does not belong to the intended recipient as a result of the individual's error or the individual being advised of the wrong number and/or identifier.

Netted interest arrangement is a formally documented account arrangement that allows the credit and debit balances of accounts within the arrangement to be notionally combined for interest calculation purposes only.

Non-Westpac Group branded ATM refers to any ATM which is not branded Westpac or St.George or BankSA or Bank of Melbourne.

Osko means the Osko payment service administered by BPAY.

Osko Payment means a Pay Anyone payment made using the Osko service.

PayPass™ terminal means an electronic banking terminal which can be used to make a Mastercard *PayPass*™ transaction.

Person includes an individual, company, society, club, association or authority.

Primary account means an account linked to a Westpac Business Debit Mastercard which can be accessed by using the 'credit' button on an ATM or EFTPOS terminal.

Primary cardholder means each account signatory to whom we issue a card.

Online Banking means Westpac Online Banking or Business Online Banking. The Online Banking Terms and Conditions are located at westpac.com.au.

Set-off arrangement is a formally documented account arrangement that notionally combines the balances of accounts within the group for interest calculation purposes and for sharing excess credit funds within the group.

Set-off Group. Where we mention Set-off Group within this booklet we are referring to both netted interest and set-off arrangements.

Transaction definitions:

These definitions may help you when reading the fees section in this booklet.

Self-service (electronic) withdrawal means:

- withdrawals through Westpac ATMs (where the account has card access);
- withdrawals from St.George/BankSA/Bank of Melbourne branded ATMs;
- withdrawals and funds transfers from your account using automated Business Telephone Banking;
- EFTPOS;
- Direct Debit;
- withdrawals and funds transfers from your account using Business Online Banking and Corporate Online;
- Periodical Payments.

Staff-assisted withdrawal means:

- withdrawals and transfers through Business Telephone Banking with the assistance of a Customer Service Representative;
- over-the-counter branch and in-store withdrawals via cheque or ATM card (where the account has card access);
- cashed cheques.

Self service (electronic) deposits means:

- transfers to your account through Westpac ATMs (where the account has card access);
- transfers to your account using Business Telephone Banking automated voice response unit;
- government payment;
- direct credits;
- transfers to your account using Business Online Banking and Corporate Online;
- other electronic deposits.

Cheques written and collected/deposited means:

- cheques drawn on your account and prepared by you;
- cheques deposited;
- other deposits (e.g. merchant envelope deposit).

Staff assisted deposits means:

- transfers to your account through Business Telephone Banking with the assistance of a Customer Service Representative;
- over-the-counter branch and in-store transactions made using a deposit slip or an ATM card (where the account has card access);
- cash or cheques deposited over-the-counter using a deposit slip or an ATM card (where the account has card access);
- cash or cheques deposited through an ATM (where the account has card access);
- Business Express Deposit;
- Night Safe wallet;
- Express deposit envelopes.

Westpac Foreign Transaction Fee definitions:

'*Westpac Foreign Transaction Fee*' means the charging of both the Westpac On-Charged Scheme Fee plus the Westpac Processing Fee (where applicable).

'*Westpac On-Charged Scheme Fee*' means a fee charged by Mastercard Worldwide when processing foreign currency transactions which we pass on to you. The amount varies depending on the nature of the transaction.

'*Westpac Processing Fee*' means a fee charged to you by Westpac where a transaction is made in foreign currency with a merchant or financial institution located outside Australia.

Westpac Group branded ATM refers to any ATM which is branded Westpac or St.George or BankSA or Bank of Melbourne.

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