

CORPORATE ONLINE

Supplementary Terms and Conditions

Westpac PNG



May 2024



Important Information

These terms and conditions are supplementary terms and conditions for Corporate Online.

In relation to your account domiciled and/or services accessed in PNG, Corporate Online is provided to you by:

**Level 5, Harbour Side West,
Stanley Esplanade, Port Moresby,
National Capital District,
Papua New Guinea**

Corporate Online Support in PNG may be contacted during business hours on Business Days on +675 322 0671 / +675 322 0949 / colhelpdeskpng@westpac.com.au

International Payments

1.1 International Payment processing limits (from your PNG domiciled account)

There are no processing limits applicable to International Payments where a Dealing Relationship exists. If you do not have a Dealing Relationship in PNG, please contact Corporate Online Support in PNG for details of processing limits and applicable foreign exchange rates.

1.2 Fees and charges for processing from a PNG domiciled account.

Where a Payment is initiated from a PNG domiciled Westpac account in an Office where no PNG billing arrangement is established, Westpac will, in the absence of contrary instructions, assign at its own discretion a PNG Kina Westpac account from those Accounts assigned to that Office, as the default nominated billing account for all related PNG Kina fees and charges incurred in that Office.

1.3 The two forms required for international payments are:

- A completed and signed Tax Clearance Certificate (from IRC), and
- F.E. Notice 20 – Notification of outward Remittance of currency by entities and individuals resident in Papua New Guinea..

Bill Pay Payments Scheme

If you or a User ask us to make a payment through the Bill Pay Scheme, such payment will be subject to the Bill Pay terms and conditions, a copy of which is available on request.

A Bill Pay Payment may not be able to be processed if the payment details become invalid when the Payment is due.

Certain Corporate Online Applications Not Available In Relation To PNG Accounts

The following applications described in section 3 of the Corporate Online Organisation Establishment form are not currently available in relation to your PNG accounts:

- Receipts
- Online FX
- Research
- Term Deposits
- Australian BPAY®

If You Have A Problem Or Dispute

If you have any problems or disputes with the service we provide, we would like to hear about them. Fixing concerns is very important to us.

We aim to resolve your complaint at your first point of contact with us. So please raise your complaint with your Westpac Representative. You may also contact Corporate Online Support from within PNG during business hours on Business Days on 322 0999.

Governing Law

In relation to your accounts domiciled and/or services accessed in PNG, this Agreement is to be governed by and construed in accordance with the laws of PNG and the parties submit to the non exclusive jurisdiction of the courts in PNG.

Privacy

Our Privacy Statement explains how we collect, use and disclose your personal information and credit related information (if applicable). Our Privacy Statement also provides information about how someone can access and correct personal information and make a complaint and is available at <https://www.westpac.com.pg/privacy-policy/> or by calling us on (675) 3220888 or visit us in branch.

Definitions

The following additional definitions apply in relation to your accounts domiciled and/or services accessed in PNG:

Bill Pay means an electronic payments scheme whereby you may make Bill Pay Payments to Bill Pay Billers.

Bill Pay Biller means an organisation participating in Bill Pay and able to receive Payments via Bill Pay.

Bill Pay Payments means an instruction to transfer funds under the Bill Pay scheme on your behalf.

GST also has the meaning given in the Goods and Services Tax Act 2003 (PNG), as amended from time to time.

We, Westpac, our, us means Westpac Bank PNG-Limited.

We're here to help

Our Customer Care team is ready to assist between the hours of 8am-6pm on business days.

 (675) 322 0888

 PNGCallCentre@westpac.com.au

 www.westpac.com.pg

