

# Member Information Guide



Savings Accounts  
Payment Services  
Term Deposits  
&  
Edvest-  
Retirement  
Package

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**Southern Cross**  
CREDIT UNION LTD

ABN 82 087 650 682

[www.sccu.com.au](http://www.sccu.com.au)

ABN 82 087 650 682

AFSL No. 241000

## **Your Southern Cross Credit Union Member Information Guide (MIG)**

Your MIG provides information about Credit Union Savings Accounts, Payment Services, Term Deposits and Edvest-retirement package, to help you make an informed decision on whether to open an account with us.

When you become a member or open an account we will also give you our:

- Fees and Charges Brochure - setting out costs related to each product; and
- Interest Rate Brochure - listing current interest rates for savings accounts, term deposit accounts and Edvest Retirement Package products.

### **Financial Services Guide**

For information on our full range of products and services, see our Financial Services Guide. Details on our rules, constitution and how to join are available on request.

### **Member Care Statement**

Please read your MIG and its Terms and Conditions carefully. Always retain a copy of all SCCU documents for future reference. Each relevant provision of the Credit Union Code of Practice will apply to your account/s and payment services.

### **Savings Accounts Product Summary**

You can choose from a range of Southern Cross Credit Union Savings Accounts to suit your needs.

**Account Type - S1 Ordinary Savings\***

**Minimum Balance - \$0.00**

- Features**
- Funds at call, subject to cheque clearance
  - Interest paid 30 June and 31 December, calculated on minimum monthly balance
  - Limited number of free transactions per month
  - Sweep facility
  - Payroll whole of pay or deduction credits are available
  - Interest paid on part tiered balances

**Account Type - S2 Investment Savings\***

**Minimum Balance - \$0.00**

- Features**
- Funds at call, subject to cheque clearance
  - Interest calculated daily and paid 30 June and 31 December
  - Interest paid on part tiered balances
  - Limited number of free transactions per month
  - Sweep facility
  - Payroll whole of pay or deduction credits are available

**Account Type - S3 Christmas Club**

**Minimum Balance - \$0.00**

- Features**
- Funds at call, subject to cheque clearance
  - Interest calculated daily and paid monthly
  - Limited number of free transactions per month.
  - Payroll whole of pay or deduction credits are available
  - Withdrawals made between November and January inclusive are fee free

**Account Type - S4 Cash Management\***

**Minimum Balance - \$10,000.00** (with minimum transaction of \$1000)

- Features**
- Funds at call after 7 days
  - Interest calculated daily and paid 31 March, 30 June, 30 September and 31 December
  - Interest paid on part tiered balances
  - Higher interest rates than other Savings accounts
  - Limited number of free transactions per month

**Account Type - S8 NetSaver On-Line Savings\***

**Minimum Balance - \$0.00**

- Features**
- Fee free
  - Interest calculated daily and paid June and December
  - Interest paid on part tiered balances
  - Transactions allowed via direct credit and NetBanking
  - Debit transfers out of the account are to be credited to the nominated Credit Union savings account

**Account Type - S10 Redicash Savings\***

**Minimum Balance - \$0.00**

- Features**
- Funds at call, subject to cheque clearance
  - Interest calculated on minimum monthly credit balances only and paid 30 June and 31 December
  - Interest paid on part tiered balances
  - Redicard/Visacards are available
  - Debit and credit electronic transfers
  - BPay
  - Limited number of free transactions per month
  - Sweep facility
  - Payroll whole of pay or deduction credits are available
  - Periodical Payment authorities and cheque books are available

**Account Type - S12 Kool Kids Club\***

**Minimum Balance - \$0.00**

- Features**
- Funds at call, subject to cheque clearance
  - Interest calculated daily and paid 30 June and 31 December
  - Interest paid on part tiered balances
  - This account is a special savings club for our junior members offering an official membership certificate, birthday and Christmas cards
  - No Transaction fees for junior shareholders
  - Limited number of free transactions per month (where the account is held by an adult in trust for the child)

**Account Type - S40 Insurance Account**

**Minimum Balance - \$0.00**

- Features**
- Funds at call, subject to cheque clearance
  - Interest paid 30 June and 31 December
  - Interest calculated on minimum monthly balance
  - No transaction fees
  - Payroll deduction credits
  - Allianz Australia Insurance Limited direct debits for SCCU insurance policies can be established, account can only be used for this purpose

**Account Type - S50 Redifund Plus\***

**Minimum Balance - \$5,000.00**

- Features**
- Minimum transaction \$500.00 (withdrawal or deposit)
  - Funds at call after 7 days
  - Interest calculated daily
  - Rate reviewed each Tuesday and paid monthly
  - Interest paid on part tiered balances

**Account Type - S55 Pensioner Plus\***

**Minimum Balance - \$0.00**

- Features**
- Funds at call, subject to cheque clearance
  - Interest calculated daily and paid 30 June and 31 December
  - Interest paid on part tiered balances
  - Visa Card and Redicards are available

**Account Type - S70 Real Estate Trust**

**Minimum Balance - \$0.00**

- Features**
- Funds at call, subject to cheque clearance
  - Interest calculated daily
  - Interest paid monthly
  - Only available to Real Estates
  - Periodical payment authorities, cheque books and direct debits are available

**Account Type - S80 Accountant Trust**

**Minimum Balance - \$0.00**

- Features**
- Funds at call, subject to cheque clearance
  - Interest calculated on minimum monthly balance
  - Interest paid monthly
  - Only available to Accountants
  - Periodical payment authorities, cheque books and direct debits are available

**Account Type - S90 Solicitors Trust**

**Minimum Balance - \$0.00**

- Features**
- Funds at call, subject to cheque clearance
  - Interest calculated daily
  - Interest paid monthly
  - Only available to Solicitors
  - Periodical Payment Authorities, Cheque Books and Direct Debits are available from this account

**Account Type - S91 Statutory Solicitors Trust**

**Minimum Balance - \$0.00**

- Features**
- Funds at call, subject to cheque clearance
  - Interest calculated daily
  - Interest paid monthly
  - Only available to Solicitors
  - Periodical Payment Authorities, Cheque Books and Direct Debits are available from this account

*\* Interest paid on part-tiered balances means that interest is calculated on the amount in each tier at the rate applying to that tier. It is not paid on the total amount at the highest tier rate. Please refer to our Interest Rate brochure for current rates and details of rates applicable to each tier.*

## **Product Benefits and Risks**

Our Savings Accounts offer you:

- easy access to your funds
- higher rate of interest on special accounts ie: our

- Cash Management account
- fee free transactions (on selected accounts) up to set limits
- a range of payment services

### Things to Remember:

- keep transactions to a minimum to avoid transaction fees
- maximum daily cash withdrawals of \$2,000 unless other arrangements have been made with your branch
- maximum ATM withdrawals of \$800
- transfer large balances into a term deposit to earn higher interest rates
- always keep sufficient funds in your account to avoid overdrawing your account
- variable interest rates apply to all accounts

### Fees and Charges

Fees may apply to your account.

For further information refer to our fees and charges brochure.

### Payment Services

You can set up a range of payment services on your Savings Accounts:

- Visa Card – a debit card you can use for cash withdrawals and EFTPOS transactions\*
- Redicard – a debit card you can use for cash withdrawals and EFTPOS transactions\*
- Access Line – our phone banking service offering access to your account information and payment facilities\*
- Netbanking – our internet banking system offering access to your account information and payment facilities including BPay\*
- Direct Debit – the facility to make direct debit payments from your savings accounts
- Periodical Payment – the facility to make set periodical payments
- Direct Credit – from your wages or other income from your employer or other payer
- Cheque Facility – giving you the convenience of cheque book payments\*

- Bpay – a facility to organise your bill payments with access to the Bpay system\*

\* You will also receive separate terms and conditions for these services and you will be given a copy of these when you apply for these services.

## **Things to Remember**

- Always maintain sufficient funds in your accounts to cover payments you wish to make.
- Redicard and Visacard facilities have set limits to a maximum of \$800 per day per card.
- Always protect your PINs for Visa or Redicards and passwords for Telephone or Internet Banking. Do not reveal PINs or Passwords to anyone.
- Always report any breach of security or misuse of a payment service by calling us immediately on 1300 360 744.
- If you unreasonably delay notifying us or the Card Hotline, of the misuse, loss or theft of a card or of the PIN becoming known to someone else, your possible loss as a result of unauthorised transactions on your account(s) may increase.
- If not properly safeguarded your member cheques may be the subject of unauthorised use or alteration for which you may be liable.
- Although we take all precautions with respect to Bpay transactions, the security of electronic funds transfer transactions can never be guaranteed. Particularly in electronic mediums such as the internet, there is always a risk of interception of data by a rogue or hacker.

## **Fees and Charges**

- Transaction fees may apply to your payments facilities and other services.
- Fees may also apply where you have a payment dishonoured or request a stop payment.
- We are also paid commission on Bpay and Visa transactions.
- Third parties may also impose a surcharge on EFT transactions

See our Fees and Charges Brochure for details.

## Term Deposit Accounts - Product Summary

You can choose term deposits with terms ranging from 3 months to 24 months.

Account Type Plans	Minimum	Term Deposit
I3	\$2,000	3-5 months inc.
I4	\$2,000	6 months
I6	\$5,000	7-9 months inc.
I9	\$5,000	10-12 months inc.
I18	\$5,000	13-18 months inc.
I24	\$5,000	24 months
I50	\$5,000	6-12 months
I51	\$1,000	3-5 months
I52	\$5,000	12-24 months
I53	\$1,000 to \$4,999.99	13-24 months
I53	\$5,000.00 to \$24,999.99	13-24 months
I53	\$25,000 and over	13-18 months
I54	\$1,000	6 months
I55	\$1,000	7-12 months

New account type plans may be introduced and/or current plans withdrawn from time to time.

### Interest

Interest is calculated daily and paid either fortnightly, monthly or on maturity (ie the end of term), however if all parties to the membership have not quoted their tax file number/s and the term on the deposit exceeds 12 months interest will be paid annually and on maturity. Other restrictions that apply are set out below.

### Monthly Interest on Fixed Terms

\$10,000 and over, with 6 months minimum term and 12 months maximum term. Interest is paid at a reduced rate of 0.25% lower than the 'standard' rate for the applicable term deposit. Interest to be paid by cheque or transfer to an 'S' account.

### Interest Rates

- We offer different rates of interest for each Term Deposit account.

See our interest rate brochure for further information

### Product Benefits

- Your interest rate is fixed for the term of the investment.
- Options with interest payments frequencies (subject to restrictions)

## **Edvest Benefits**

- Financial Planning Services
- Newsletters
- Insurance Discounts
- Investment and Lifestyle Seminars

## **Fees and Charges**

No fees are applicable for lodging and holding funds on term deposit, however if you are an Edvest member a yearly fee will apply.

See our fees and charges brochure for details.

## **Things to Remember**

- Market interest rates may rise or fall over the term of the investment. If they rise, you will continue to earn the fixed term deposit rate.
- If you withdraw your investment before the end of the term, you will be paid a reduced rate of interest, for further information refer to our terms and conditions.
- Minimum withdrawals of \$500.
- The amount on a deposit can only be increased on maturity.
- Your term deposit will automatically be renewed for a further term unless you instruct us otherwise.

## **Tax Implications**

- Interest earned on your term deposits and savings accounts must be declared for income tax purposes.
- If you do not provide us with your tax file number, we will deduct tax from your interest earned at the highest personal income tax rate.

## **Other Documents**

For other information, please see our brochures on:

- Opening a membership
- Privacy Notice to Members
- Complaints and Dispute Resolution Guide

## SAVINGS ACCOUNT TERMS AND CONDITIONS

**Account Access** - Any Redicard, Visa Card, other card or Cheque Book operating on your savings accounts will be subject to the terms and conditions applicable to the facility, the Conditions of Use of a card and the Electronic Funds Transfer Code of Conduct. Periodical Payment, Direct Debit, Direct Credit or other payments service will be subject to the terms and conditions applicable to those services. Copies of these terms and conditions are available on request.

**Interest Calculation/Payment Method** - We will calculate interest on the daily closing balance of most accounts and the interest rate is calculated by multiplying the daily closing balance by the annual interest rate divided by 365 and 366 days in a leap year. S1, S10, S40 and S80 are minimum monthly accounts. The interest rate is calculated by multiplying the monthly minimum balance by the annual interest rate by 12.

Interest is paid on part tier balances on all accounts with the exception of S3, S40, S70, S90 and S91. Interest is calculated on the amount in each tier at the rate applying to that tier. It is not paid on the total amount at the highest tier rate.

**Christmas Club Account - S3** - A fee will apply on all withdrawals made between February and October inclusive. See our Fees & Charges brochure for further information.

**Direct Credit Reversal** - We may reverse a direct credit to any of your savings accounts that we have received on your behalf if we, for any reason whatsoever, do not receive value for the direct credit.

**Overdrawn Accounts** - We do not agree to provide any credit in relation to your account. You agree not to overdraw your account unless you have an Overdraft. You may apply for an Overdraft on your S10 or S55 Account, which will be subject to the Terms and Conditions of an Overdraft credit contract.

We may, at our discretion, honour a cheque, periodical payment, direct debit or Visa/Redicard Transaction. If

your account becomes overdrawn for any reason, immediate repayment is required and we may charge you a fee and interest on the overdrawn amount as well as any reasonable legal fees we incur in obtaining the amount from you. Interest will be calculated at 10% per annum.

**Deposits** - Our savings accounts do not have any minimum deposit requirements with the exception of our S4 Cash Management Account and our S50 Redifund Plus account. Our S4 account requires minimum balance of \$10,000 to be maintained at all times. Minimum transactions permitted on this account are \$1,000 for deposits and withdrawals. Our S50 account requires minimum balance of \$5,000 to be maintained at all times with minimum transaction of \$500 permitted for both deposits and withdrawals.

Cheques deposited to your account/s will be credited conditionally. Amounts credited will be debited back to your account if the cheque is not met. Credits may not be available until we have been advised that the cheque has been cleared, which generally takes 4 business days. Arrangements can be made through us for special clearance on any cheque deposit.

We may charge a special clearance fee. If a cheque deposited is refused payment by the paying bank, we may charge a fee (see our Fees & Charges brochure). All cheques for deposit can only be accepted if in the name of the account holder, unless endorsement by the payee to the account holder is evident on the reverse side of the cheque and there is satisfactory evidence of the identity of the endorser. A cheque will not be accepted if it is 'stale', i.e. the date of the cheque is more than 15 months ago.

If a cheque deposited to your Account is dishonoured, any interest accrued on the deposit from the day the cheque was credited to your Account may be reversed by us.

**ATM Withdrawals** - Automatic Teller Machine (ATM) withdrawals and EFTPOS (electronic funds transfer point of sale) are available on S10 and S55 accounts. If you are using a Credit Union Rediteller ATM, the minimum withdrawal of cash in any transaction is \$20 and the maximum withdrawal is \$800 per day. Each day ends at 12 midnight Eastern Time (New South Wales). If you are using an ATM not operated by us, the maximum and minimum withdrawals may be different.

We do not accept any responsibility for an operator of another ATM imposing restrictions on the use of an ATM.

**Account Withdrawal and Access Limits** - Withdrawals at call (subject to cheque clearances) are available on all savings accounts with the exception of S4 Cash Management Account and S50 Redifund Plus where funds are at call after 7 days. The only restriction on withdrawals is with our S4 account where the minimum withdrawal is \$1,000 and S50 account where the minimum withdrawal is \$500. We may not allow a withdrawal unless we have proof of identity of the member making the withdrawal which is acceptable to us. You may withdraw up to a maximum of \$2,000 cash per Membership per day at a Credit Union branch.

Cash withdrawals require written authorisation from the account holder. If you require a larger amount you must give 24 hours advance notice (verbal or written) to the branch where you wish to withdraw the amount.

**Third Party Withdrawals** - Written authorisation is required from the membership holder/s for a third party to conduct a cash/cheque withdrawal at a Credit Union office.

**Special Purpose Account** - Special Purpose Accounts can be opened when a separate account is required for a special reason. For example, for investment purposes or when both members already have a single account and wish to operate a joint account.

**Related Accounts and Services** - All savings accounts and services may be used on this account. A Visa card or Redicard and/or cheque book can be applied for but are subject to approval.

### **Joint Accounts - Special Terms**

**Credit Balance** - The credit balance of a joint Account is held jointly by all Account holders. Each Account holder has the right to all of the balance, jointly with the other Account holders.

**Survivorship** - If a joint Account holder dies, the

remaining Account holder holds the credit balance and if more than one, those remaining Account holders hold the credit balance jointly.

**Authority/Disputes** - A joint Account holder may only make a withdrawal on the terms of any authority to operate on the Account. If there is any dispute notified to us between joint Account holders, we may decide to only permit operation on the Account when all parties have signed the necessary authority.

**Joint and Several Liability** - Each joint Account Holder is liable for the whole of any debit balance on the Account. We can sue all or any account holder(s) for an amount owing on the Account.

**Cheque Payees** - We may accept a cheque into a joint Account which is payable to any one or more of the joint Account holders.

**Instructions** - You may nominate a person to operate on your Account by completing an "Authority to Operate" form, available at any of our branches.

By signing an Authority to Operate you instruct us to allow a person to be authorised to operate on your Account and to conduct any transactions on the Account that you could, including:

- cancelling cheques;
- making withdrawals;
- authorising periodical payments and direct debits; and
- using electronic and other access to your Account
- obtain statements of account

**Method** - The Authority to Operate will state the method of operation for the Account. This may be:

- any Account holder or signatory to sign (ie. operate); or
- all Account holders and signatories to sign; or
- another method which you specify and which is acceptable to us.

**Card Access** - If a Redicard, Visacard or other card is issued on an Account, the method of operation for the Account will be any Account holder or signatory to sign.

**Duration** - An Authority to Operate will remain in force until we receive written notice of cancellation or written notice of the death of the person granting the authority and that written notice has been processed by us. Notice of cancellation must be signed by all surviving Account holders. We may require a new Authority to Operate before we allow further operation on the Account.

**Disputes** - If there is a dispute notified to us about an Authority to Operate or the owner or owners of an Account we may refuse to allow operation on the Account until all parties concerned have signed the necessary authority.

**Identity** - We will not allow a person to operate on an Account until his or her identity has been verified in accordance with procedures prescribed by the Anti-Money Laundering and Counter Terrorism Financing Laws and any other identification procedures we require.

**Liability** - We are not liable for any loss or damage caused to you by persons authorised to operate on your Account, except where it arises from fraudulent conduct by our agent or employee or if we are liable under statute or the EFT Code. We are not liable for any loss or damage caused by any delay in processing a cancellation of an Authority to Operate.

**Sweep Terms** - Sweep is an automatic transfer of funds service available to you if you wish funds to be transferred from your savings account (excluding S3, S4, S40, S50, S70, S80, S90 and S91) to one of the following S types S10, S10.5, S10.6, S10.9 or S55.

See our fees and charges brochure for this service.

The sweep will transfer funds from your selected account to meet cheques, direct debit payments, interest, fees and charges, which overdraw your account.

**Instructions** - You may provide us with instructions in writing when you open an account or at any other time. Sweep will operate at our discretion unless you give us written instructions.

**Liability** - We will endeavour to effect sweep transfers in accordance with your instructions. However, the Credit Union accepts no responsibility to make the same.

Accordingly the Credit Union shall not incur any liability from failure to do so for any reason.

## **TERM DEPOSIT TERMS AND CONDITIONS**

**General Descriptive Information** on the operation of your account/s is available on request. Information on our current interest rates and fees and charges is available on request from us, see our *Schedule of Interest Rates/ Fees and Charges* brochures.

**Instructions** - You must complete an application form and account instructions to establish a Term Deposit account. Term Deposit accounts will only be opened in the account holder/s name/s. Written notice is required to alter the instructions on a Term Deposit account.

**Restrictions** - We may set maximum and minimum amounts for Term Deposits accounts and terms.

**Interest Rate** - The interest rate on your Term Deposit account will not change during the term of the deposit. If we quote you an interest rate for a Term Deposit account, the rate may differ if the deposit is not made on the same day. For Term Deposits with Monthly Interest, your interest rate will be 0.25% below the standard rate applicable for the amount and term.

**Interest Calculation** - Interest is calculated by multiplying the closing daily balances by the daily interest rate (ie the relevant annual rate divided by 365 and 366 days in a leap year). We will not change the method of interest calculation or payment during the term of the deposit.

**Withdrawal Restrictions** - You acknowledge that any Term Deposit account is lodged on the understanding that it is not withdrawn before the maturity date.

### **Early Withdrawal - Reduced Interest**

You may withdraw part or all of your deposit before the term has ended. If you do so, interest will be paid at a reduced rate from the date of deposit to the day prior to withdrawal. The reduced rate will be as decided by us from time to time and can be much lower than the rate that would otherwise apply (see our Interest Rates brochure for

our current reduced rate for early withdrawals). The remaining balance will be calculated at the applicable current interest rate until the term deposit matures, if you did receive a negotiated interest rate at time of lodging your term deposit, the remaining balance will be calculated at the negotiated current interest rate. Any interest paid at the higher rate on amounts withdrawn before maturity will be recalculated at the reduced rate and the difference payable on deducted interest on withdrawal, or if this is not sufficient, from the principal at time of withdrawal. Early withdrawals are limited to a minimum of \$500.00. Please note that only one partial redemption is allowed during the investment period.

**Maturity of Term Deposit account** - Your certificate of Deposit will indicate the date of maturity of the deposit.

Please carefully note this date and advise us, prior to that date, if you wish to redeem or vary the deposit.

Please note that no further advices are issued before maturity. The deposit will be automatically renewed for a further term. The interest rate and other conditions will be those applicable to any other Term Deposit account made on that day for the same amount and term.

However, you may amend the deposit without penalty up to 14 days after the date of maturity.

Therefore, if you simply wish the deposit to be renewed for a further term, there is no need to contact us.

**Certificates** - Will be issued for all Term Deposit accounts on lodgement and when individual Deposits are renewed.

**Cheque Deposits** - Cheques deposited to your Term Deposit will be credited conditionally. Amounts credited will be debited to your account if the cheque is not met. Credits may not be available until we have been advised that the cheque has been cleared, which generally takes 4 business days. Arrangements can be made through us for special clearance on any cheque deposit. All cheques for deposit can only be accepted if in the name of the account holder, unless endorsement by the payee to the account holder is evident on the reverse side of the cheque and there is satisfactory evidence of the identity of the endorser. A cheque will not be accepted if it is 'stale', i.e. the date of the cheque is more than 15 months ago.

If a cheque deposited to your Account is dishonoured, any interest accrued on the deposit from the day the cheque was credited to your Account will be reversed by us.

## **DIRECT DEBIT AND PERIODICAL PAYMENT TERMS AND CONDITIONS**

A Direct Debit or Periodical Payment authority may be established on the following S type accounts, S5, S6, S7, S9, S10, S10.5, S10.6, S10.9 or S55. A Direct Debit transaction is a transfer of funds from your Account to an account with another financial institution, when you have authorised it to debit your Account. A Periodical Payment is a transfer of funds at your request from your Account to a specified account on a certain date on a regular basis.

**Payment Order** - If you request more than one Periodical Payment or Direct Debit, we will determine the order in which they are paid.

**Overdrawn Accounts** - If the amount of the Direct Debit or Periodical Payment exceeds the Available Balance in your selected "S" account, we may refuse to pay the Direct Debit or Periodical Payment.

In such an event, we will advise you in writing, by ordinary prepaid post as soon as practicable, but will incur no liability for failure to do so. We may impose a fee for such dishonours. Refer our Fees and Charges brochure. The Available Balance includes any funds lodged in a Credit Union account and unused overdraft. The Available Balance does not include deposits received but uncleared in accordance with the policy of the Credit Union, nor does it include interest accrued but not credited or deposits in transit.

**Stop Payments** - To stop or alter a Direct Debit or Periodical Payment, you must provide written instructions to us setting out full details of the Direct Debit or Periodical Payments before the next payment is to be made.

You must also instruct any Direct Debit Supplier to stop the Direct Debit without delay.

**Fees and Charges** - We may charge you a fee for Periodical Payments or Direct Debits including dishonour fees. We may also debit your account for any fees or charges passed

on to us by another financial institution. Refer to our Fees and Charges Brochure for current details.

**Direct Debits** - To establish a Direct Debit you must contact the Direct Debit supplier. We will commence the Direct Debit payment when requested by the Supplier.

**Periodical Payments Conditions** - To establish a Periodical Payment service, you must complete a Periodical Payment Authority form. We will advise you in writing if a periodical payment is not made. When we make a periodical payment we are not acting as your agent or the agent of the payee. If a periodical payment is for a loan with us and there are not sufficient funds to make the payment, we may at any time debit your account from which the payment is made for any amount you owe us. If there are insufficient funds in your nominated account for the periodical payment to be made on the due date we will check your account for 4 consecutive days and if there is still insufficient funds in your nominated account the payment will not be made. If this happens on four other occasions the authority will automatically be cancelled by the credit union. At this time we will notify you in writing that authority has been cancelled and advise you that if you wish to re-establishment the Periodical Payment a new authority will have to be completed.

## **GENERAL TERMS AND CONDITIONS**

**Fees and Charges** - We may charge you Fees and Charges as set out in our Fees and Charges brochure and debit them to your accounts. We will give you a Fees and Charges Brochure at the time you open an Account and anytime at your request.

**Account Opening** - Our brochure *opening a membership* explains how to open an account with us. We reserve the right not to provide products or services to you. When you open an account you may have to quote your Tax File Number (TFN) to avoid having tax taken out of your interest payments.

**Account Closure** - We may close any of your Savings accounts even though the account may have a credit balance. We may close your Term deposit account/s should the balance of that deposit fall below minimum balance requirements.

We will give you reasonable notice before doing so and will repay any credit balance. Any Redicard, Visacard or other card authorised for use on any of your Accounts must be returned to us unless it is authorised for use on another person's Account.

**Confirmation** - We will confirm the opening and closing of all products and services in writing.

**Account Combination** - We may appropriate the credit balance of any deposit account of a member in relation to any debt owed by the member to the Credit Union. We will notify you promptly after doing so.

**Statements** - We will forward your statements of account four monthly and if you have a Visa card or overdraft facility, statements will be forwarded monthly. If you hold a business account, statements can be requested monthly. More frequent or duplicate statements can be requested at any time. However a fee will apply, refer to our fees and charges brochure for details.

You agree to notify us without delay of any change of address or any errors or unauthorised transactions on your statement. If you are a joint Account holder living at the same address as another joint Account holder of the same Account, we will only send one statement of account to that address, provided you have signed a service nomination form and have a current loan or continuing credit facility.

If joint Account holders live at different addresses notified to us, we will only send statement/s to the first named account holders address.

**Variations** - We may change the terms and conditions which apply to your Savings Account, Term Deposits, Edvest products or Payment Services. If we do so, we will notify you:

- at least 30 days before we increase existing or introduce new fees or charges, or change the method of interest calculation or frequency of interest payment.

- no later than the day we change other terms and conditions which increase your obligations
- in our next contact with you after increasing interest rates, or otherwise reducing your obligations.

We may notify you by personal letter, newsletter or account statement. You will be deemed to have received notice on the second day after the mailing of the letter, newsletter or account statement.

For joint accounts we will provide one copy of the notice addressed to the primary joint member.

### **Electronic Funds Transfer Code of Conduct Warranty**

We warrant that we will comply with the requirements of the Electronic Funds Transfer Code of Conduct where that Code applies.

Note: In this document 'we', 'us' or 'our/s' refers to the Union and 'you' or 'your/s' refers to a Member or Account Holder.



## **YOUR PRIVACY**

Please see our *Privacy Notice to Members* brochure for details on the Credit Union's member privacy policy and procedures.

## **CHARGEBACKS - GENERAL INFORMATION**

As a credit card holder you have rights under the rules of your credit card scheme to dispute credit card transactions. If you believe a purchase was not properly authorised or processed, or there is some other problem, you may have a right to recover the amount of the purchase under the scheme's 'Chargeback Rules'. Each scheme has a dispute resolution process in its operating rules. This process outlines various circumstances and timeframes which you, as a credit card holder, can dispute transactions by asking us to 'charge back' the transaction to the merchant who processed it. This process is called the 'Chargeback' process. If your claim fits within the Chargeback Rules and you have notified us within the set timeframes, we will charge back the transaction as quickly and efficiently as possible. Please remember that disputed transactions can take some time to resolve. However, we will always let you know as soon as possible once we have been advised of the outcome. If your charge back is successful we will credit the disputed amount back to your account. You can always contact us for updates on the progress of a charge back request.

## **IF YOU HAVE A COMPLAINT**

First contact our Complaints Manager on 1300 360 744.

Please see our *Privacy Notice to Members* brochure for details on the Credit Union's member privacy policy and procedures.

If you need further assistance, you can use our internal dispute resolution service: see our Complaints and Dispute Resolution Guide Brochure for details.

We also belong to the Financial Ombudsman Service Limited “FOS” formerly Credit Union Dispute Resolution Centre (CUDRC).

The “FOS” contact details are:

Telephone: 1300 780 808 (toll free Australia wide)

Facsimile: 03 9620 4446

Email: [info@cudrc.com.au](mailto:info@ cudrc.com.au)

Mailing Address: GPO Box 3  
Melbourne VIC 3001

Website: [www.cudrc.com.au](http://www.cudrc.com.au)

This way, if we cannot resolve your dispute with us, you can have the matter determined independently by “FOS”.

## HOW TO CONTACT US

Please contact us or give instructions in relation to any of your credit union accounts by:

Mail: Southern Cross Credit Union Ltd  
PO Box 2  
MURWILLUMBAH NSW 2484

Phone: 02 6672 2744

Fax: 02 6672 2332

Email: [info@sccu.com.au](mailto:info@sccu.com.au)

Website: [www.sccu.com.au](http://www.sccu.com.au)

Branches: Visit our Website for full details

Available on Request and on our Website:

- This Member Information Guide
- Information on Account Opening and Cheque Facilities
- Interest Rate Brochure
- Fees and Charges Brochure
- Terms and Conditions for all Payment Services

We will update this MIG and other documents on our website as required from time to time.

# Member Information Guide

BALLINA 02 6686 5999	CASINO 02 6662 2877	BYRON BAY 02 6685 8144
LISMORE 02 6621 7371	MULLUMBIMBY 02 6684 2574	CABARITA BEACH 02 6676 2377
CENTRO TWEED 07 5536 3833	TWEED CITY 07 5524 2411	MURWILLUMBAH 02 6672 2744
	LENNOX HEAD 02 6687 6166	

Contact us today!

1300 360 744



**Southern Cross**  
CREDIT UNION LTD

ABN 82 087 650 682

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[www.sccu.com.au](http://www.sccu.com.au)

PO Box 2 Murwillumbah NSW 2484

• OFFICE HOURS •

Monday to Friday 9am to 5pm

Saturdays 9am to 11.30am at Tweed City, Lismore, Ballina and Murwillumbah.