

Product Disclosure Statement

Product features and Terms and Conditions for:

- > Savings Accounts
- > Investment Accounts
- > Transaction Accounts
- > Business Accounts
- > Non-Cash Payment Facilities

This Product Disclosure Statement (PDS) is made up of:

- > this product features and terms and conditions brochure;
- > our interest rate sheet; and
- > our fees & charges brochure.

This PDS is effective 30 January 2012.

This PDS is issued by: Hume Building Society Ltd.

This PDS is an important document. It provides you with information about a number of products and facilities (including payment facilities) offered by Hume Building Society (Hume) so you can decide:

- > whether or not they suit your needs; and
- > whether or not to acquire them.

It also includes the terms and conditions that apply to accounts with credit facilities on which you can carry out transactions (eg. our Line of Credit Loan Account and Transactional Loan Account).

General Advice Warning

This PDS has been prepared without taking account of your objectives, financial situation or needs. Because of this, before you acquire any of our financial products, you should consider their appropriateness having regard to your objectives, financial situation and needs. You should consider the contents of this PDS carefully before making any decision to acquire the product.

Information in this PDS is subject to change from time to time and may be updated as described in this PDS.

You should keep a copy of this PDS for future reference.

Additional copies of this PDS may be obtained from any branch or downloaded from our website – www.humebuild.com.au

Should you wish to obtain any more information about any of the products or facilities to which this PDS applies, please contact us through any one of the branches listed on the back cover of this booklet.

Electronic Debits & Credits

When arranging direct debits or credits to your account, please quote:

BSB 640 000

followed by your account number. (e.g. 123456S10)

If a financial institution is unable to process a payment request to Hume because it contains a letter (eg. "S") and requires only numbers, please replace the "S" with a "5".

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Transaction Accounts

Key Features and Benefits	All Purpose S10	Youth Extra S5	Flexible Loan Offset S14	Transact'l Loan Account	Line of Credit Loan Account
Passbook	x	x	x	x	x
Statements issued	✓	✓	✓	✓	✓
Interest calculated	monthly	daily	no interest paid	no interest paid	no interest paid
Interest paid	half yearly	half yearly	not applicable	not applicable	not applicable
Access to funds:					
> at call	✓	✓	✓	✓	✓
> Cashcard	✓	✓	✓	✓	✓
> Visa Debit	✓	x	✓	✓	✓
> BPay	✓	✓	✓	✓	✓
> chequebook	✓	x	✓	✓	✓
> direct debits	✓	✓	✓	✓	✓
> internet banking	✓	✓	✓	✓	✓
> periodical payments	✓	✓	✓	✓	✓
> telephone banking	✓	✓	✓	✓	✓
> mobile banking	✓	✓	✓	✓	✓

For the interest rates that apply to these accounts, please see our interest rate sheet.

Transaction accounts - risks and benefits

Transaction accounts allow deposits and withdrawals and can earn interest on the amount standing to the credit of the account as specified in this PDS.

The risks associated with the payment facilities attached to transaction accounts will depend in part on the way you use them. Those risks include:

- > unauthorised use of a payment facility by a third party which may occur if your means of access to the payment facility is lost or stolen; and
- > technical errors affecting the system used for processing payments which may, among other matters, prevent the timely and accurate completion of payments.

To reduce these risks, you should ensure that you take appropriate steps to protect the security of the facilities offered with your account – see the section entitled Security Advice in this PDS.

The benefits of these facilities include:

- > you are able to make payments outside business hours;
- > use of payment facilities can reduce some risks associated with loss or theft of cash; and
- > they may provide a more cost efficient way for you to make payments when compared to cash.

Savings and Investment Accounts

Key Features and Benefits	Business S9	Business iSave S18	Cash Management S8	Christmas Club S7	Clancy Koala S2	Community Link S16	Deeming Saver Passbook S12	
Passbook	x	x	x	x	✓	x	✓	
Statements issued	✓	✓	✓	✓	x	✓	x	
Interest calculated	daily	daily	daily	monthly	daily	daily	daily	
Interest paid	quarterly	monthly	quarterly	annually	monthly	half yearly	half yearly	
Access to funds:								
> at call	✓	✓	✓	x	✓	✓	✓	
> Cashcard	✓	x	✓	x	x	x	x	
> Visa debit	✓	x	✓	x	x	x	x	
> chequebook	✓	x	✓	x	x	✓	x	
> internet banking	✓	✓	✓	✓	✓	✓	✓	
> periodical payments	✓	✓	✓	x	✓	✓	✓	
> telephone banking	✓	✓	✓	✓	✓	x	✓	
> mobile banking	✓	✓	✓	✓	✓	✓	✓	
> minimum opening balance	\$1	\$0	\$5,000	\$1	\$1	\$1	\$1	

	Deeming Saver Statement	Farm. Man. Deposit	iSave	Passbook Savings	Profes- sional Trust	Reward Saver Passbook	Reward Saver Statement	Term Investment
	S12	I	S19	S1	S4	S15	S15	I
	x	✓	x	✓	x	✓	x	✓
	✓	x	✓	x	✓	x	✓	x
	daily	daily	daily	monthly	daily	daily	daily	daily
	half yearly	half yearly, annually or at a maturity	monthly	half yearly	quarterly	monthly	monthly	monthly, annually or at a maturity
	✓	x	✓	✓	✓	✓	✓	x
	✓	x	x	x	x	x	x	x
	✓	x	x	x	x	x	x	x
	✓	x	x	x	✓	x	x	x
	✓	✓	✓	✓	✓	✓	✓	✓
	✓	x	✓	✓	✓	✓	✓	x
	✓	✓	✓	✓	✓	✓	✓	✓
	✓	✓	✓	✓	✓	✓	✓	✓
	\$1	\$1,000	\$1	\$1	\$1	\$1	\$1	\$1,000 or \$5,000

Savings and investment accounts - risks and benefits

Savings accounts allow deposits and withdrawals and can earn interest on the amount standing to the credit of the account as specified in this PDS.

The risks associated with the payment facilities attached to your account will depend in part on the way you use them. Those risks include:

- > unauthorised use of a payment facility by a third party which may occur if your means of access to the payment facility is lost or stolen; and
- > technical errors affecting the system used for processing payments which may, among other matters, prevent the timely and accurate completion of payments.

To reduce these risks, you should ensure that you take appropriate steps to protect the security of the facilities offered with your account – see the section entitled Security Advice in this PDS.

The benefits of these facilities include:

- > you are able to make payments outside business hours;
- > use of payment facilities can reduce some risks associated with loss or theft of cash; and
- > they may provide a more cost efficient way for you to make payments when compared to cash.

When you select a savings account, the interest rate that you receive may fall if market interest rates fall or could rise if market interest rates rise.

As the interest rate you receive is determined by reference to a variable interest rate benchmark, you may experience a reduction in your interest income should market interest rates fall.

Our term investment accounts and farm management deposits are fixed term deposits that allow an initial deposit and subsequent withdrawal. A wide range of standard terms are available ranging from 1 month to 3 years.

When investing in these you cannot benefit from increases in interest rates that may occur during the term of your deposit as your interest rate is fixed for the term. On the other hand, you are protected from falling interest rates during the term of your investment.

Credit risk is common to all savings and investment products. In all cases you are reliant on our ability to meet our obligations to you under the terms of the particular product you choose. Hume is an authorised deposit-taking institution in Australia and therefore has to comply with the requirements of the Australian Prudential Regulation Authority (APRA).

You should obtain your own advice as to the suitability of these products for you.

Specific Account Terms and Conditions

All Purpose	S10
Funds available	At call.
Statement frequency	Twice yearly on 30 June and 31 December.
Interest	Calculated monthly. Paid half yearly on 30 June and 31 December.
Access to funds:	<ul style="list-style-type: none"> > ATM; > BPay; > Cashcard; > counter cheques; > direct debits; > EFTPOS; > funds transfer – internal & external; > internet banking (iBank); > mobile banking (mBank); > periodical payments; > personal chequebook; > telephone banking (Hume Connect); > Visa debit card.
Purpose	Personal use only.

As the name suggests, this is an all purpose fully featured transaction account.

Business	S9
Minimum opening balance	\$1
Funds available	At call.
Statement frequency	Monthly.
Interest	Calculated daily. Paid quarterly.
Access to funds:	<ul style="list-style-type: none"> > ATM; > BPay; > business chequebook; > Cashcard; > counter cheques; > direct debits; > EFTPOS; > funds transfer – internal and external; > internet banking (iBank); > mobile banking (mBank); > payroll processing; > periodical payments; > telephone banking (Hume Connect); > Visa debit card.
Purpose	Business use only.

A fully featured business account with card access.

Business iSave	\$18
Minimum opening balance	\$0
Funds available	At call.
Statement frequency	Account holders can access their statements electronically via iBank at anytime. Paper statements will be mailed twice yearly for the periods ended 30th June and 31st December.
Interest	Calculated daily and paid monthly on balances of \$10,000 or more.
Access to funds:	<ul style="list-style-type: none"> > BPay; > direct debits and credits; > funds transfer – internal and external; > internet banking (iBank); > mobile banking (mBank); > periodical payments; > telephone banking (Hume Connect).
Purpose	Business use only.

A high interest internet account for businesses.

Cash Management		S8
Minimum opening balance		\$5,000
Funds available		At call.
Statement frequency		Quarterly
Interest		Calculated daily. Paid quarterly.
Access to funds:		<ul style="list-style-type: none"> > ATM; > BPay; > Cashcard; > counter cheques; > direct debits; > EFTPOS; > funds transfer – internal & external; > internet banking (iBank); > mobile banking (mBank); > periodical payments; > personal chequebook; > telephone banking (Hume Connect); > Visa debit card.
Purpose		Personal and business use.

An at call, fully featured account paying market linked rates.

Christmas Club		S7
Minimum opening balance	\$1	
Funds available	At call between 01 November and 31 January inclusive.	
Statement frequency	30 April and 31 October.	
Interest	Calculated monthly. Paid annually on 31 October.	
Access to funds:	<ul style="list-style-type: none"> > BPay; > counter cheques; > funds transfer-internal & external; > internet banking (iBank); > mobile banking (mBank); > telephone banking (Hume Connect). 	
Purpose	Personal use only.	

This account is suitable for those who wish to put money aside for spending between November and January to meet the extra demands of Christmas and the holiday period.

Clancy Koala**S2**

Minimum opening balance	\$1
Funds available	At call.
Passbook Account	Yes.
Interest	Calculated daily. Paid monthly.
Bonus Interest	Calculated daily Paid monthly provided in that month > \$10 or more was deposited; and > no withdrawals were made.
Restrictions	The account is only for the savings purposes of a child 13 years and under.
Account opening and operation	The account must be opened in the child's name and proof of identity of the child provided at that time. The child's parent, guardian or carer must be a signatory on the account at all times and may authorise the child to be a co-signatory at his/her discretion. At no time may a child be sole signatory on the account.
Assessment	We reserve the right to: > exercise discretion in assessing whether a child possesses sufficient maturity to open and operate an account in their own right; > seek parent or guardian or carer assistance if we consider it necessary to do so; and > close the account should it be used for any other purpose such as the business or private purposes of a parent, guardian or carer.
Account conversion	When the account holder reaches the age of 14 years, the account must be converted to an account deemed appropriate by Hume. We will write to the account holder within 12 months after he/she turns fourteen and offer a list of appropriate accounts to which the account may be converted. Should we not receive a response within 30 days, we reserve the right to close the account and transfer the balance to a Passbook Savings or other account we deem appropriate at the time. The signatories on the account at the time of transfer will remain applicable to the new account unless election otherwise.

continued over

Access to funds

- > **counter cheques;**
- > **funds transfer – internal & external;**
- > **internet banking (iBank);**
- > **mobile banking (mBank);**
- > **periodical payments;**
- > **telephone banking (Hume Connect) - enquiries only.**

This account is designed for the junior saver up to the age of 14.

Community Link	S16
Minimum opening balance	\$1
Funds available	At call.
Statement frequency	Twice yearly on 30 June and 31 December.
Interest	Calculated daily. Paid half yearly on 30 June and 31 December.
Restrictions	This account is restricted to community, sporting, cultural or recreational groups and is available at our discretion. The entity must not return any profits to its members. The account must always be subject to a "two to sign" authority.
Access to funds:	<ul style="list-style-type: none"> > BPay; > chequebook; > counter cheques; > direct debits; > funds transfer – internal & external; > internet banking (iBank); > mobile banking (mBank); > periodical payments; > telephone banking (Hume Connect).
Purpose	Business use only.

A genuine "fee-free" account for "not for profit" sporting, cultural and recreational groups. If the group ceases to satisfy the criteria required for holding this account, Hume reserves the right to close this account and transfer the balance to an S9 account.

Deeming Saver (Passbook) S12

Minimum opening balance	\$1
Funds available	At call.
Passbook Account	Yes.
Interest	Calculated daily. Paid half yearly on 30 June and 31 December.
Restrictions	To open this account, you must be: > a recipient of an Age or Veteran's Affairs pension; or > a self funded retiree.
Access to funds	> BPay; > counter cheques; > direct debits; > funds transfer – internal & external; > internet banking (iBank); > mobile banking (mBank); > periodical payments; > telephone banking (Hume Connect).
Purpose	Personal use only.

This account is designed for retirees who want a passbook record of their transactions. An attractive rate of interest is paid on a strata basis.

Deeming Saver (Statement)**S12**

Funds available	At call.
Statement frequency	Half yearly on 30 June and 31 December.
Interest	Calculated daily. Paid half yearly on 30 June and 31 December.
Restrictions	To open this account, you must be: > a recipient of an Age or Veteran's Affairs pension; or > a self funded retiree.
Access to funds	> ATM; > BPay; > Cashcard; > counter cheques; > direct debits; > EFTPOS; > funds transfer – internal & external; > internet banking (iBank); > mobile banking (mBank); > periodical payments; > personal chequebook; > telephone banking (Hume Connect); > Visa debit card.
Purpose	Personal use only.

A fully featured statement account for retirees with an attractive rate of interest calculated on a strata basis.

**Farm Management
Deposit****I17**

Minimum deposit	\$1000
Maximum balance	\$400,000
Terms and conditions	<ul style="list-style-type: none">> Hume accepts FMD for a fixed amount, for a fixed term at a fixed interest rate.> Interest rates may vary depending on:<ul style="list-style-type: none">- the term of the deposit;- the amount of the deposit; and- frequency of payment of interest.> The terms and interest rates available for amounts of deposits are disclosed in our interest rate sheet. The amounts, rates and terms available may be varied from time to time, however once a deposit has been accepted by us, the amount, interest rate and term cannot be changed, unless agreed to by us.> An eligible depositor can own more than one FMD, however they must all be with the same financial institution, and must not total more than \$400,000.00 at any time in any year of income.> Your rights are not transferable to another person.> The deposit must not be used, as a mortgage offset account or otherwise, to reduce the depositor's liability to pay interest on other debts to us.> We will not accept additional money to the principal during the unexpired term of the deposit.> The deposit must not be used as security for any amount owed to us or any other person by either the depositor or any person.> The initial term for a new FMD is a minimum of 12 months.> After the initial deposit term, deposits may be renewed for periods from 1 month to 36 months.> Interest may be paid monthly, annually or at maturity after the initial term of 12 months. If the initial term selected is longer than 12 months then interest must be paid at least every 12 months.> Deposit interest paid will reflect the number of days in the interest payment period.> Interest cannot be compounded to the deposit. It may be credited to another account in the depositor's name or paid by cheque to the depositor.> If applicable, Government duties will be deducted from the interest payment.> The depositor must be an eligible primary producer when the deposit is lodged.

- > The deposit must be made by only one person and on behalf of one person. FMDs in the name of a partnership or company or in joint names are not acceptable.
- > The deposit must not be made:
 - (a) by the trustee of a trust estate on behalf of a beneficiary, unless the beneficiary is presently entitled to a share of the income of the trust estate and is under a legal disability; or
 - (b) otherwise by a person in his or her capacity as a trustee.
- > Unless you satisfy the Exceptional Circumstances exemption criteria, no part of the deposit can be withdrawn in the first 12 months after it is deposited. However the deposit must be repaid if you:
 - die; or
 - become bankrupt; or
 - cease to be a primary producer for 120 days or more; or
 - request us to electronically transfer the deposit to another financial institution that agrees to accept it as a Farm Management Deposit.
- > The amount of any repayment of the deposit must be at least \$1,000.00, except where the entire amount of the deposit is repaid.
- > Apart from the exceptions outlined above repayment of the deposit within the initial minimum term will be at our absolute discretion. 24 hours notice is required if the depositor wishes to prepay or withdraw the deposit in whole or part.
- > Subject to the following, after the initial term the whole or any part of the deposit may be withdrawn at any time.
- > Where we agree to the withdrawal of the whole or any part of the deposit before maturity, Hume shall have the right to adjust the interest rate payable on the deposit as follows:

<u>Portion of term completed</u>	<u>Interest rate adjustment</u>
Less than 25%	-2.50%
25% to less than 50%	-2.00%
50% to less than 75%	-1.50%
75% to less than 90%	-1.00%
90% or more	-0.50%

	<p>We reserve the right to vary the interest rate adjustment at any time. No adjustment will be made where a FMD is prepaid before maturity following the death of a depositor.</p> <ul style="list-style-type: none"> > Tax will be assessed on the deposit when it is withdrawn and will be deducted, by Hume, at a rate of 20%, unless: <ul style="list-style-type: none"> (a) the owner's tax file number has not been given to Hume, in which case tax will be deducted at the rate of 46.5%; or (b) a deduction exemption certificate is granted, in which case no tax will be deducted; or (c) the deposit is repaid within the minimum initial term and therefore no longer qualifies as a FMD. <p>Advices to Farm Management Depositors</p> <ul style="list-style-type: none"> > A passbook or certificate will issue confirming the deposit has been established. > When you open the account, you will be asked to tell us how you wish your investment to be treated on maturity. Prior to maturity, we will write to you seeking confirmation of your maturity instructions; if we do not receive a response, we will act on your original instructions.
<p>Access to funds</p>	<ul style="list-style-type: none"> > funds transfer – internal & external on maturity or payment of interest; > internet banking (iBank); > mobile banking (mBank); and > telephone banking (Hume Connect). <p>The facilities available through both iBank and Hume Connect are limited to:</p> <ul style="list-style-type: none"> > verifying transaction details; > printing statements; and > verifying interest earned.

Designed for the primary producer who wishes to take advantage of the taxation benefits provided by the Farm Management Deposits Scheme.

Flexible Loan Offset S14

Funds available	At call.												
Statement frequency	Twice yearly on 30 June and 31 December												
Interest	<p>No interest will be paid on the balance of your Flexible Loan Offset account; this applies even where the balance exceeds the balance of your linked loan account. Instead, the credit balance of your FLO account is offset against the balance outstanding on your linked loan account as follows:</p> <table> <tr> <td>Balance of linked loan account</td> <td>\$100,000</td> </tr> <tr> <td>Interest rate, say</td> <td>6%p.a.</td> </tr> <tr> <td>Interest @ 6%p.a. for 1 day =</td> <td>\$16.44</td> </tr> <tr> <td>Less balance of FLO account</td> <td>\$20,000</td> </tr> <tr> <td>Notional balance on your linked loan account after offset</td> <td>\$80,000</td> </tr> <tr> <td>Interest @ 6% p.a. for 1 day =</td> <td>\$13.15</td> </tr> </table> <p>In this example, the interest on your linked loan account would be reduced by \$3.29 per day.</p> <p>Interest offset on your FLO account is calculated on your daily closing balance.</p>	Balance of linked loan account	\$100,000	Interest rate, say	6%p.a.	Interest @ 6%p.a. for 1 day =	\$16.44	Less balance of FLO account	\$20,000	Notional balance on your linked loan account after offset	\$80,000	Interest @ 6% p.a. for 1 day =	\$13.15
Balance of linked loan account	\$100,000												
Interest rate, say	6%p.a.												
Interest @ 6%p.a. for 1 day =	\$16.44												
Less balance of FLO account	\$20,000												
Notional balance on your linked loan account after offset	\$80,000												
Interest @ 6% p.a. for 1 day =	\$13.15												
Linking FLO	<p>Your Flexible Loan Offset account may be linked to any one of the following loan types:</p> <ul style="list-style-type: none"> > owner-occupied variable rate housing loan; > owner-occupied introductory rate housing loan; or > residential variable rate investment loan. <p>Each account holder on the Flexible Loan Offset account must also be a borrower on the linked loan. This means that a loan in the name of A & B may be linked to a Flexible Loan Offset account in the name of A, in the name of B or in the joint name of A & B. It cannot, however, be linked to an account in the name of A & C as C is not a borrower on the loan.</p> <p>You may, at any time, apply in writing to change the loan to which your Flexible Loan Offset account is linked on the condition that all parties to the Flexible Loan Offset account remain the same parties to the linked loan.</p>												

Restrictions	<ul style="list-style-type: none"> > The account may only be used for the banking and savings purposes of an individual. > Your Flexible Loan Offset account cannot be linked to a commercial, personal or fixed rate loan (apart from an owner occupied introductory rate housing loan), or an Interest Saver Loan. > No interest will be paid on your Flexible Loan Offset account upon repayment of your linked loan account.
Hume reserves right	<p>We reserve the right to:</p> <ul style="list-style-type: none"> > close the Flexible Loan Offset account should it be used for any other purpose except that of the banking and savings purposes of an individual. For example, an unacceptable purpose may include, but is not limited to, the business purposes of a sole trader; and > terminate the offset arrangement in respect of your account by giving you 30 days notice in writing.
Loan Agreement	<p>The existence of your Flexible Loan Offset account does not, in any way, reduce or alter your obligations under the terms of your loan agreement. The full monthly instalments must continue to be repaid and the amount of any such instalments is not reduced by virtue of any credit balance held in your Flexible Loan Offset account.</p> <p>Upon repayment of your linked loan account, you may choose to transfer the balance of your Flexible Loan Offset account to an account of your choice; you will be responsible for making this transfer.</p>
Taxation	<p>Interest which would otherwise be payable on your Flexible Loan Offset account is currently not subject to income tax. The tax effects of having an offset account are subject to the policies of the Australian Tax Office which may change from time to time.</p>
Access to funds	<ul style="list-style-type: none"> > ATM; > BPay; > Cashcard; > counter cheques; > direct debits; > EFTPOS; > funds transfer – internal & external; > internet banking (iBank); > mobile banking (mBank); > periodical payments; > personal chequebook; > telephone banking (Hume Connect); > Visa debit card.
Purpose	<p>Personal use only.</p>

A fully featured account designed to help you reduce the amount of interest you pay on your linked Hume loan so you can pay off your mortgage sooner.

iSave	S19
Minimum opening balance	\$1
Funds available	At call.
Statement frequency	Account holders can access their statements electronically via iBank at any time. Paper statements will be mailed twice yearly for the periods ended 30 June and 31 December.
Interest	Calculated daily and paid monthly on balances of \$5,000 or more.
Bonus Interest	Calculated daily and paid monthly on balances of \$5,000 or more in addition to the standard interest rate provided in that month: > \$50 or more was deposited; > no withdrawals were made .
Account Opening	This account may be opened on line or at any branch. You must be a registered iBank user to open this account.
Restrictions	<ul style="list-style-type: none"> > This account is restricted to registered iBank users. > Account not available for businesses purposes. > No branch based transactions allowed (with the exception of account opening). > No Cashcard issued with this account.
Access to funds:	<ul style="list-style-type: none"> > BPay; > direct debits; > funds transfer – internal & external; > internet banking (iBank); > mobile banking (mBank); > periodical payments; > telephone banking (Hume Connect).
Purpose	Personal use only.

A high interest at call account designed for internet use.

Line of Credit	L7, L25
Funds available	At call, subject to the terms applying to the loan.
Statement frequency	Monthly
Interest calculated	No interest paid. See the loan agreement for details of calculation of debit interest.
Restrictions	Available to approved applicants only, lending criteria apply. Security must be provided.
Access to funds:	<ul style="list-style-type: none"> > ATM; > BPay; > cashcard; > counter cheques; > direct debits; > EFTPOS; > funds transfer – internal & external; > internet banking (iBank); > mobile banking (mBank); > periodical payments; > personal chequebook; > telephone banking (Hume Connect); > Visa debit card.
Purpose	Business or Personal use.

A fully featured line of credit loan account. See your loan agreement for full details of the terms and conditions that apply to this loan.

Passbook	S1
Minimum opening balance	\$1
Funds available	At call.
Passbook account	Yes.
Interest	Calculated monthly. Paid half yearly on 30 June and 31 December.
Access to funds:	<ul style="list-style-type: none"> > BPay; > counter cheques; > direct debits; > funds transfer – internal & external; > internet banking (iBank); > mobile banking (mBank); > periodical payments; > telephone banking (Hume Connect).
Purpose	Personal use only.

A flexible savings account for those who like to use a passbook to record their transactions. This is one of our most popular accounts.

Professional Cash Management		\$20
Minimum opening balance	\$5,000	
Funds available	At call.	
Statements	Quarterly	
Interest calculated	Daily	
Interest paid	Paid quarterly in arrears on 30 September, 31 December, 31 March and 30 June.	
Access to funds:	<ul style="list-style-type: none"> > BPay; > cheque book; > counter cheques; > direct debits; > electronic funds transfer – internal & external; > internet banking (iBank); > mobile banking (mBank); > periodical payments; > telephone banking (Hume Connect). 	
Commission	Your adviser will receive a commission of 0.25% p.a. on the funds you place with us. Your adviser may choose to rebate this commission to you in which case it will be added to the interest paid into your account quarterly in arrears. This agreement does not apply to our Financial Service Officers who do not receive any commission.	
Purpose	Business and personal use.	

This account is designed to assist investors to manage cash flow from one central account. It is ideal for Superannuation funds, individuals and other entities looking for a competitive interest rate with at-call access.

You must have an adviser who has entered into a referral agreement with us before you open this account; if you don't have one, you can utilise one of our Financial Service Officers.

Professional Trust	S4
Minimum opening balance	\$1
Funds available	At call.
Statements	Twice yearly on 30 June and 31 December.
Interest	Calculated daily. Paid quarterly.
Restrictions	This account is restricted to eligible professional and business organisations.
Access to funds:	<ul style="list-style-type: none"> > BPay; > counter cheques; > direct debits; > funds transfer – internal & external; > internet banking (iBank); > mobile banking (mBank). > periodical payments; > personal chequebook; > telephone banking (Hume Connect).
Purpose	Business use only.

A transaction account designed for professional trusts, paying competitive interest rates on a tiered basis.

Where the account is a real estate trust account, calculation and payment of interest is in accordance with relevant legislation for those account types.

Reward Saver Passbook	S15
Minimum opening balance	\$1
Funds available	At call.
Passbook account	Yes.
Interest	Calculated daily. Paid monthly.
Bonus interest	Calculated daily. Paid monthly provided in that month: > \$10 or more was deposited; and > no withdrawals were made.
Restrictions	Only available to individuals.
Access to funds:	<ul style="list-style-type: none"> > BPay; > counter cheques; > direct debits; > funds transfer – internal & external; > internet banking (iBank); > mobile banking (mBank). > periodical payments; > telephone banking (Hume Connect).
Purpose	Personal use only.

This account is designed to reward the regular saver with a bonus rate of interest.

Reward Saver Statement	S15
Minimum opening balance	\$1
Funds available	At call.
Statement account	Yes.
Statement frequency	Half yearly on 30 June and 31 December.
Interest	Calculated daily. Paid monthly.
Bonus interest	Calculated daily. Paid monthly provided in that month: > \$10 or more was deposited; and > no withdrawals were made.
Restrictions	Only available to individuals.
Access to funds:	<ul style="list-style-type: none"> > BPay; > counter cheques; > direct debits; > funds transfer – internal & external; > internet banking (iBank); > mobile banking (mBank); > periodical payments; > telephone banking (Hume Connect).
Purpose	Personal use only.

This account is designed to reward the regular saver with a bonus rate of interest.

Tax Manager	S3
Minimum opening balance	\$1
Funds available	At call.
Statement frequency	Quarterly.
Interest	Calculated daily. Paid quarterly.
Access to funds	<ul style="list-style-type: none"> > BPay; > counter cheques; > direct debits; > funds transfer – internal & external; > internet banking (iBank); > mobile banking (mBank). > telephone banking (Hume Connect).
Purpose	Business use only.

An account designed to assist in managing your business' obligations to the ATO.

Term Investment	
Minimum initial deposit	\$1,000 where interest is paid annually or at maturity. \$5,000 where interest is paid every 28 days.
Terms available	Standard terms are from 1 month to 3 years; other special terms are available from time to time. Where interest is to be paid every 28 days, the minimum investment period is 6 months.
Passbook Account	Yes.
Interest	<p>The interest rate applicable to your account will be the relevant interest rate at the time your account is opened or renewed. See our interest rate sheet for details.</p> <p>The interest rate is fixed and will not change during the agreed term unless you withdraw your deposit (or part of it) before the end of that term.</p> <p>Interest may be:</p> <ul style="list-style-type: none"> > credited to another Hume account; > mailed to you by cheque; > credited to an account at another financial institution; or > where paid at maturity, reinvested when you renew your existing term investment. <p>Interest may be paid:</p> <ul style="list-style-type: none"> > for investments up to 13 months – at maturity; > for investments of 13 months or more – annually and at maturity; and > for regular income investments – each 28 days. <p>You need to tell us how you wish your interest to be paid at the time you open or renew your term investment.</p>

Maturity	<p>When your term investment matures, funds may be:</p> <ul style="list-style-type: none"> > credited to another Hume account; > mailed to you by cheque; > credited to an account at another financial institution; or > renewed for a nominated period. <p>You need to tell us how you wish your investment to be treated on maturity at the time you open or renew your term investment. Prior to maturity, we will write to you seeking confirmation of your maturity instructions. If we do not receive a response, we will act on your original instructions.</p>
Withdrawal before end of the term	<p>Where you wish to withdraw all or part of your term investment prior to the maturity date, a reduced interest rate (as specified in our interest rate sheet) will be applied to your account.</p> <p>Any funds left on your term investment will continue to earn the original contracted interest rate. If the funds left on your term investment are less than the minimum required by us for that type of term investment, they must be withdrawn or transferred to an appropriate Hume account. No reduction in interest will apply to early termination following the death of an account holder.</p>
Access to funds	<ul style="list-style-type: none"> > funds transfer – internal & external on maturity or payment of interest; > internet banking (iBank); > mobile banking (mBank); and > telephone banking (Hume Connect). <p>The facilities available through iBank, mBank and Hume Connect are limited to:</p> <ul style="list-style-type: none"> > verifying transaction details; > printing statements; and > verifying interest earned.
Purpose	Business or personal use.

A choice of short and long term investments with flexibility as to how your interest is paid and competitive interest rates guaranteed for the term of the deposit.

Transactional Loan		L9, L26
Funds available	At call, subject to the terms applying to the loan.	
Statement frequency	Monthly.	
Interest calculated	No interest paid; see the loan agreement for details of calculation of debit interest.	
Restrictions	Available to approved applicants only, lending criteria apply. Security must be provided	
Access to funds:	<ul style="list-style-type: none"> > ATM; > Bpay; > Cashcard; > Counter cheques; > Direct debits; > EFTPOS; > Funds transfer – internal & external; > Internet banking (iBank); > mobile banking (mBank); > Periodical payments; > Personal chequebook; > Telephone banking (Hume Connect); > Visa debit card. 	
Purpose	Personal use.	

A fully featured transactional loan account. See your loan agreement for full details of the terms and conditions that apply to this loan.

Youth Extra**S5**

Funds available	At call.
Statement frequency	Half yearly on 30 June and 31 December.
Interest	Calculated daily. Paid half yearly on 30 June and 31 December.
Restrictions	The account is only for the savings purposes of those between the ages of 14 and 21 years. Responsible parties (e.g. parents, guardians or carers) may be nominated as joint signatories to the account.
Assessment	We reserve the right to: <ul style="list-style-type: none"> > exercise discretion in assessing whether an individual possesses sufficient maturity to open and operate an account in their own right; > seek parent or guardian or carer assistance when we consider it necessary to do so; and > close the account should it be used for any purpose other than as a youth savings account.
Account conversion	As this account cannot be held by anyone over the age of 21, we will write to the account holder within 12 months after he/she turns 22 with a list of appropriate accounts to which the Youth Extra account may be converted. Should we not receive a response within 30 days, we reserve the right to close the Youth Extra account and transfer the balance to another Hume account of our choice. The account signatories will remain applicable to the new account unless we are notified to the contrary.
Access to funds	<ul style="list-style-type: none"> > ATM; > BPay; > Cashcard; > counter cheques; > direct debits; > EFTPOS; > funds transfer – internal & external; > internet banking (iBank); > mobile banking (mBank); > periodical payments; > telephone banking (Hume Connect); and > Visa Debit (if over 18 years of age)

A fully featured transaction account designed to meet the needs of those between 14 and 21.

General Terms and Conditions

Account Opening and Operation

You must provide us with any information we reasonably require to open an account, and must be or become at that time a customer of Hume. We may refuse an application for an account.

Operation of an account will be governed by any written account authorisation or instructions that we hold for that account from time to time which specify who is authorised to operate the account and whether they may do so alone or jointly.

Subject to the BPay and EFT conditions, you are responsible for all liability that is incurred as a result of operations on the account, whether the account is in joint or sole names or operation is by an authorised user.

For all transaction accounts, a minimum initial deposit of \$1 is required.

Anti-Money Laundering and Counter-Terrorism Financing

You acknowledge that we are obliged to comply with anti-money laundering and counter-terrorism laws and regulations.

You will provide us with all information that we reasonably require you to provide in order to comply with the laws of Australia or any other country.

You must not instruct us in relation to a transaction that may be in breach of Australian law or the law of any other country and you warrant that any instruction you give us is not in breach of any such law.

You should be aware that where we are legally obliged to do so we will:

- (a) Report certain transactions to the relevant authority; and
- (b) Conduct additional investigations on and/or delay, block or refuse to execute certain transactions.

You also agree that where transactions are delayed, blocked or refused, we are not liable for any loss that you may suffer as a result.

Additional cardholders

This clause applies where you can have a card linked to your account.

Any authorised user can apply to have a card issued to them. Any additional cardholder must also be a customer of Hume.

If we agree to the request, they will receive an additional card and PIN to use on the account.

You are liable for any use of the additional card and your account by the authorised user as if your account had been used by you.

You can cancel any additional card by calling us on the number set out on the outside of this brochure or visiting any Hume branch during normal business hours. We will only cancel the card when you return it to us or you tell us in writing that you have taken all reasonable steps to return the additional card to us. You should note that in cases where you cannot destroy the additional card, although a stop can be placed on the additional card, it could still be used in some circumstances and you remain responsible for any transactions authorised (for example some purchases below floor limits where no electronic approvals are in place).

Authorised User (also known as “authority to operate” or “ATO”)

You may give a person over the age of 18 authority to operate your account as an authorised user. You may do this by making an application to Hume. We reserve the right to refuse any application or impose conditions. We will automatically refuse any request for an authorised user on a Line of Credit or Transactional loan account.

Where your account is held in your sole name, you may not make the account “two to sign”, unless it is a Clancy Koala or Youth Extra account.

Any authorised user must be identified in accordance with our reasonable requirements and must be a customer of Hume.

This PDS applies to the authorised user in the same way it applies to you so you should ensure that they have read these terms and conditions and comply with them. If they do not comply with them, the result is the same as if you had not complied.

You may cancel the authority at any time by notifying us in writing. You remain responsible for all transactions made by the authorised user until we have received your written notice and you have returned any card or chequebook that we have issued to that person. We will also write to the authorised user and notify them that their authority has been cancelled.

We are not required to make any inquiries into instructions received from an authorised user relation to the operation of your account. Subject to the BPay and EFT conditions, you are wholly liable for any loss or damage you or a third party suffers as a result of us acting upon those instructions.

You consent to us giving an authorised user information about the account to which they are a signatory.

An authorised user may not change the signature authorisation on an account, nor will we agree to any request by them to issue cards to any other person. Authorised users may not close accounts unless they are business accounts (other than sole traders).

BPay

We are a member of the BPay Scheme. The BPay Scheme is an electronic payments scheme through which you can ask us to make payment from your account to Billers who say that payments can be made to them through the BPay Scheme. We will tell you if we are no longer a member of the BPay Scheme.

You must comply with the specific account terms and conditions for the account from which you ask us to make a BPay payment. If there is any inconsistency between the terms and conditions applying to the account and the BPay terms and conditions, the BPay terms and conditions will apply to the extent of that inconsistency.

Information you must give us

When you ask us to make a BPay payment, you must give us the following information:

- > the account from which you want us to make the payment;
- > the amount of the payment;
- > the biller code from the bill; and
- > your customer reference number from the bill.

Once we have the above information, we will debit the relevant account and make the payment on your behalf. We will not make the payment if the information you give us is inaccurate/incomplete or there are insufficient cleared funds in the account from which you want the payment made. We are not acting as your agent or as an agent of the Biller when we make a BPay payment on your behalf.

How to use the BPay Scheme

You can make BPay payments by any one of the following methods:

- > entering the appropriate information via 'Hume Connect', our telephone banking service;
- > entering the appropriate information via 'iBank', our internet banking service;
- > entering the appropriate information via 'mBank', our mobile banking service;
- > presenting a BPay bill at any Hume branch with a completed withdrawal form showing the account from which the payment is to be made; or
- > by completing a periodical payment request for regular BPay payments.

We will treat any instruction to us to make a BPay payment via Hume Connect or iBank, as authorised by you at the time your password is entered.

You acknowledge that the receipt by a Biller of a mistaken or erroneous payment does not or will not constitute under any circumstances part or whole satisfaction of any underlying debt owed between you and that Biller.

Payments

We may limit the accounts from which a BPay payment can be made or impose limits on the amount of BPay payments.

We will not accept an instruction to stop a BPay payment once you have instructed us to make that BPay payment. You must notify us immediately if you become aware that you may have made a mistake when instructing us to make a BPay payment, or if you did not authorise a BPay payment that has been made from your account. You do not need to notify us if you have made a mistake as to the amount you mean to pay (see Accuracy of Information below).

Processing Payments

We may decide the order in which payments (using the payment facilities available on your account) will be processed. When we exercise this discretion, we will do so reasonably and will endeavour not to exercise the right to your detriment.

Valid payment direction

Billers who participate in the BPay scheme have agreed that a BPay payment you make will be treated as received by the Biller to whom it is directed:

- > on the date that you make that BPay payment, if you tell us to make the BPay payment before the cut-off time on a banking business day; or
- > on the next banking business day, if you tell us to make a BPay payment after the cut-off time on a banking business day or on a non-banking business day; or
- > on the day or next banking business day that you have nominated for a scheduled payment to take place.

A delay may occur in processing of a BPay payment where:

- > there is a public or bank holiday on the day after you tell us to make a BPay payment;
- > you tell us to make a BPay payment either on a day which is not a banking business day or after the cut-off time on a banking business day;
- > another financial institution participating in the BPay scheme does not comply with its obligations under the BPay scheme; or
- > a Biller fails to comply with its obligations under the BPay scheme.

When a Biller cannot process a payment

If we are notified that a Biller cannot process a BPay payment, we will:

- a) advise you of this;

- b) credit your account with the amount of the BPay payment;
- c) if you ask us to do so, take all reasonable steps to assist you in making a BPay payment as soon as possible.

Accuracy of Information

You are responsible for ensuring

- > the customer information provided to us by you at the time of the registration is accurate and that you inform us promptly of any change to this information; and
- > the accuracy of information provided to us through iBank and Hume Connect.

If you discover that you instructed us to make a payment to a Biller for an incorrect amount:

- > if the amount you instructed us to pay is greater than the required amount, contact the Biller for a refund; or
- > if the amount is less than the required amount, you should make a further payment (using BPay or another method) for the difference.

Changes to terms affecting BPay

We reserve the right to vary these BPay terms and conditions and will inform you of the changes in accordance with this PDS.

Suspension

We may suspend your right to participate in the BPay scheme at any time in circumstances such as, but not limited to, suspicion of you acting in a fraudulent manner.

Cut-off times

If you instruct us to make a payment **before** the time specified below it will, in most cases, be treated as having been made on the same day.

Day	Processing - Cut-off time
Monday to Friday	4.30p.m. NSW time
Saturday, Sunday and Public holidays	Processed next banking business day.

BPay payments may take longer to be credited to a Biller if you tell us to make a BPay payment on a Saturday, Sunday or public holiday or if the Biller does not process a payment as soon as they receive its details.

Account records

You must check your account records carefully and promptly tell us as soon as you become aware of any BPay payments that you think are errors, or made by someone else without your permission.

Liability for mistaken payments, unauthorised transactions and fraud

You must tell us immediately if:

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

We will attempt to rectify any such matters in relation to your BPay payment in the way described in this clause. If the EFT Code applies to your account and you use Hume Connect, mBank or iBank to make a BPay payment, and a BPay payment is made from your account without your knowledge or consent, liability for that unauthorised BPay payment will be determined in accordance with the Electronic Transactions – EFT section of this PDS.

Otherwise, to the extent permitted by any applicable law or Code, we are not liable for any consequential loss or damage you suffer as a result of using the BPay scheme other than any loss or damage which is due to the negligence or breach of any condition or warranty implied by law which cannot be excluded, restricted or modified at all or only to a limited extent.

Mistaken Payments

If a BPay payment is made to a person for an amount which is not in accordance with your instructions (if any) and your account has been debited with the amount of that payment, we will credit that amount to your account. However, if you were responsible for a mistake resulting in that payment and we cannot recover the amount of that payment from the person who received it within 20 banking business days of us attempting to do so, you must pay us that amount.

Unauthorised payments

If a BPay payment is made in accordance with a payment direction which appeared to us to be from you or on your behalf but for which you did not give authority, we will credit your account with the amount of that unauthorised payment. However, you must pay us the amount of that unauthorised payment if:

- > we cannot recover that amount within 20 banking business days of us attempting to do so from the person who received it; and
- > the payment was made as a result of a payment direction which did not comply with any requirements we may have for such payment directions.

Fraudulent payments

If a BPay payment is induced by the fraud of a person involved in the BPay scheme, then that person should refund you the amount of the fraud induced payment. However, if that person does not refund you the amount of the fraud induced payment, you must bear that loss unless some other person involved in the BPay scheme knew of the fraud or would have detected it with reasonable diligence, in which case we will attempt to obtain a refund for you of the fraud induced payment.

Resolution principles

If a BPay payment is a mistaken, unauthorised or fraudulent payment, then we will apply the resolution principles relating to unauthorised payments.

If a BPay payment is both a mistaken and fraudulent payment, then we will apply the resolution principles relating to fraudulent payments.

Indemnity

You indemnify us against any loss or damage we may suffer due to any claims, suits, demands or action of any kind brought against us arising directly or indirectly because you:

- > did not observe any of your obligations described in this PDS; or
- > acted negligently or fraudulently in connection with a BPay payment.

Biller Consent

If you tell us that a BPay payment made from your account is unauthorised, you must first give us your written consent (addressed to the Biller who received that BPay payment, consenting to us obtaining from the Biller information about your account with that Biller or BPay payment, including your customer reference number and such information as we reasonably require to investigate the BPay payment). If you do not give us that consent, we are not obliged to investigate or rectify any BPay payment and/or the Biller may not be permitted under law to disclose to us information we need to investigate or rectify that BPay payment.

BPay View

BPay View is a way for you to be sent your bills through iBank or mBank.

Once you have registered for BPay View, you can view, pay and track payments of bills received from nominated billers via one log in – making management of your bills easier.

To register to receive a bill via BPay View:

- > Log on to iBank.
- > Go to the "Maintain BPay View" section under the "Other Functions" drop down menu.
- > Follow the prompts to register – you will need your paper bill with you when you register.
- > You can elect to receive notification that the bill has arrived via an email being sent from the Hume website. Alternatively, you will be notified if a bill has arrived the next time you log on to iBank.
- > Once you have registered, your request will be processed – normally within two working days and you will be notified electronically if your request has been successful.

If you register for BPay View, we recommend:

- > Always save and store your bills electronically and back up your data regularly.
- > Print out a hard copy of your bill as well.

- > Log onto iBank regularly to check whether any bills have arrived, or sign up for email notification.
- > Always log on to iBank by entering the full web address in your internet browser - never follow a link.
- > Protect your PIN or password at all times – never disclose them to anybody. No Hume staff member will ever ask you to disclose your PIN or password.

If you wish to dispute a BPay View bill, please contact the biller directly using the contact details on the bill.

For more information about using BPay View, please log on to www.bpay.com.au.

Card access to your account

Your Cashcard or Visa debit card

If we issue you with a Cashcard or Visa debit card to access your account, this section applies. You or any authorised user must sign your card as soon as you receive it.

Each card we issue always belongs to us. We may retain or require you to return your card at any time. If we ask you to return your card, you must do so immediately.

If we issue a replacement card to you, you must not use the card it replaces and you remain liable for any use of the replaced card.

You must not use your card after the expiry date printed on it.

We can refuse to authorise a proposed transaction if:

- a) the transaction exceeds the cleared funds;
- b) your card has been reported lost or stolen; or
- c) we have other good reason to do so (such as we suspect the card may be being used fraudulently).

We do not guarantee that any merchant will accept your card or allow you to purchase goods or services using their EFTPoS facility.

We are not responsible for the following, unless the law says we are:

- a) any goods or services which you have obtained from a merchant using your card; or
- b) any refund by a merchant.

All disputes must be settled directly with the retailer.

Cancellation of your card

You may cancel your card at any time. You can do this by:

- > cutting the card in half and returning it to us; and
- > completing the prescribed cancellation form.

We may cancel your card at any time if you are in default under this agreement, your card has been lost or stolen or we suspect it is being used fraudulently. We may cancel your card without telling you first; however, we will notify you as soon as possible afterwards. If a card is cancelled:

- > you must return the card (cut in half) to us immediately; and
- > you must still comply with these terms and conditions.

Cards which have not been used for a period of 12 months prior to their expiry date will not be automatically renewed.

Change of Name or Address

If you change your name, address or contact details, you should promptly tell us and complete the appropriate Hume form. We will not be responsible for errors or losses or your failure to receive a notice from us if you have not promptly told us about those changes.

Changes to this PDS

We may change these terms and conditions at any time. Any change will be made in accordance with any applicable legislation and industry codes.

Unless otherwise specified in these terms and conditions or specifically agreed between us, you consent to us giving you notice in writing, or by notice in the media, or electronically. The following time periods apply:-

Change to:	Notice Period
Fees or charges	30 days before the change takes effect.
Interest rates	no later than the day the change takes effect.
Change to government fees or charges.	as soon as possible, but no later than 3 months after change takes effect.
Any other changes	30 days before the change takes effect.

Changing your PIN

You can change your PIN on your Visa card to a PIN of your choice. To do that, you need to come into one of our branches that has a PIN change machine.

Chargebacks

In some circumstances, the rules of the card scheme may entitle you to request a reversal (chargeback) of a transaction on your Visa debit card if you have a dispute with a merchant about it, or where payments have been deposited even though you cancelled a recurring payment arrangement.

If you believe that you are entitled to a chargeback, you must notify us as soon as possible as the operating rules of the card scheme impose time limits for chargebacks. Once these time limits have expired, any chargeback rights may be lost. Where the EFT Code applies to the transaction, its time limits may apply and not those of the card scheme.

If you notify us in time, and we are satisfied that you are entitled to a chargeback, we will claim the chargeback without delay and will credit your account for the amount initially debited for the transaction. However, you should note that the merchant also has rights to have the transaction further investigated and re-debited if appropriate. We will ensure we claim the chargeback for the most appropriate reason and not accept a refusal to chargeback by the merchant's financial institution unless it is consistent with any scheme or rules that apply.

Cheques and Cheque Books

This section tells you about personal and business cheques.

When you may have a cheque book

If your account type allows, you may ask us to issue you with a cheque book to use to access available funds in that account. Provided you are over 18 years of age and you have a minimum of \$100 in that account, we will agree to that request.

Your obligations in relation to your cheques

You must ensure that you always have sufficient available funds in your account to meet any cheques you have authorised when they are presented for payment.

If a cheque is presented for payment and there are not enough cleared available funds in your account, we may not pay the cheque (that is, we may dishonour it) or we may pay the cheque at our discretion. We may charge you a fee in these circumstances – see our fees and charges brochure.

Cancellation of your cheque facility

We reserve the right to cancel your cheque book or close your account if we consider you are not operating your cheque book within these terms and conditions.

How long does it take to clear a cheque?

It usually takes three business days for a cheque to clear. If we allow you to draw on

the cheque before it has cleared, you will be liable for the amount of the cheque if it is subsequently dishonoured.

How a cheque may be specially cleared

You can arrange for a cheque to be cleared in less than the usual time by requesting a "special clearance". Fees apply for this service.

How to fill in a cheque

All cheques must be completed clearly, dated and signed by you.

How to make out a cheque to reduce the risk of unauthorised alterations

Never write a cheque using a pencil or erasable ink.

Always write the amount in words as well as figures:

- > begin the amount in words as close as possible to the left hand side and add "only" to the end of the amount; and
- > begin the amount in figures as close as possible to the dollar sign.

Only sign your cheque when it is filled out.

Any alterations must be initialled.

Crossing a cheque

When writing a cheque, you can cross it by drawing two parallel lines from top to bottom on the face of the cheque.

If you cross a cheque, you are telling the bank that the cheque must be paid into an account and not cashed over the counter.

The meaning of "not negotiable"

Adding the words "not negotiable" between the two parallel lines protects the true owner of a lost or stolen cheque. These words ensure that the recipient of a cheque obtains no better rights to the cheque than the person who passed the cheque.

The significance of deleting "or bearer"

If you do not delete the words "or bearer", you are authorising the amount of the cheque to be paid to any person who is in possession of the cheque.

The meaning of "account payee only"

If you write these words on a cheque, the cheque may only be paid into the account of the person named on the cheque.

How and when a cheque may be stopped

You may request a payment on a cheque be stopped if it has not yet been presented for payment. To do this, please contact one of our branches. You may be charged a fee

for this service – see our fees and charges brochure.

Cheque security

You must take all reasonable care to prevent fraud occurring in relation to your cheque facility.

You must notify us immediately if you think that a cheque drawn on your account has been forged or fraudulently altered in any way or without your authority.

You must keep your cheque book in a safe place at all times. If any cheque or cheque book is lost or stolen, you must tell us as soon as possible.

If you don't tell us as soon as possible, you may be liable for any transactions that take place before you report the loss or theft to Hume even if the transaction occurred without your authority.

The dishonour of cheques (including post dated and stale cheques)

We may at our discretion dishonour any cheques presented for payment which:

- > exceed your available account balance;
- > have not been completed correctly or are incomplete (eg unsigned or undated);
- > have unsigned alterations or a variance between the amount expressed in words and figures; or
- > are post dated or stale/more than 15 months old.

You may also incur a fee – see our fees and charges brochure.

Bank cheques

Bank cheques (or counter cheques) are cheques instructing payment from Hume itself rather than from a customer's account. They are a safe alternative to carrying large amounts of cash, or when personal cheques are not acceptable.

If a bank cheque is lost or stolen we will, on certain conditions, provide a replacement cheque.

Bank cheques, once issued, may only be cancelled and the monies recredited to the customer's account on return of the cheque to Hume.

Clearance of Funds

Some credits to your account may be subject to clearance. If we allow you access to those funds before clearance is effected, you must immediately repay that money if the funds are not received or payment is reversed.

Closing Your Account

You can close your account only if it is in credit or has a \$0 balance.

You can close your account by:

- > completing a withdrawal form at any Hume branch; and
- > returning to us any cards, unused passbooks and unused cheques issued to you or any authorised user. We accept no liability for any loss incurred by the improper or fraudulent use of any unused cheques which have not been returned to us.

We can close your account:

- > if it is being operated outside these terms and conditions;
- > if you have conducted the account in an unsatisfactory manner; or
- > where it is considered that there is valid reason to do so (for example if fraud has occurred).

Unless there are exceptional circumstances, we will give you at least 14 days advance notice before closing your account. We will send any notice to the last address you have given us.

We can close your account with one month's notice to you:

- > if it has been dormant for a period of 24 months or more.

If your account is closed:

- > we may cancel any card and/or cheque facility linked to that account and disable your access to other payment facilities;
- > you must return to us all cards and unused cheques linked to that account;
- > you will be liable for any transactions that were not processed, or that occur on the account (including but not limited to outstanding merchant transactions and cheques presented) at the time the account is closed;
- > you must pay us on demand all unpaid fees and charges and other costs arising from the operation or maintenance of the account prior to the closure of the account; and
- > subject to any obligations at law that we may have, any cleared funds standing to the credit of the account will, after application of fees, charges and interest, be reimbursed to you.

Please also see the "Joint Accounts" section on how to close a "two to sign" account.

Code of Practice

We undertake to comply with the Mutual Banking Code of Practice in our dealings with you.

A copy of the Code is available on our website, from any of our branches or by contacting www.abacus.org.au. We will also post you a copy on request.

If you believe we have breached the Code you can complain to us via our customer feedback process (see below). If we are not able to resolve the complaint to your satisfaction and the complaint involves a claim that you have suffered loss or detriment,

you may refer the matter to the external dispute resolution scheme (the contact details can be found in the customer feedback section of this brochure).

If the complaint does not involve loss or detriment, you can report it to our Code Complaints Manager via the customer feedback process.

We will only comply with the Code if Australian Laws allow us to but you should be aware that the Code does not over-ride any statutory or common law obligations we have.

Where there is a conflict between the EFT Code of Conduct and the Mutual Banking Code of Practice, the EFT Code of Conduct will take priority.

Combining Accounts

We reserve the right to combine balances of two or more of your accounts, even if they are in joint names. We will write and tell you if we do this. We will also comply with any applicable requirements of the Code of Practice for Centrelink Direct Credit Payments.

Copies of Documents

You may request copies of certain documentation we hold to do with our relationship (including documentation relating to any loan or any notice less than 2 years old that we have issued to you). We will provide it to you within 14 days if the original document is less than one year old and within 30 days if it is more than one year or less than seven years old. The copy may be in the form of a computer generated record and we may charge you a fee (see our fees and charges brochure). We are not obliged to provide you with copies of any documents that are more than 7 years old.

CUSTOMER FEEDBACK - Compliments, suggestions and complaints

There are four ways that you can provide us with your feedback:

1. Speak to any of our branch staff.
2. Phone the Administrative Service Manager on 1300 004 863.
3. Complete the Customer Feedback form located on our Website www.humebuild.com.au
4. Obtain a Customer Feedback brochure from any Hume branch and fax or post the tear-off portion of the brochure to us.

Where you are not satisfied with the outcome of your complaint, you may be able to pursue the matter further by referring it free of charge to the independent Credit Ombudsman Service Limited (COSL).

You may contact the Credit Ombudsman Service Limited by any of the following methods:

Telephone: 1800 138 422 (free call within Australia)
Facsimile: (02) 9273 8440 (normal call rates apply)
Mail: Credit Ombudsman Service Limited
PO Box A252
SYDNEY SOUTH NSW 1235
Website: www.cosl.com.au
Email: info@cosl.com.au

We are committed to responding to complaints in a way that is:

- > prompt and efficient;
- > consistent with the law, applicable industry codes and good industry practice;
- > fair to everyone involved.

Death of a Customer

When Hume receives notification of the death of a customer, any

- > account in their name is immediately frozen to withdrawals;
- > power of attorney or authority to operate given by them or in their favour automatically ceases;
- > periodical payments authorised by them will be cancelled;
- > card in their name will be cancelled.

The deceased's next of kin or executor (as appropriate) may access any remaining funds on completion of appropriate paperwork.

Please see the joint accounts section of this PDS for details of how we deal with accounts in joint names.

Deposits and Withdrawals

Deposits to and withdrawals and transfers from accounts can generally be made:

- > in person at any branch;
- > through selected ATMs if the account has a card facility; and
- > by electronic transfer.

Some accounts have specific restrictions or terms and conditions relating to deposits and withdrawals - please see the specific account terms and conditions section.

Direct Debits and Periodical Payments

A direct debit is a debit from your account with us that you arrange through a merchant or other service provider. A periodical payment is a debit from your account with us which you instruct us to make to the account of another person.

This clause applies to accounts which allow you to make payments from your account to any account held by us, or an account held by you or a third party with another financial institution.

You must give us the information we require to enable us to make a payment. You must check that all information you give us is correct; we are not responsible for checking that the information you give us is correct. You are liable for any payment we carry out in accordance with your instructions.

You must ensure that you have sufficient cleared funds available in your account, from which a payment will be made, to enable that payment to be made. If the payment date falls on a day other than a business day, those funds must be available two business days prior to the day the payment is due.

To the extent permitted by law, we are not liable for any loss or damage you suffer as a result of using the payment facility or any delay, omission or failure in respect of any payment.

If you wish to alter, stop or cancel a direct debit or periodical payment you must give us three business days written notice, although we will endeavour to action your request promptly. If a payment facility has been arranged through a source other than us then we recommend the payment facility is altered, cancelled or stopped by notifying that source. If you have a complaint that a direct debit facility was not authorised or is otherwise irregular, we will accept and process your request, but we may request that you endeavour to resolve the complaint with the merchant or supplier first.

Electronic Communication

Except where the EFT Code of Conduct otherwise permits and subject to the requirements of any applicable law and your agreement, we may use electronic means to communicate with you instead of written communications, for example, to provide you with statements, notices, transaction confirmations or receipts electronically.

When we do so:

- > you will not receive paper copies of relevant information;
- > you agree to check regularly to see if you have received any electronic communication from us;
- > you will be responsible for maintaining and checking your electronic equipment; and
- > you will be responsible for printing or saving important information and we strongly recommend that you do so.

Subject to the requirements of any applicable law and your agreement, where you carry out a transaction through iBank on our website - www.humebuild.com.au or via mBank and we make a transaction record or receipt (which you save or print) available to you on our website immediately on completion of the transaction, we will not provide you

with a paper transaction or receipt.

We will not:

- > use unsolicited email or telephone contact to ask you to disclose your personal banking information or secure code or password to us;
- > send you unsolicited emails that include attachments; or
- > send you emails that require you to click on a hyperlink in the message and provide information on your account details, financial details login or other security password details.

If you receive such communication, delete them immediately or hang up on the caller. If a message includes our brand or name or makes reference to your banking details, contact us to report the incident.

Electronic Transactions - EFT

We warrant that we will comply with the Electronic Funds Transfer Code of Conduct (EFT Code).

Liability for unauthorised transactions

Unauthorised transactions do not include any electronic transactions carried out by you or anyone performing a transaction with your knowledge and consent.

You will not be liable for losses in relation to:

- > unauthorised transactions where it is clear that you did not contribute to the loss;
- > the fraudulent or negligent conduct of our employees or agents or companies involved in networking arrangements or of merchants who are linked to the EFT system or their agents or employees;
- > any component of an access method that is forged, faulty, expired or cancelled;
- > unauthorised transactions occurring after you have notified us as required by these terms and conditions;
- > transactions which require the use of any device (e.g. a card) or code forming part of your access method and that occurred before you have received that device, or code (including a reissued device or code); or
- > the same transaction being incorrectly debited more than once to the same account.

You are liable where we can prove on the balance of probability that you have contributed to the losses in any of the following ways:

- > through your fraud;
- > voluntarily disclosing one or more of your codes to anyone, including a family member or friend;
- > indicating (e.g. writing) one or more of the codes on the outside of the card;
- > keeping a record of one or more of the codes (without making any reasonable attempt to protect the security of the code records) on one article (e.g. address book), or on several articles, carried with your card so that they are liable to loss or theft at the same time as the card;

- > keeping a record of the code that can be used with a card on anything you carry with a card or any article that is liable to be lost with a card without making any reasonable attempt to disguise the security of the code;
- > selecting or changing a code to a code that represents your birth date or using an alphabetical code that is recognised as part of your name after we have instructed you not to;
- > otherwise acting with extreme carelessness in failing to protect the security of all your codes; or
- > where the EFT Code requires, that the recording or voluntary disclosure of one or more but not all of the codes forming part of the access method was the dominant contributing cause of the loss.

In these cases, you will be liable for the actual losses which happen before you notified us that the card has been misused, lost or stolen or that the security of the code forming part of the access method has been breached, but are not liable for any of the following amounts:

- > that portion of the losses incurred on any one day which exceeds the daily transaction limit; or
- > that the portion of the losses incurred in a period which exceeds any other periodic transaction limit(s) applicable to that period; or
- > the portion of the total losses incurred that exceeds the balance of the account(s); or
- > all losses incurred on any account which we and you had not agreed could be accessed using the access method.

Unreasonably delaying notification

Where you have contributed to losses resulting from unauthorised transactions by unreasonably delaying notification of the misuse, loss or theft of a card forming part of the access method, or that the security of all codes forming part of the access method has been breached, you are liable for the actual losses which occur between when you became aware (or should reasonably have become aware in the case of a lost or stolen card) and when we are actually notified, except for:

- > that portion of the losses incurred on any one day which exceeds the daily transaction limit applicable to the card; or
- > that portion of the losses incurred in a period which exceeds any other periodic transaction limit applicable to that period; or
- > the portion of the total losses incurred that exceeds the balance of the account(s), including any prearranged credit; or
- > all losses incurred on any accounts which we and you had not agreed could be accessed using the access method.

Where a code was required to perform the unauthorised transaction and it is unclear whether you have contributed to the loss caused by an unauthorised transaction, you will be responsible for an amount not exceeding the least of:

- > \$150; or
- > the balance of your account(s) including any pre-arranged credit from which value was

- transferred in unauthorised transactions and which we and you have agreed may be accessed using the access method; or
- > the actual loss at the time we were notified that the card has been misused, lost or stolen or that the security of the code forming part of the access method has been breached (excluding that portion of the losses incurred on any one day which exceed any applicable daily transaction or other periodic transaction limit).

We are responsible for any loss from a transaction at a terminal where our investigations show that the loss is directly caused as a result of terminal malfunction and the claim is substantiated by investigation. In these circumstances, we will correct the loss by making the appropriate adjustment to the account.

If you suffer a loss arising from a malfunction or breakdown of an ATM or any other system or equipment and you should have been aware that the machine was malfunctioning or was not able to be used, our liability is limited to:

- > the correction of any errors on your account; and
- > the refund of any charges or fees imposed as a result.

Electronic Equipment

We may cancel access to accounts through electronic equipment if:

- > the electronic equipment malfunctions or is otherwise unavailable for use;
- > a merchant refuses to accept your card;
- > the access method is used in a way that may cause loss to you or us;
- > the account being accessed is overdrawn or is otherwise considered out of order by us;
- > we have reason to believe that the security of an access method or our systems has been compromised; or
- > in any other way in accordance with specific account terms and conditions, unless prohibited by law.

Limitations on electronic transactions

Merchants, other financial institutions or third parties, may impose limitations on the use of their electronic equipment, including restrictions on the type of electronic transactions that can be carried out using their electronic equipment.

We are not liable for the refusal of any merchant to accept an electronic transaction.

Not all electronic equipment (e.g. ATMs) from which cash can be withdrawn will always contain cash.

Not all electronic equipment will allow deposits to be made, either by electronic funds transfer or by depositing cash or cheques.

Fees and Charges

Current fees and charges, including non-standard fees and charges, are set out in the separate fees and charges brochure which also forms part of this PDS. You authorise us to debit to your account(s) when due all applicable fees and charges.

Any failure by us to charge a fee shall not constitute a waiver of that fee or the right to charge that fee in the future.

Fee Free Quota and Fee Exemptions

Hume offers a number of accounts that are eligible for a fee free quota and/or exemption.

If you have a number of accounts or sub accounts within one account type, only one of them is eligible to qualify for the fee free quota at any time. This means that if, for example you have two All Purpose accounts, an S10 and S10.1, your S10 account will qualify for the fee-free quota, and your S10.1 account will not qualify for any fee free quota (or either way around).

In addition to the above condition, only one of all your accounts is eligible to qualify for a linked account fee exemption at any one time, even if you have a number of loans and/or term deposits that qualify for this exemption. For example if you have an All Purpose (S10) account and a Reward Saver (S15) account and you link your S10 to your qualifying home loan or term deposit to be fee exempt, this prevents any other accounts you hold from qualifying for any fee exemptions, regardless of whether you have another loan and/or term deposit that would qualify for an exemption.

Financial Claims Scheme

The Financial Claims Scheme provides a guarantee of funds deposited with an authorised deposit-taking institution (ADI), such as Hume, in the event that the ADI becomes insolvent.

You may be entitled to payment under the Financial Claims Scheme in relation to the following accounts:

- > Business (S9)
- > Business iSave (S18)
- > Cash Management (S8)
- > Christmas Club (S7)
- > Clancy Koala (S2)
- > Community Link (S16)
- > Deeming Saver (S12)
- > Farm Management Deposit (I17)

- > Flexible Loan Offset (S14)
- > iSave (S19)
- > Passbook Savings (S1)
- > Professional Cash Management (S20)
- > Professional Trust (S4)
- > Reward Saver (S15)
- > Tax Manager (S3)
- > Term Investment (I)
- > Youth Extra (S5)

Access to the Financial Claims Scheme is subject to a limit for each depositor.

For more information about the Financial Claims Scheme, contact the APRA hotline on 1300 13 10 60 or go to the APRA website at <http://www.apra.gov.au>.

Foreign Cheque Clearance

Cheques in foreign currency will be converted to Australian Dollars at the time of clearance using the exchange rate prevailing on that day. As the cheque is in a foreign currency, clearance may not be for a period of time (between 4 and 6 weeks) after you lodge the cheque with us. We will not be responsible for any losses as a result of fluctuations in exchange rates between when the cheque is lodged with us and when the exchange rate is applied.

In certain circumstances, we may be able to credit the relevant account prior to full clearance of the foreign currency cheque but, if the cheque subsequently fails to clear, you will be responsible for refunding any losses incurred on your account.

Freezing Your Account

We may freeze your account to further activity:

- > if it is being operated outside these terms and conditions;
- > if you have conducted the account in an unsatisfactory manner; or
- > where it is considered there is valid reason to do (for example where there is a dispute in relation to the account).

You may freeze your account by:

- > phoning or visiting any branch on a normal working day and telling us why you wish to freeze your account (e.g. you suspect fraud).

Where an account has been frozen at your request, you may ask us to restore it to normal operating status at any time. If the account is 'two to sign', we will need all account signatories to complete the appropriate form.

Inactive Accounts

If you do not transact on your account for 7 years and there is a balance of \$500 or more in your account, we are obliged by law to forward the balance to the Government as unclaimed funds.

Interest Rates

Details of current interest rates are set out in the interest rate sheet, which is available from any branch or from our website –www.humebuild.com.au.

The timing of calculation and crediting of interest to your account is shown in the specific account terms and conditions section of this PDS.

Unless we notify you otherwise, where interest is calculated monthly, it is calculated on the last day of each month by multiplying one twelfth of the relevant interest rate by the lowest balance in your account for that month.

Where interest is calculated daily this is done by dividing the relevant interest rate by 365, and applying that rate or rates to the amount standing to the credit of your account at the close of business on that day.

Where the interest rate is based on the prevailing market interest rate, the market interest rate is adjusted by a margin that reflects the following factors:

- > Hume's costs;
- > Hume's margin; and
- > any risks associated with the product.

No interest is paid on the Flexible Loan Offset Account, the Transactional Loan Account or the Line of Credit Loan Account.

Internet, Mobile and Phone Banking

This part only applies if you register for internet or phone banking for your account and will apply the first time you use either service. Approval of an application to access internet or phone banking is at our discretion.

Our internet banking system is called iBank, our mobile banking system is called mBank and our phone banking system is called Hume Connect.

Registration and password selection

When you register to use iBank, or Hume Connect, you will be asked to select a password which you will be asked to change the first time you use the facility. In addition, each time you log onto iBank you will be required to enter your date of birth or, where you have elected to use a security device, the one time password generated by the device (see the section headed "security devices" for more details).

iBank Password change

We suggest you change your password no less than every 3 months. We require you to change your password at any time you or we believe the security of your password has been compromised

External Transfers

You should take great care when entering the BSB and account number for any account to which you want money transferred electronically. This is because when processing electronic payments, most financial institutions rely only on the BSB and account number provided and do not also match the account name. This means that if a mistake is made when entering the details, the money may go to the wrong account.

You should also check with the intended recipient that they have received the funds. If the payment has gone astray, you should notify us immediately so that we can help you try and recover the funds.

Payments made to incorrect accounts can take a long time to recover and in some instances recovery is not possible. Generally, in these instances, the loss is borne by you. Hume will take all reasonable steps to assist you to recover your money however as the mistake was yours and not ours, we can not accept responsibility for the return of your lost funds.

External transfer limit

Where you wish to make transfers to non-Hume accounts using iBank or mBank, you must notify us of your required limit for such transfers. Any limit set by you should be no more than is required on a regular basis. Where the external transfer limit on an account to which you have access is \$2,001 or more, you will be required to apply for and use a security device - see the section on security devices.

Access and processing

- > on accounts requiring two or more signatures to transact, each signatory must enter their individual code before a transaction can be undertaken. Transactions on accounts requiring more than one signature can not be undertaken using Hume Connect or mBank.
- > we may deny access to iBank, mBank or Hume Connect without prior notice to you for reasons of security or quality of data transfer service, or to perform maintenance to, or upgrade the service;

- > we may cancel your access to iBank, mBank or Hume Connect at any time without notice if you are in breach of these terms and conditions; however, we will notify you as soon as possible afterwards;
- > you may end your use of iBank, mBank or Hume Connect at any time by giving us written notice;
- > an instruction to iBank or via mBank will be processed upon receipt. An instruction cannot be stopped once it is acted upon by us;
- > we may delay processing an instruction received by iBank or via mBank pending a request to you to validate the instruction;
- > any transaction you request by iBank or via mBank may be refused by us without giving any reason or advance notice to you (such as you do not have sufficient cleared funds); and
- > unless you request otherwise, the external daily transfer limit will be set at \$0.

Mobile banking or mBank

mBank is a facility designed specifically for use on your mobile phone. It enables you to access Hume's internet banking system, iBank, via the internet using your mobile phone.

Using mBank, you can view account balances, pay bills using BPAY, review the last 100 transactions, transfer funds and setup future dated transfers.

Please note that not all the internet banking features available via iBank may be available through mBank.

How to access mBank

To access mBank, you must have registered for internet banking and have a security device (see the section headed "security devices" for more details).

Once you have received or downloaded your security device you can then access mBank by typing in <http://mbank.humebuild.com.au> into the address bar of a supported device and you will automatically be directed to a mobile version of iBank.

You will then be required to enter the same security details as normal (your member number and password) and will be required to use your security device before you can log on.

Remember when you have completed your banking, you should log out of mBank and close the browser.

If you choose to access our internet banking system using your mobile phone through mBank, you should be aware that:

- > not all standard internet banking functions may be available, for example if your account is two to sign or if you wish to set up a pending authorisation

- > not all mobile phones will allow you to access internet banking (if your phone does not support mBank you will receive a message)
- > your normal internet and mobile phone charges will continue to apply.

The availability of mBank may be affected by your telecommunication connection in order to access this service. As a result, Hume can not guarantee you will be able to access mBank at all times.

Security Devices

Where the external transfer limit on any account to which you have internet access is \$2,001 or more, you must use a one time password generated by a security device each time you log on. If you do not obtain a device within any time period set by us, the external transfer limit on all accounts to which you have access will be reduced to \$2,000 without notice to you.

The external transfer limit relates to all transfers made to accounts other than with Hume accounts but does not include transfers made via BPay or cheque.

You can choose to cancel your security device at any time. If you do cancel your device, the external transfer limit on any account to which you have access will automatically be reduced to \$2000.

A security device may be either a small, physical, electronic token (security token) that you order through a branch or iBank or a password generator application (mobile token) that you can download via the internet to your mobile phone.

Use of your security device is governed by these terms and conditions and by the terms of the VeriSign end user agreement which will accompany the security token when it is sent to you or which you must accept before you download the mobile token.

A fee is payable for the issue of any replacement security tokens and where a business customer requires more than 4 security tokens at any time. There is no fee for obtaining or using a mobile token. See our fees and charges brochure for details.

Where you have agreed to use a security device, you must use it each time you log on to iBank or mBank. While you have an active security device, you do not have to enter your date of birth when logging on to iBank or mBank.

You must keep your security token safe and secure and advise us immediately if it is lost, stolen or misused. If it is lost, stolen or misused we can cancel it and issue you with a replacement. In the interim, we will temporarily deactivate the need to use the security token but you will have to enter your date of birth when logging on to iBank and will not be able to access mBank. We will charge you for the issue of a replacement security token, see our fees and charges brochure.

Availability

We will make reasonable efforts to ensure the availability of iBank, mBank and Hume Connect at all times and ensure that information we make available to you through these facilities is correct.

Business Banking

The iBank business banking module allows businesses enhanced options for controlling access to each of its accounts. Using this module, a business can authorise individuals to have differing levels of access – from view only to full access – for each account. Any signing authority on an account (eg 2 to sign) will continue to apply.

To access the business banking module, a business must complete a business banking registration form, nominate one or more persons to be administrators and lodge the form at any branch. Once registered, these administrators must activate authority levels and can give those with authority to operate differing levels of access to the business' accounts. The administrators can also nominate persons to have view only or data entry only access; this means they can not transact on any accounts and need not be authorised signatories on the accounts.

For full details of how to access business banking, please ask for a copy of the application form.

Equipment maintenance

It is your responsibility to obtain and maintain any electronic equipment (e.g. personal computer, mobile phone or touchtone telephone) which you may need to have to use iBank, mBank or Hume Connect. It is also your responsibility to ensure the security of any computer or mobile phone you use to access iBank or mBank (see below and over for some security tips).

Confirmation of transactions

We will provide you with a transaction receipt number every time you make a transaction using iBank, mBank or Hume Connect. However, a transaction may not be processed until the next business day for the account on which you make the transaction. You should record the transaction receipt number and it should be quoted if you have any queries in relation to that transaction.

Cut-off times

If you instruct us to transfer funds to an external party **before** the time specified below, it will, in most cases, be treated as having been made on the same day.

Day	Processing – Cut-off time
Monday to Friday	4.30p.m. NSW time
Saturday, Sunday and Public holidays	Processed next banking business day.

What we require you to do to protect yourself when using internet banking

It is important that you take positive steps to protect your computer if you use it for internet banking (or any other form of e-commerce). It is important to use only a trusted and secure computer to access your internet banking account. Hume strongly recommends that you do not use publicly shared computers, such as those at internet cafes. With any computer you use to access your internet banking account, we suggest that you:

- > Install reputable anti-virus and firewall protection on your computer because this provides additional layers of protection that you need to reduce your risk of exposure from viruses that can rob your computer of valuable personal information.
- > Remember that after you install virus protection you will need to regularly update the software, usually by installing patches (used to update or fix a bug in a computer program), so the protection remains current.
- > Install any security patches for your operating system and other software installed on your computer and keep these up-to-date.
- > Use one of the recommended security devices (ie a security token or mobile token).
- > Keep your external transfer limit to the minimum required.

Using internet banking

When banking via the internet or via your mobile phone follow these steps:

- > Always access our website by typing the address into the browser. **Never** log on by clicking a link embedded in an email.
- > Keep your computer up-to-date with anti-virus, firewall software and the latest patches.
- > Confirm that your data is encrypted between your computer and Hume by looking for the padlock on the browser window. The padlock will tell you it's a secure web-site.
- > Always log out from the internet banking menu when you finish all your banking.
- > Close your internet browser after logging out at the end of each internet banking session.
- > Beware of any windows that 'pop up' during an internet banking session and be very suspicious if it directs you to another website which then requests your customer identification or password.
- > Do not leave your infra red and /or blue tooth and/or other remote access settings on whilst accessing mBank.

Protect your access details

- > Avoid using passwords or PINs (Personal Identification Numbers) that are relevant to your personal situation. Passwords with telephone numbers, postcode, your name, or the name of a close relative and dates of birth are simple for criminals to trace. Create passwords with letters and numbers that cannot be easily attributable to you.
- > Always memorise your password or PIN and do not write it down or store it anywhere especially not on your computer or mobile phone. You are responsible for keeping this information confidential.
- > Change your password regularly and don't use the same password for other services such as your video store.
- > We will never send you an email asking you for your PIN.

Check your transaction history and statements

We recommend that you regularly check your transaction history and account statement to make sure there are no unauthorised transactions on any of your accounts. If you suspect that any such transactions have taken place, please contact us on
Phone (02) 6051 3211 - normal business hours
Phone 1800 808 550 - after hours.

Joint Accounts

Where your account is in two or more names the following applies unless you instruct otherwise:

- > your liability under the account is joint and several. This means that each of you individually and all of you together are liable for the whole of any debit balance and have the right to all of the credit balance on the account;
- > each of you may operate the account independently of the other unless we are otherwise instructed;
- > we are not required to make any inquiries in relation to any instructions you give us with respect to the operation of the account. We are not liable for any loss or damage you or a third party suffers as a result of us acting upon those instructions;
- > if the secondary account holder dies, the account name may be changed to the survivor's sole name and use of the account may continue as before;
- > if the primary account holder dies, the joint account must be closed and the funds transferred to a new account in the survivor's name;
- > we can send statements and notices (including changes to this PDS) by mailing them to any one of you at the mailing address shown in our records and they will be deemed to have been received by all of you;
- > if we give this PDS to any of you, it will be considered to have been received by all account holders;
- > cheques made payable to any one or more of you may be deposited into your account; and
- > we will allow the account to be operated in accordance with the authority given to us at the time the account is opened unless we are notified of a dispute between you when we may require all joint account holders to sign any authority to operate the account;
- > if the account is "two to sign" both parties must agree to sign before the account can be closed.

Meaning of Words

In this PDS:

- > *access method* – means a method which we provide to you to give us authority to act on instructions when using electronic equipment to debit or credit an account which has EFT facilities.
- > *banking business day* – in relation to BPay, is any day on which banks in Melbourne or Sydney are able to effect settlement through the Reserve Bank of Australia.
- > *business day* – means any day from 9a.m. to 5p.m. Monday to Friday on which Hume is open for business in at least one of its branches.
- > *Card scheme* – means the Visa card scheme operated and maintained by Visa International Service Association ABN 70 007 507 511.
- > *Chargeback* – the Visa card operating rules for transferring the amount of a disputed card transaction from the merchant's financial institution to your card account.
- > *Code* – means a password or PIN attached to accounts having EFT facilities or a voice code or challenge phrase related to TeleID access.
- > *Security token* – means our method of two factor authentication where you use a token to obtain a once only code to authenticate your instructions to us over the internet.
- > *you and your* means the account holder, being the person or persons in whose name the account is established and maintained.
- > *we, us, our or Hume* - means Hume Building Society Ltd

Overdrawn Accounts

Unless you have our prior agreement, you must not allow your account to become overdrawn, and we are under no obligation to allow a transaction to occur which would result in an unapproved debit balance on your account.

If we do allow such a transaction to occur:

- > you must repay the overdrawn amount immediately;
- > we have not agreed to provide you with credit;
- > we may debit any relevant fee; and
- > we may charge interest on the amount overdrawn at the rate and intervals shown in our separate interest rate sheet.

Passbooks

If you have a passbook account:

- > as your passbook is a record of transactions on your account, you must regularly present it at any Hume branch for updating. Alternatively, you can obtain confirmation of transactions using iBank, mBank or Hume Connect if these facilities are linked to your account;
- > you must present your passbook each time you wish to deposit funds or make a withdrawal. If you do not, we may not be able to process your request;
- > you must keep your passbook in a safe place;

- > if your passbook is lost, stolen or destroyed, you must notify us immediately. If you do not, other people may be able to withdraw money from your account and if so, we may not be liable;
- > do not keep a visible record of your signature with your passbook;
- > if an unauthorised EFT transaction is made on your account, without your knowledge or consent, liability for that transaction will be determined in accordance with the Electronic Transactions – EFT section of this PDS. Otherwise, we are not liable for any amount withdrawn from your account until you tell us that your passbook has been stolen, mislaid or lost.

Power of Attorney

If you appoint someone an attorney on your behalf, you authorise us to give them access to your account details and to permit them to become an authorised user (authority to operate) on your account on presentation of an original or certified copy of a valid and current power of attorney.

The attorney must become a customer of Hume and be satisfactorily identified before being allowed access to your account(s).

Please see the section on "authorised users" above for more details.

If you revoke the power of attorney, you must notify us immediately so that we may cancel that person's access as an attorney to your account. We may require you to confirm your instruction in writing.

Privacy

Our privacy policy sets out our commitment to the protection of your personal information. A copy of our privacy policy can be obtained:

- > from any branch;
- > by telephoning (02) 60 51 3211; or
- > from our website: www.humebuild.com.au

Regular Payments from a debit or credit card

A Regular Payment is one where you authorise a merchant (such as a retailer or insurer) to debit your card account at regular intervals (eg. monthly). For example, you might agree that your local gym can charge your monthly membership to your card account.

Regular payments like this can be useful as they help you make your payments on time and avoid late payment fees as they are processed automatically.

1. You should keep a record of any "Regular Payment Arrangements" you enter into with a merchant and any correspondence you have with the merchant. You can find a template for recording such details on our website.
2. To either change or cancel any "Regular Payment Arrangement" you should contact the merchant at least 15 days prior to the next scheduled payment. Until you cancel

the Regular Payment Arrangement, we must process the merchant's request to debit your account if possible you should retain a copy of your change/cancellation request. Should the merchant fail to act in accordance with these instructions you may have rights to dispute any incorrectly charged payments.

3. Any dispute, including the failure of the merchant to act on a change in details, should be taken up with the merchant in the first instance.
4. Should your card number be changed i.e. as a result of a lost or stolen card you must also request the merchant to change the details of your existing "Regular Payment Arrangement" to ensure arrangements continue. If you fail to undertake this activity your "Regular Payment Arrangement" either may not be honoured by us or the merchant may stop providing the goods and/or services.
5. If you or we close your card account or your account details change it is your responsibility to contact the merchant to alter your "Regular Payment Arrangement" as the merchant may stop providing the goods and/or services if payments are no longer received because the account is closed or they have incorrect details.

School Banking Schemes

Where Hume enters into an agreement with a school to offer a School Banking Scheme to students, Hume will pay commission to the school at the rate of \$2.00 for every account opened and \$2.50 for every \$100 deposited to accounts opened and operated under the scheme.

Security Advice

If you have a card, code, PIN, passbook or chequebook you must ensure that you:

- > keep your card and code separate at all times.
- > sign (with a ballpoint pen) your card immediately you receive it.
- > if you receive a replacement card, immediately destroy the card that it is replacing.
- > keep your code/PIN secure and protected and do not allow any one else to observe or hear your code/PIN.
- > never record your code/PIN or account number on an item that can be used by others to access your account.
e.g. - never write your code/PIN on your card.
- > keep your card and code/PIN to yourself and do not disclose them to any other person.
- > make sure that no other person can see you entering your code/PIN or obtain access to your code/PIN in any way when you use electronic equipment (e.g. ATM).
- > do not keep a record of your code/PIN and account number on or in an article (e.g. address book in purse) carried with your card so that they are liable to loss or theft at the same time as the card.
- > do not use shared computer terminals (e.g. Internet cafes) when you access iBank.
- > do not access Hume Connect from a telephone where all the numbers dialed are recorded (e.g. from a hotel room for billing purposes).
- > do not use your birth date (e.g.111101), recognisable part of your name (e.g. Jen), an easily guessed combination of letters (e.g. ABC) or numbers (e.g. 12345) as your self selected code.
- > change your code regularly where you are able (we suggest at least every 3 months) (e.g. Hume Connect, iBank)
- > keep your passbook and chequebook in a safe place and under your control.
- > do not keep your chequebook or passbook with any document (e.g. driver's licence) containing your signature.
- > do not sign blank cheque forms – all details should be completed before you sign a cheque.
- > examine entries on your account:
 - each time you receive a statement or update your passbook; and/or
 - each time you log on to iBank or use Hume Connect.Tell us as soon as possible of any instances of unauthorised use or suspected unauthorised use.

Failure by you to keep your card and code/PIN secure may increase your liability for unauthorised use.

Statements

We will send you a statement for your account at the frequency set out in the specific account terms and conditions for the account. You may request statements more often if required, but a fee may be charged.

You should check your statements carefully and advise of any errors immediately.

Electronic statements (eStatements)

On certain accounts, any account holder or authorised user may elect to receive statements electronically. Once you have made the election, you will no longer receive paper based statements for that account by normal mail. You may opt out of receiving eStatements at any time and revert to received paper based statements by mail at any time.

Where the account is in joint names, or there are authorised users on the account who elect to receive statements, each account holder/authorised user may elect not to receive any statements on the account, either paper based or electronic, provided that at least one account holder or authorised user continues to receive statements. This restriction is due to a requirement in the EFT Code that at least one account holder receives statements for each account.

Any joint account holder or authorised signatory who opts in to receive electronic statements will be able to access all previous statements from 1st January 2011 for those accounts.

How to opt in to receiving electronic statements

Unless you are a business customer, you may request electronic statements using the "statement options" button on iBank. Before doing this, you must enter a valid email address. You may change that email address at any time.

Once you have provided a valid email address, you may then click on the account for which you to opt in to receiving eStatements. Not all accounts are eligible to receive eStatements, and we reserve the right to alter which accounts can receive eStatements. We will give you notice before we do this.

Business customers must complete a statement nomination form in order to opt in to receiving eStatements. This form is available from any Hume branch and must be handed in to a branch for processing. Individual customers may also use a statement nomination for if they wish.

You can not activate or change your options for receiving statements via mBank.

How electronic statements are delivered

When a statement for an account is ready, you will be sent an email telling you that your eStatement is available through iBank. It is then your responsibility to log on to iBank and retrieve your statement.

Once you have accessed your eStatement you may view it, save it to your computer and/or print a copy. Although your eStatements can be accessed via iBank at any time while that account is still active for up to 7 years, we recommend that you download your eStatements and store them securely.

If our notification email to you is returned, we will mail a paper based statement to you and your election for eStatements will be suspended until an updated email address is provided.

When electronic statements are made available

When you elect to receive statements electronically, the statement will be made available according to the usual statement cycle for that account (eg monthly/six monthly).

Once you have elected to receive eStatements, you and any authorised user who has elected to receive eStatements, will be able to access, view and download statements for that account from 1st January 2011.

eStatements on joint accounts

Joint account holders may separately request eStatements or paper statements.

Your obligations if you elect to receive eStatements

You must

- > keep your nominated email address current and active
- > check your emails regularly
- > ensure that your filters allow you to receive emails from estat@humebuild.com.au
- > take reasonable and appropriate security measures in relation to your computer.

How to opt out of eStatements

You may at any time request paper statements instead of electronic statements. You can do this through the "statement options" button on iBank.

We also reserve the right to terminate your access to eStatements at any time.

Sweep Facility

Where you have access to more than one savings or transaction account held with us, you may ask us to put in place a sweep facility on one or more of those accounts.

The sweep facility will automatically transfer funds from the nominated account(s) to meet any debit request to your account initiated by a cheque, periodical payment or direct debit which can not otherwise be met due to insufficient funds in that account.

Up to a maximum of three "from" accounts can be nominated.

This facility is not available for use with ATM or EFTPoS transaction debit requests.

If there is a change to the signatory/signatories on a "from" account, it is the responsibility of the account holder to ensure that any sweep authorisation is altered accordingly.

The Sweep facility is not available from the following accounts:

- > Christmas Club.
- > Clancy Koala.
- > Farm Management Deposit.
- > Term Investments.
- > Transactional Loan Account.
- > iSave.
- > Business iSave.

Tax File Number (TFN)

It is not compulsory to provide a tax file number (TFN) or exemption in respect of your account. If you have not quoted a tax file number (TFN) or a TFN exemption in respect of your account, or are a non-resident, we may be required by law to deduct tax from interest earned on your account.

Third Party Withdrawals

You agree that we can allow someone who is not an authorised signatory on your account to withdraw cash from or otherwise transact on the account provided they present a completed withdrawal slip that you have signed on the front and on the back of which you have written: "I authorise [name of third party] to [describe transaction]." You must also sign the back of the withdrawal slip. After identifying the third party, we will process the request.

Trust Accounts

If you open an account as trustee of a trust, you must give us the full name of the trust and a copy of the document that created the trust.

Visa Debit Card Access

Where you have a Visa debit card linked to your account, the provisions of this clause apply.

Visa debit cards are only available to customers over the age of 18 years, that are also Australian residents.

To qualify for a Visa debit card you must have:

- > a minimum of \$300 on deposit in the relevant account when you first apply for a card; or
- > been a customer for at least 3 months; or
- > regular income to that account.

As the issue of a Visa debit card is at our discretion, we may refuse your application for a Visa debit card for you or any additional cardholder without giving you a reason.

You may use your Visa debit card to access your account to pay for goods and services over the counter via an EFTPoS terminal where the Visa symbol is displayed or using Hume Connect or iBank to pay bills (such as gas or electricity) or purchase items (such as flights).

You can also use your Visa debit card to make purchases (and withdraw cash) while you are overseas. Foreign currency conversion fees are charged on all foreign currency transactions on a Visa debit card (see the fees and charges brochure).

When you make purchases on your Visa debit card, subject to any restrictions imposed by merchants, you can press either "cheque", "savings" or "credit" button. We recommend you press the "credit" button. Whichever button you press, the transaction will qualify as an EFTPoS transaction for the purpose of calculating fees and charges.

If you use the credit button, or use the card number to purchase or pay for goods and services (eg over the phone or internet), we may need to authorise the transaction. We will reduce the available funds on your account by the amount of the authorisation even though it may take some weeks for the transaction to be processed and debited to your account.

Withdrawal and Transfer Limits

Provided **sufficient cleared funds** are available, you may withdraw or transfer funds within the following limits:

Method	Daily limit to each account	Comment
ATM & EFTPoS	\$2,000 combined (subject to individual ATM withdrawal limits).	Limit applies to the sum of all transactions using a Cashcard. If you withdraw \$800 by ATM, \$1200 would remain for further ATM or EFTPoS transactions on that day. (Note: other financial institutions and merchants may impose their own limits). Where you have a Visa debit card you may withdraw up to \$2000 per day at any ATM but the only limit on EFTPoS transactions is the amount of available funds on your account (provided you press the "credit" button).
Counter	\$2,000 cash. \$30,000 counter cheque. \$30,000 external transfer.	Limits apply separately. If additional amounts are required, please enquire at a branch.
Hume Connect	\$30,000 internal transfers	
iBank	\$30,000 cheque. \$30,000 internal transfers. external transfers - set by you (\$0 by default).	Limits apply separately. A security token or device must be used where the external transfer limit is more than \$2,000.

We may vary these limits from time to time. You will be notified of any changes to withdrawal and transfer limits in accordance with this PDS.

Loss, Theft or Unauthorised Use - Contact Details

Item	Normal Business Hours	After hours
Cashcard or pin lost or stolen or PIN become known to someone else.	Phone (02) 6051 3211 or visit any branch.	Phone 1800 252 730 You will be given a notification number; please retain this number as evidence of the date and time of your call.
Cheques or chequebook lost or stolen. Passbook lost or stolen.	Phone (02) 6051 3211 or visit any branch.	Phone 1800 808 550 Follow the recorded instructions.
Hume Connect or iBank Password lost or stolen.	Phone (02) 6051 3211 or visit any branch.	Immediately change your code/password. Phone 1800 808 550 Follow the recorded instructions.
Visa credit or debit card pin lost or stolen.	Phone (02) 6051 3211 or visit any branch.	Phone 1800 621 199
Security token lost or stolen.	Phone (02) 6051 3211 or visit any branch.	

Service Centres

Albury

Head Office

492 Olive Street, Albury NSW 2640
Phone (02) 6051 3211
Fax (02) 6051 3255

Myer City Centre

David & Swift Streets, Albury NSW 2640
Phone (02) 6051 3306
Fax (02) 6041 3314

Centro Albury Shopping Centre

487 Kiewa Street, Albury NSW 2640
Phone (02) 6051 3308
Fax (02) 6041 5697

Centro Lavington Shopping Centre

Griffith Road, Lavington NSW 2641
Phone (02) 6051 3302
Fax (02) 6040 3508

Thurgoona Plaza

Shuter Avenue, Thurgoona NSW 2640
Phone (02) 6051 3325
Fax (02) 6043 3140

Wodonga

131 High Street, Wodonga VIC 3690

Phone (02) 6051 3309
Fax (02) 6022 9066

Centro Wodonga Shopping Centre

Elgin Street, Wodonga VIC 3690
Phone (02) 6051 3303
Fax (02) 6022 9022

Centro Birallee Shopping Centre

97 Melrose Drive, Wodonga VIC 3690
Phone (02) 6051 3304
Fax (02) 6043 4304

Wangaratta

56-58 Murphy Street, Wangaratta VIC 3677

Phone (03) 5721 3322
Fax (03) 5721 3977

Wagga Wagga

Head Office

115 Baylis Street, Wagga Wagga NSW 2650
Phone (02) 6939 7440
Fax (02) 6971 8134

Koorringal Mall

269 Lake Albert Road, Koorringal NSW 2650
Phone (02) 6939 7442
Fax (02) 6926 6936

Southcity Shopping Centre

1 Tanda Place, Glenfield Park NSW 2650
Phone (02) 6939 7441
Fax (02) 6971 2897

Regional

Corowa

79 Sanger Street, Corowa NSW 2646
Phone (02) 6051 3305
Fax (02) 6033 4312

Culcairn

50 Balfour Street, Culcairn NSW 2660
Phone (02) 6051 3310
Fax (02) 6029 8121

Yackandandah

10 High Street, Yackandandah VIC 3749
Phone (02) 6051 3311
Fax (02) 6027 1184

Howlong

45 Hawkins Street, Howlong NSW 2643
Phone (02) 6051 3317
Fax (02) 6026 8322

Jindera

8-9 Jindera Plaza, Jindera NSW 2642
Phone (02) 6051 3323
Fax (02) 6026 3718

Rutherglen

128-130 Main Street, Rutherglen VIC 3685
Phone (02) 6051 3321
Fax (02) 6032 7017