

Westpac Term Deposits & Farm Management Deposits.

For Personal and
Business Customers.

Terms and Conditions.

Effective as at 1 March 2020.



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

The information in this document 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.

Our contact details are:

For Personal customers.

Calling 132 032

Visiting our website westpac.com.au

Visiting any of our branches or In-stores

Writing to us at GPO Box 3433, Sydney NSW 2001

Email online@westpac.com.au

For Business customers.

Calling 132 142

Visiting our website westpac.com.au

Visiting any of our branches

Writing to us at GPO Box 3433, Sydney NSW 2001

Email online@westpac.com.au

Speak with your Relationship Manager

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
275 Kent St, Sydney NSW 2000

Australian Financial Services Licence Number 233714.

Australian credit licence Number 233714.

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

Contents.

SECTION A.	5
Features and benefits.	5
SECTION B.	8
Your Account.	8
1. Opening your Account.	8
2. Providing us with your Tax File Number or ABN.	9
3. Opening a joint Account.	11
4. Opening an Account held in trust.	12
5. Opening an Account for a minor in their own name.	12
6. Giving someone else the authority to use your Account.	13
7. Account information.	16
8. Interest rates that apply to your Account.	17
9. Maturity.	18
10. Closing your Account before the end of the term.	21
11. When the Bank can combine your accounts.	23
12. Additional conditions applying to Farm Management Deposits.	24
SECTION C.	27
General matters.	27
13. Changes to terms and conditions.	27
14. Banking Code of Practice.	30
15. The ePayments Code.	31
16. What to do if you have a problem or dispute.	31
17. Privacy and Confidentiality.	33
18. Recommending banking solutions that meet your needs.	33
19. Factors that may influence our advice.	34
20. Communication with you.	34
21. Anti-Money Laundering and Counter-Terrorism Financing Obligations.	35
22. Bank cheques	36
23. Our Reporting Obligations.	37
24. Australian Government Financial Claims Scheme.	37
25. Reasonableness.	37
26. Definitions.	38

SECTION A.

Features and benefits.

Features	Westpac Term Deposit	Westpac Farm Management Deposit
Most suitable if you need	A fixed term investment that pays a guaranteed rate of return. With a choice of terms (from 7 days to 60 months) and interest payment frequencies.	A scheme to help primary producers manage their exposure to economic effects and seasonal fluctuations. Terms range from 7 days to 60 months.
Who is eligible to open an Account?	Personal and Business customers.	Individuals carrying on a primary production business.
Minimum opening balance	\$5,000	\$1,000
How can an Account be opened?	By branch. By phone. Online.	By branch. By phone.

Features	Westpac Term Deposit	Westpac Farm Management Deposit
Are funds at-call?	No. Other than at Maturity, you may not withdraw your funds during a term unless you close your Account. For Term Deposits opened or renewed on or after 1 August 2014, you must usually give us 31 days' notice to close your Account during a term. See clause 10.	No. Other than at Maturity, you may not withdraw your funds during a term unless you close your Account. For Farm Management Deposits opened or renewed on or after 1 August 2014, you must usually give us 31 days' notice to close your Account during a term. See clause 10.
Will I get regular statements?	Statements sent include: confirmation, maturity*, renewal and repayment advices. An annual statement of interest paid is also sent. For Term Deposits opened before 1 July 2019, we do not issue account statements. For Term Deposits opened or renewed on or after 1 July 2019, we will issue account statements at least every six months. For other statement options, please contact us.	Statements sent include: confirmation, maturity*, renewal and repayment advices. An annual statement of interest paid is also sent. For Farm Management Deposits opened before 1 July 2019, we do not issue account statements. For Farm Management Deposits opened or renewed on or after 1 July 2019, we will issue account statements at least every six months. For other statement options, please contact us.

Features	Westpac Term Deposit	Westpac Farm Management Deposit
Will I earn interest?	Interest rates vary according to the deposit amount, interest payment frequency and the length of the term. Interest is paid on your entire term balance.	Interest rates vary according to the deposit amount, interest payment frequency and the length of the term. Interest is paid on your entire term balance.
How often is interest paid?	Monthly, yearly or at Maturity (where the term is 12 months or less) or at the end of any notice period.	Monthly, yearly or at Maturity (where the term is 12 months or less) or at the end of any notice period.
Is there a set period of time I need to have the account open for?	Terms range from 7 days to 5 years.	Terms range from 7 days to 5 years (the deposit must be kept open for at least 12 months to receive the tax benefits).

*Maturity notices are not issued for deposits where the term is 20 days or less.

SECTION B.

Your Account.

1. Opening your Account.

1.1 What we need from you.

To open any new Westpac Account we'll need some important details from you. Apart from details like your name, address, date of birth and your occupation, you'll need to supply certain documents and information to the Bank.

1.2 If this is your first account with us

Under the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006*, it's required that everyone who opens an Account, along with all signatories to the Account, must be identified. You can meet the identification requirements by completing the Westpac Customer Identification Procedure which involves providing identity documentation to the Bank. For information on documents required under Westpac's Customer Identification Standards please contact any branch or refer to our website - westpac.com.au/aml.

If the Account holder or any of the signatories to an Account do not meet our identification requirements the Account will be blocked for all withdrawals until they are identified.

If you have already provided the identification required you don't need to provide it again unless you are asked to do so by us.

1.3 Initial Funding

You will need to make the agreed initial deposit into your new Westpac Account on the day of opening; otherwise we may close your Account.

You can fund the initial deposit amount by:

1. Cash
2. Transferring funds from a Westpac transaction account
3. Bank Cheque or Personal Cheque

4. BPAY® – See the terms and conditions of your BPAY facility for information including fund transfer limits and time ordinarily taken to process BPAY transfers. The Biller code for your Account is available either online, by contacting Telephone Banking or by speaking to your Relationship Manager.

Commercial & Agribusiness relationship managed customers can also arrange with their Relationship Manager to fund the initial deposit amount by:

- **Direct Debit** – You can authorise Westpac to debit the initial deposit amount from a non Westpac bank account to credit your Account. The Direct Debit Request will need to be signed by all authorised signatories on the non Westpac bank account.
- **Direct Credit** – You can arrange with your financial institution in Australia to transfer the initial deposit amount from your non Westpac account.

2. Providing us with your Tax File Number or ABN.

Each time you open an Account that earns interest, you'll be asked if you wish to provide your Tax File Number or 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 in trust for someone else (such as a family trust) you should quote your own Tax File Number or Australian Business Number. If, on the other hand, a formal trust has been established, you can quote the trust's Tax File Number.

2.1 What happens if I don't provide my Tax File Number or ABN?

Providing us with your Tax File Number or Australian Business 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.

2.2 When don't I need to provide a Tax File Number or ABN?

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

- most pensioners;
- customers opening special Accounts where the income earned does not accrue to the person named as the Account holder;
- children under 16. However, where investment income is likely to be \$420 or more a year pro-rata, it is advisable to obtain a Tax File Number. Interest earned in excess of \$420 or more a year pro-rata is subject to withholding tax;
- religious and voluntary organisations;
- government bodies and local authorities.

The information contained in the section 'Providing us with your Tax File Number or ABN' does not constitute tax advice and is based on current tax laws and their interpretation.

2.3 Will the Bank disclose any information to the Australian Taxation Office about my Accounts?

The Bank is required to report details of interest/dividend income earned, withholding tax deducted and Tax File Numbers quoted on an Account, to the Australian Taxation Office annually.

The collection of Tax File Numbers and their use and disclosure are strictly regulated by the *Privacy Act 1988*.

3. Opening a joint Account.

You may open an Account jointly with your spouse, family members or a group of people. 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 Account authority or amending the existing Account authority. Any Account holder can require us to operate the Account on the signature of all Account holders. If you ask for an Account to be operated jointly, some Account features may not be available.

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);
- 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;
- if you open a joint Account over the telephone, both/all parties will need to be present to speak with the Customer Service Representative.

A Farm Management Deposit may not be held as a joint account.

4. Opening an Account held in trust.

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

- where one or more persons open an Account in which they are named as trustee for another person(s), e.g. solicitor or real estate agent who is required by law to conduct a trust account or trustee accounts opened by parents or guardians for children;
- for Trustees under a bankruptcy or liquidation order;
- for Trustees under a will;
- for Trustees under a deed of family arrangement.

A Farm Management Deposit may not be opened as a trust account.

5. Opening an Account for a minor in their own name.

We can open an Account for a minor (a person under the age of 18) in their own name. We will not open a Farm Management Deposit in a minor's name.

The following additional restrictions apply if the minor is under the age of 12:

- the Account must be opened in the minor's name, by a parent or guardian, i.e. an adult must sign the account opening form;
- electronic banking access is not permitted.

Once the Account holder turns 12, a new Notice of Authority can be completed to record their specimen signature.

6. Giving someone else the authority to use your Account.

6.1 Authority to operate.

The Account holder can authorise another person to operate their Accounts by completing a Notice of Authority, however this form does not extend to Online Banking. For Online Banking access a separate form must be completed. 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 Bank may cancel a third party's authority at any time if it reasonably believes that there may be a dispute relating to the Account or the authority.

The Account holder will be liable for any transactions made by the authorised third party and any associated fees and charges. In addition, the Account holder accepts responsibility for:

- any loss of funds because of any unauthorised transactions where the security of an access code has not been maintained;
- any loss of funds because of any transactions not authorised by the user due to a failure of the user to comply with the terms and conditions of the third party authority;
- any loss of funds because of transactions conducted by the user in error, but where the user was responsible for that mistake.

The Account holder can cancel a third party authority at any time by visiting any branch or contacting their Relationship Manager. The Account holder will be liable for any transactions made on the Account prior to the authority being cancelled, regardless of when they are debited to the Account.

6.2 Access Levels for Online Banking and Business Telephone Banking

The Account holder may nominate groups of users to carry out certain types of transactions using Business Telephone Banking and Online Banking. The Access Levels are set out below. Not all of the banking services set out below are available for Term Deposits or Farm Management Deposits, as withdrawals are usually available only at Maturity or on 31 days' notice under clause 10.

Access Level for Users	Online Banking	Business Telephone Banking
Value/ Approver Access	<p>Allows a User to:</p> <ul style="list-style-type: none"> • Open a Term Deposit and accept these Terms and Conditions on behalf of the Account holder; • View the Account balance; • View transaction details and statements on the Account; • Manage the Account including to: <ul style="list-style-type: none"> - renew the Account; - add funds to the Account; - withdraw funds to a linked account or another financial institution. 	<p>Allows a User to:</p> <ul style="list-style-type: none"> • Conduct a balance enquiry; • Request Term Deposit advices.
Non Value/ View Account 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 a request to open a Term Deposit for someone with Value / Approver access to approve. 	<p>Allows a User to:</p> <ul style="list-style-type: none"> • Conduct a balance enquiry.

Access Level for Users	Online Banking	Business Telephone Banking
Account Maintenance	<ul style="list-style-type: none"> • 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 Business Telephone Banking. All of the accounts linked to the service can perform each function of a value access User except debiting the account, stopping cheques and requesting Term Deposit advices.</p>

7. Account information.

Listed below are some of the occasions when you will receive current account information on your Accounts. These advices may be sent by postal mail or we may send them electronically (such as by email) if you provide an email address. They will be sent based on the occurrence of a particular event.

7.1 Current Account information.

Confirmation Advice – issued following the opening of a new Account, once funds are received. The advice confirms the details of the Account you have just opened.

Maturity Advice – issued 5 Business days prior to Maturity of an Account.

Maturity Advices will be sent in all circumstances unless the term of the deposit is 20 days or less.

It reminds you of the upcoming maturity of your Account and lets you know your options for what will happen at Maturity.

Funds on Notice Advice – issued the day after you provide us with notice of your intention to close your Account prior to Maturity.

Renewal Advice – issued following the renewal of an Account. It shows the details of the new term as well as details of the previous term. It also lets you know about the changes you can make.

Repayment Advice – issued following the closure of an Account. It confirms the Account has been terminated and shows how the funds have been paid to you.

Statement of Interest Paid – a statement showing the interest paid throughout the previous financial year on your Account(s), issued in July each year.

If you provide an email address, we may also use it to send you a general statement about your rights and obligations regarding maturity, renewal, and early closure of term deposits and farm management deposits.

7.2 Historical Account information

For access to historical information, simply talk to one of our Banking Representatives at Telephone Banking or in any branch.

8. Interest rates that apply to your Account.

8.1 Interest rates.

The interest rate applying to your Account is set out in the Confirmation Advice or Renewal Advice we give you after your Account is opened or renewed. The interest rate applying for a term is fixed for that term (although interest rate adjustments may apply if you withdraw an amount before the end of a term – see clause 10).

Deposit interest paid will reflect the number of days in the interest payment period.

8.2 How the interest you earn is calculated and paid.

Interest is calculated on the daily closing balance of your Account using the following formula:

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

Interest is calculated daily and can be paid either monthly, yearly, at Maturity (if the term is 12 months or less) or at the end of any notice period. If the term you select is longer than 12 months, interest will be paid at least annually.

Interest payments are made in the following ways.

Payments	Choice of options
At Maturity or at the end of any notice period	<p>Paid:</p> <ul style="list-style-type: none">• directly to an account at any Australian financial institution;• by Bank cheque (fees apply);• in cash;• added to the principal amount (i.e. your current deposit amount) and renewed. This option is only available on a Term Deposit.
Interim interest payments	<p>Paid:</p> <ul style="list-style-type: none">• directly to your nominated account only at any Australian financial institution. Interim interest payments cannot be made to Term Deposit accounts or Farm Management Deposit accounts.

9. Maturity

9.1 Renewing your Account

When an Account matures, if we have not received any renewal instructions before Maturity, or if you want to vary any previously supplied renewal instructions, you have six Business days commencing the day of Maturity in which to advise us of your instructions (the 'Variation Period'). You may do so once only during this period of six Business days. If no new or varied instructions are received during the period of six Business days, the Account will be renewed in accordance with instructions advised before Maturity (if any) or (if none) under the same conditions as applied to the previous term (where available), using the standard interest rate applicable at Maturity. Term Deposit instructions may be provided during the Variation Period via Online Banking, Telephone Banking or at any of our branches.

If an Account is opened or renewed on or after 1 August 2014, 31 days' notice must be given to close the Account before Maturity. This is explained in clause 10.

Westpac offers special interest rates on selected terms. These terms vary from time to time. If you are on a special rate and your Term Deposit rolls over automatically, the Term Deposit may be automatically re-invested at a lower rate than the current interest rate. We encourage you to contact us when your Term Deposit matures to discuss the rates that may be available on the day your Term Deposit matures.

As interest rates change as frequently as daily, all other conditions being equal, it is unlikely the interest rate you receive on your Account will remain constant from one term to the next.

If in the instance some conditions applying to your Account are contrary to our current policies we may be unable to process your instructions. In this circumstance we will endeavour to contact you to discuss your investment needs. Please also see clause 13 for further information on how we notify you of changes to the terms and conditions that apply to your Account. In the meantime, the deposit will be held "On Demand" receiving an at call interest rate. Note: Please refer to clause 26 for the definition of 'Business day'.

9.2 Adding additional funds to your Account

You can add additional funds to the Account during the 6 Business day variation period by:

1. **Cash** – You must deposit into Account within the 6 Business day variation period.
2. **Transferring funds** from a Westpac transaction account within the 6 Business day variation period.
3. **Personal Cheque** – You must deposit the personal cheque into the Account on the first day of the 6 Business day variation period at a Westpac branch.
4. **Bank Cheque** – You must deposit the bank cheque into the Account at a Westpac branch within the 6 Business day variation period.
5. **BPAY** – You must initiate the BPAY payment within 3 days of Maturity, which will ensure the funds are received by us before the end of the 6 Business day variation period. See the terms and conditions of your BPAY facility for information including fund transfer limits and time ordinarily taken to process BPAY transfers. The Biller code for your Account is available either online, by contacting Telephone Banking or by speaking to your Relationship Manager.

Commercial & Agribusiness relationship managed customers, who made their initial deposit amount by direct debit or direct credit, can also arrange with their Relationship Manager to add additional funds to the Account by:

- **Direct Credit** – You must initiate your direct credit transfer to ensure funds are received within the 6 Business day variation period.
- **Direct Debit** – You must return your signed Direct Debit Request form to your Relationship Manager within 2 days of Maturity.

The Direct Debit Request is available from your Commercial & Agribusiness Relationship Managers.

9.3 Closing your Account.

If you choose to close your Account at Maturity or at the end of any notice period, both the principal and interest can be paid in the following ways.

Payments	Choice of options
At Maturity or at the end of any notice period	<p>Paid:</p> <ul style="list-style-type: none">• directly to an account at any Australian financial institution;• directly to an account held with Westpac that is in the same name as the Account;• by Bank cheque (fees apply);• in cash.

Term Deposit instructions to close your Term Deposit during the Variation Period may be provided via Online Banking, Telephone Banking or at any of our branches.

If you do not provide another instruction, and we cannot contact you after the end of a notice period, we will send a bank cheque for the principal and interest (less the bank cheque fee) to the address that you have most recently advised to us.

Any instructions to disburse funds from an Account will be processed on the date of Maturity or the date after the day that any applicable notice period ends (if there is a no notice period under clause 10, payment will be made on the date the disbursement is requested). Where the applicable date does not fall on a Business day, the disbursement will be processed on the following Business day. Please allow up to three Business days for the disbursed funds from an Account to be received.

9.4 How your closing balance (Termination Value) is calculated if your Account balances are 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.

9.5 How your closing balance (Termination Value) is calculated if there are uncleared funds.

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

9.6 'On Demand' interest.

The 'On Demand' (at call) standard interest rate may apply to periods between Maturity and renewal or repayment of an Account. This rate may be lower than Term Deposit interest rates.

10. Closing your Account before the end of the term.

10.1 Term Deposit and Farm Management Deposit notice periods.

For Accounts opened and renewed on or after 1 August 2014, you must provide us with at least 31 days' notice to close your Account prior to Maturity, unless hardship applies, as assessed by Westpac. If you have less than 31 days' remaining on your term, the earliest you can access funds is at Maturity, unless hardship applies as assessed by Westpac.

The 31 day period starts on the day (Sydney time) that you give us notice by making a request at a branch during opening hours, or calling Telephone Banking on 132 032 (for Personal Customers) or 132 142 (for Business Customers). The disbursement will be paid under clause 9.3 on day 32 (or the next Business day after that).

The 31 day notice period applies to all Accounts unless you can show that you need access to the funds earlier due to hardship. If you need earlier access to funds prior to Maturity because of a hardship situation, you will need to provide details to the banking staff who can assess whether your case qualifies for an earlier disbursement under our hardship policy.

10.2 Confirmation of Account closure instructions.

When you give notice of your intention to close your Account, you should give the Bank instructions on how the funds should be disbursed. You can complete a notice of withdrawal at the branch if you give us notice at a branch. Alternatively, you can give us notice by telephone and we will record your instructions. We will send you a Funds on Notice Advice the day after you provide us with notice of your intention to close your Account on 31 days' notice. Please contact the Bank if you do not receive this document within 10 days.

Up until 5:00pm (Sydney time) on the Business day before the funds will be disbursed, you can cancel or change your instructions by giving us a replacement notice of withdrawal at a branch. You can cancel or change your instructions by telephone and we will record your amendments.

If you cancel your instructions to close the Account your funds will continue in the same Term Deposit or Farm Management Deposit until the end of the term without any interest adjustment, unless you make another request to close your accounts on 31 days' notice.

If you do not provide a different instruction about disbursement of funds in the notice of withdrawal, we will attempt to contact you to arrange collection of your funds. If no contact is made, we will send a bank cheque for the principal and interest (less the bank cheque fee) to the address that you have most recently advised to us.

10.3 Interest adjustment

If you ask the Bank to close your Account before the end of the term, we will in most instances reduce the interest rate that we will pay as follows:

When withdrawal is made	Interest rate reduction
Less than 7 days after the beginning of the term	No interest is paid.
7 days or more after the beginning of the term, where:	
• Less than 20% of the term has elapsed	90% of the interest rate that applies to your Account
• 20% to 39.99% of the term has elapsed	80% of the interest rate that applies to your Account
• 40% to 59.99% of the term has elapsed	60% of the interest rate that applies to your Account
• 60% to 79.99% of the term has elapsed	40% of the interest rate that applies to your Account

When withdrawal is made	Interest rate reduction
<ul style="list-style-type: none"> • 80% to 99.99% of the term has elapsed 	20% of the interest rate that applies to your Account

Where the term is 31 days' or longer, withdrawal cannot be made until the end of the notice period or the end of the term. The elapsed term is calculated to the day that your funds are actually disbursed, which is usually later than the day you give notice, see clause 10.1.

No interest rate reduction will be applied where an Account is repaid prior to Maturity due to the death of the Account holder, or in the case of hardship.

If interim interest has been paid, the Bank may need to recover this from the Account if it is repaid before Maturity.

No interest will be paid if the Account is repaid under this clause 10 (where permitted) within the first seven days of a term. For accounts closed during the 6 Business day variation period, interest may be paid at an at call interest rate under clause 9.1.

10.4 Cleared funds.

Funds can only be withdrawn from your Account once they have cleared.

11. When the Bank can combine your accounts.

If you overdraw your account without arrangement or beyond the agreed overdraft limit when formal overdraft arrangements do exist, we may automatically combine your accounts: that is, transfer sufficient money which is kept in any other 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 the money will reduce by the amount used for this purpose.

You agree that you may not set off any amounts we owe you (for example, credit balances in your other accounts) against amounts you owe us.

If we exercise our right to combine accounts, we will notify you promptly in writing at the address shown in our records. We need not give any advance notice.

12. Additional conditions applying to Farm Management Deposits.

12.1 Purpose of farm management deposits scheme.

The farm management deposits scheme is designed to allow individuals carrying on a primary production business in Australia to shift before-tax income from years when they need it least to years when it is most needed. The scheme helps those individuals to manage their exposure to adverse economic events and seasonal fluctuations.

Eligibility criteria apply to individuals carrying on a primary production business in Australia under the scheme. We recommend you get advice from an independent tax adviser before opening a farm management deposit account.

12.2 Tax consequences of farm management deposits.

The scheme allows individuals carrying on a primary production business in Australia to deduct the amount of any farm management deposit they own from their assessable income for the income year in which the deposit is made. However, the amount of the deductions cannot exceed the owner's taxable primary production income for the income year.

Under the Pay As You Go system, owners may reduce their instalment income for an instalment period by the amount of farm management deposits made during that period. The reduction is limited to the amount that the owners can reasonably expect to deduct for the deposit for the income year in which the deposit is made. However, the instalment income for the period cannot be reduced below nil.

When a farm management deposit is repaid to an owner in an instalment period, the instalment income of the period will include the amount of the repayment. But the owner's instalment income will only include so much of the repayment as will be included in the owner's assessable income for the income year in which the repayment is made.

If neither the owner's tax file number nor Australian Business Number has been quoted to the FMD provider that holds the deposit, the amount repaid will also be subject to withholding at a rate equal to the sum of the top marginal tax rate and the Medicare levy.

12.3 Important requirements for farm management deposits.

Some of the requirements for farm management deposits are summarised below. There are also other requirements set out in the Income Tax Assessment Act 1997. A breach of some of the requirements will result in the deposit not being treated as a farm management deposit, and the tax benefits will be lost.

- The owner must be an individual who is carrying on a primary production business in Australia when the deposit is made.
- The deposit must be made by only one individual and on behalf of only one individual.
- Rights of the depositor are not, and must not be, transferable to another entity.
- The deposit must not be used as security for any amount owed to the FMD provider or any other entity by the depositor or any other entity.
- Interest or other earnings on the deposit must not be invested as a farm management deposit with the FMD provider without having first been paid to the depositor.
- If the depositor requests in writing, the FMD provider must electronically transfer the deposit, to another FMD provider that agrees to accept it as a farm management deposit. This transfer request will be subject to a 31 day notice period.
- The FMD provider must not deduct any fees from the principal of a farm management deposit. However, it may charge fees on the deposit.

12.4 Repayment of farm management deposits.

The tax benefits are not retained for deposit amounts repaid within the first 12 months after the deposit was made, unless the repayment is made:

- (a) because the owner:
 - (i) dies; or
 - (ii) becomes bankrupt; or
 - (iii) ceases to carry on a primary production business in Australia and does not start carrying on such a business again within 120 days; or
 - (iv) has requested the deposit, to be transferred to another FMD provider; or
- (b) because the circumstances specified in regulation 7 of the *Income Tax (Farm Management Deposits) Regulations 1998*, relating to repayment in the event of a natural disaster, exist.

If the deposit does not meet the above conditions it will convert to a Term Deposit.

Depositors may withdraw the deposit within 12 months of the original lodgement date, which is usually subject to a 31 day notice period, and still qualify for a Farm Management Deposit tax deduction on the remaining amount, as long as the remaining amount has been lodged for at least 12 months from the original lodgement date and the balance does not fall below \$1,000.

12.5 Additional information

- The minimum deposit is \$1,000 and the maximum deposit is \$800,000.
- An individual can own more than one farm management deposit, and can own farm management deposits with different FMD providers, but the sum of the balances of all of the farm management deposits of an owner must not be more than \$800,000.
- The amount of any repayment of the deposit must be at least \$1,000, except where the entire amount of the deposit is repaid.
- Effective 1 July 2014, the taxable non-primary production income for the year of income must not exceed \$100,000.

SECTION C.

General matters.

13. Changes to terms and conditions.

We may change the terms and conditions that apply to your Account.

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 because of an immediate need to restore or maintain the security of our systems or of individual accounts. We can also give you a shorter notice period (or no notice) where it's reasonable for us to manage a material and immediate risk.

Despite anything in this clause, we will not change the initial rate applying to your Account under clause 8 except:

- (i) on any renewal of your Account under clause 9.1; or
- (ii) if you close your account before the end of the term under clause 10.

We may notify you of changes as set out in the following table:

Type of change	Time frame	Method of notification
Introducing a new fee	30 days in advance	In writing, electronically or through media advertisement
Increasing an existing fee	30 days in advance	In writing, electronically or through media advertisement
Change in the way interest is calculated, charged or paid to the Account	30 days in advance	In writing, electronically or through media advertisement

Type of change	Time frame	Method of notification
Government charges	In advance of the change, or reasonably promptly after the government, a government agency or representative body notifies us, unless the change has been publicised by a government agency, government or representative body	In writing, electronically or through media advertisement
Change to any term or condition necessary or desirable to comply with or reflect any law, regulator guidance or requirement, or decision of a court or other dispute resolution process	As soon as reasonably possible (which may be before or after the change is made) or, if we believe the change is unfavourable to you, at least 30 days before the change takes effect	In writing, electronically or through media advertisement

Type of change	Time frame	Method of notification
<p>Change to how and when deposits may be made</p>	<p>As soon as reasonably possible (which may be before or after the change is made) or, if we believe the change is unfavourable to you, at least 30 days before the change takes effect</p>	<p>In writing, electronically or through media advertisement</p>
<p>Change to the terms of the variation period at maturity of a term</p>		
<p>Change to how and when withdrawals may be made from the Account</p>		
<p>Change to any term or condition where the change reflects changes to our business or technological systems or processes, where we reasonably consider the change to be beneficial to you, or where the change is administrative or corrects a mistake or omission</p>		

Type of change	Time frame	Method of notification
<p>Change to any term or condition in any circumstance where it is reasonably necessary to protect our legitimate interests</p>	<p>As soon as reasonably possible (which may be before or after the change is made) or, if we believe the change is unfavourable to you, at least 30 days before the change takes effect</p>	<p>In writing, electronically or through media advertisement</p>

By “electronically”, we mean by:

- electronic communication to an electronic address you have given us for this purpose (i.e. e-mail address); or
- making particulars of the changes available at our website and sending to your nominated electronic address a notification that the changes can be retrieved from westpac.com.au
- You can update an electronic address or your communication preferences at any time by calling Telephone Banking on 132 032 (for Personal Customers) or 132 142 (for Business Customers).

14. Banking Code of Practice.

The Australian Banking Association’s banking code of practice as updated, and adopted by us, from time to time (**Banking Code**) sets out the standards of practice and service in the Australian banking industry for individuals and small business customers, and their guarantors who are individuals.

The relevant provisions of the Banking Code apply to the banking services referred to in this document. This means that we will comply with the Banking Code, where it applies to the banking services provided to you.

You can view a copy of the Banking Code on our website or ask us for a hard copy in branch or over the phone.

Information on current interest rates and standard fees and charges is available on request.

15. The ePayments Code.

If you have a personal Term Deposit, the ePayments Code governs certain electronic payments to or from your Account. We will comply with this Code where it applies.

Separate terms and conditions apply to your use of Westpac Online Banking and Telephone Banking. You can obtain a copy of the terms and conditions for other banking services we offer by contacting us.

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

Getting your complaint heard.

Sometimes you may want to talk about problems you are having with us. Fixing these problems is very important to us.

We've put in place ways of dealing with your issues quickly and fairly.

Please talk to us first.

We aim to resolve your complaint at your first point of contact with us. So please raise your complaint with any of the people handling your banking. You can contact us 24 hours a day, 7 days a week, from anywhere in Australia by:

Telephone: 1300 130 467

E-mail: Go to our website, westpac.com.au, click on 'Contact Us' and then 'Customer Feedback'.

Fax: 1300 655 858

Mail: Reply Paid 5265, Sydney NSW 2001

Contact our Customer Relations Team.

If we cannot resolve your complaint at your first point of contact with us, we will escalate it to our Customer Relations Team. You can also contact our Customer Relations Team directly by:

Telephone: 1300 130 206

E-mail: Go to our website, westpac.com.au click on 'Contact us' and then 'Customer Feedback'.

Fax: 1300 655 858

Mail: Reply Paid 5265, Sydney NSW 2001.

What to do if you are still unhappy.

If you are not satisfied with our response or handling of your complaint, you may be able to lodge a complaint with the free, independent external dispute resolution scheme, the Australian Financial Complaints Authority (AFCA). AFCA's details are set out below.

Australian Financial Complaints Authority

Online: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678 (free call)

Mail: Australian Financial Complaints Authority
GPO Box 3 Melbourne VIC 3001.

17. 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 Telephone Banking on 132 032 (for Personal Customers) or 132 142 (for Business Customers);
- asking at any of our branches;
- visiting our website at westpac.com.au
- The Bank 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;
 - where disclosure is made with your express or implied consent.

18. Recommending banking solutions that meet your needs.

This booklet has been designed to help you choose the right Account. By discussing your individual needs and circumstances with us, we are able to recommend the most suitable product or service. Please be assured that all recommendations are given in the best interests of our customers and that there is always a reasonable basis for the advice that is given.

Advice provided by our staff is provided to you on behalf of Westpac Banking Corporation. It is important that the information our customers provide to us is accurate information as it is this information which we rely upon in providing our recommendations. If the information you have provided is inaccurate or incomplete, you should consider the appropriateness of the advice in regards to your personal circumstances.

19. Factors that may influence our advice.

Staff are paid a combination of salary and superannuation but may also become entitled to other benefits as a result of customers acquiring products through them. These other benefits may include cash incentive programs where staff may be eligible for a cash bonus based on the performance of their team and their own performance for achieving or exceeding a sales target. The performance requirements include a variety of key behaviours and objectives, such as the quality of their customer service and level of product sales made by them and by other areas of the business as a result of their referrals.

The amount of the bonus will be based on the extent to which they have exceeded their objectives, their general behaviour, the performance of their business unit and their job classification.

Staff may also be entitled to receive other benefits from incentive and promotional programs. These vary from small non-monetary rewards such as movie tickets, hampers and dinners, to more valuable benefits such as flight and accommodation packages.

20. Communication with you.

We will use your personal information to contact you or send you information about other products and services offered by the Westpac Group or its preferred suppliers.

If you do not wish to receive marketing communications from us, please advise us in one of the following ways:

For Personal Customers	For Business Customers
<ul style="list-style-type: none">• By calling 132 032• By visiting any of our branches• By writing to us at GPO Box 3433 Sydney NSW 2001	<ul style="list-style-type: none">• By calling 132 142• By visiting any of our branches• By writing to us at GPO Box 3433 Sydney NSW 2001• Speak with your Relationship Manager

21. **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).

22. Bank cheques

Bank cheques, drawn by a 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 (subject to any notice period that applies to an Account), or another account.

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

If a Bank cheque you have purchased is lost, stolen, or destroyed, please contact any branch immediately with your original bank cheque purchase receipt. There is a fee for replacing a Bank cheque.

If a Bank cheque is no longer required, the purchaser may cancel it and request a refund at any branch. The original bank cheque and purchase receipt should be provided when requesting a refund. There is a fee for refunding a Bank cheque.

Transaction type	Fee
Bank cheques	
• Bank cheque	\$10.00
• Bank cheque Online	\$5.00 (which includes a customised remittance plus postage and handling)
• Refunding a Bank cheque no longer required - original presented	\$12.00 per cheque (for Bank customers)
• Refunding/Replacing a Bank cheque - original lost, stolen or destroyed	\$27.00 per cheque (for Bank customers)

23. Our Reporting Obligations.

We are required to identify certain US persons in order to meet account information reporting requirements under local and international laws.

If you or (where you are an entity) any office bearer* of the entity and/or any individual who holds an interest in the entity of more than 25% (a Controlling Person) are a US citizen or US tax resident, you must telephone 1300 658 194 at the time of accepting these Terms and Conditions. When you contact us you will be asked to provide additional information about your US tax status and/or the US tax status of any Controlling Person which will constitute certification of US tax status for the purposes of the application to which these Terms and Conditions relate.

Unless you notify us that you and/or any Controlling Person are a US citizen or US tax resident as specified above, accepting these Terms and Conditions constitutes certification that you and/or any Controlling Person are not a US citizen or US tax resident.

If at any time after account opening, information in our possession suggests that you and/or any Controlling Person may be a US citizen or US tax resident, you may be contacted to provide further information on your US tax status and/or the US tax status of any Controlling Person. Failure to respond may lead to certain reporting requirements applying to the account.

*Director of a company, partner in a partnership, trustee of a trust, chairman, secretary or treasurer of an association or co-operative.

24. Australian Government Financial Claims Scheme.

You may be entitled to payment under the Australian Government's Financial Claims Scheme. Payments under the Financial Claims Scheme are subject to a limit for each depositor. Information about the Financial Claims Scheme can be obtained from www.fcs.gov.au

25. Reasonableness.

The Bank will act fairly and reasonably in accordance with its legitimate business interests in exercising their rights and discretions under these terms and conditions.

26. Definitions.

'Access level' is the level of access granted by an Account holder to a nominated group user of Business Telephone Banking or Online Banking, where the group user is allowed to perform the type of transactions nominated for the Account(s).

'Account' means a Term Deposit or Farm Management Deposit.

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

'Business day' means 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 and Territory. Saturday and Sunday are not classified as business days even though branches may be open for business.

'Group User' and **'User'** means the person(s) authorised by the Account holder to perform the type of transactions permitted by the Account holder.

'Maturity' means the last day of your Account's term.

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

'the Bank', **'we'** and **'us'** means Westpac Banking Corporation.

'Westpac Group' means Westpac Banking Corporation and its related bodies corporate as defined in section 9 of the *Corporations Act 2001*.

