

surrender the additional card to your credit union before the cancellation is effective.

You should read the terms and conditions of your credit card or debit card. The terms and conditions will explain your rights and obligations in relation to any additional card. The terms and conditions will also explain the nature of your liability for any money that the additional cardholder withdraws using the additional card.

Financial difficulty

You should always contact your credit union promptly if you are ever in financial difficulty, especially if you are repaying a loan or have an overdraft account with the credit union. In certain circumstances, the law says that your credit union must take reasonable steps to assist you if you are finding it difficult to repay a loan. For example, your credit union may permit you to reduce your repayments and increase the term of your loan. Even if you are only experiencing temporary difficulties, your credit union may be able to reduce your repayments or give you a payment free period until you back on your feet.

What to do if you have a complaint

Please refer to our separate brochure 'Complaints and Dispute Resolution Guide'.

Managing your personal information Confidential customer information

Apart from any duty of confidentiality under legislation, your credit union has a general duty of confidentiality towards you except where:

- disclosure is required by law;
- there is a duty to the public to disclose;
- your credit union's interests require disclosure; or
- disclosure is made with your express or implied consent.

Subject to that, your credit union may not disclose information about you to another person without your consent.

Other personal information

Some of your personal information may not be confidential, for example your name and address. Your credit union will comply with the requirements of the Privacy Act 1988, including the National Privacy Principles and with any Credit Reporting Code of Conduct in managing your personal information.

For further details on how your credit union manages your personal information, including your right to access information your credit union holds about you, please ask for a copy of your credit union's Privacy Policy.

General Descriptive Information about Operation of Accounts & Account Facilities



Opening an account Becoming a member

With some minor exceptions, credit unions can only open accounts for people only if they are members of the credit union. Almost everybody is eligible to become a member of a credit union. To become a member of a credit union you should:

- find a credit union where you are eligible to become a member - there are many credit unions, each with different eligibility criteria;
- apply for membership - you can usually apply for membership over the counter at a branch of the credit union; and
- take up shares in the credit union-the shares are for a nominal amount, usually \$10.00. If you cease to be a member, you return the shares to the credit union and receive the money back.

For further information about which credit unions you might be eligible to join, ring Police Credit's Member Response Centre on 13 63 73.

Names

The law does not allow you to open an account using a false name. However, if you are commonly known by more than one name, you can open an account in any one of those names, but you must give your credit union all the other names that you use.

These same rules apply to becoming a signatory to an existing account.

If you change your name, for example upon marriage, you will need to give your credit union a change of name statement. Your credit union will give you guidance on the procedure to change the name of your account.

Laws for proof of identity

Credit unions and all other financial institutions must apply procedures to prove your identity when you:

- open a new savings, investment or loan account
or
- become a signatory.

On these occasions, your credit union will need to complete a full check of your identity.

The brochure 'Information Requirements in the Financial Transaction Reports Act' sets out these procedures. Please ask for one.

Quoting your tax file number

Your credit union will ask for your tax file number when you open an account. You are not required to give your tax file number. However, under the law, if you choose not to provide your tax file number your credit union must deduct withholding tax on any interest you earn on the account. The Government sets the withholding tax rate and may vary it any time.

The deduction of withholding will form part of your normal income tax, just as when your employer deducts tax from your salary or wages. When you fill out your tax return, including your interest earned along with your regular income, you can claim the withholding tax paid on the interest as tax already paid together with the tax your employer deducts from your salary or wages.

If you give your income tax file number, your credit union will not deduct any withholding tax on any interest that you earn on your account. However, you will still be required to disclose any interest you earn on the account as income when you complete your tax return at the end of the financial year.

Joint accounts

A joint account is an account in the name of more than one person. If you open a joint account with another person, you will be jointly liable for any money that you or the other person owes on the account.

You will be asked how you wish to be able to withdraw funds from the account. For example, you may wish to limit withdrawing funds unless all signatories to the account sign a withdrawal slip. On the other hand, you may wish to be able to withdraw funds with only one signature. You will be required to give your credit union written instructions about how you wish to be able to withdraw funds from the joint account.

You will be able to vary those instructions. You should ask your credit union how to vary the instructions.

You should also read the terms and conditions of the account. The terms and conditions will explain the nature of your liability for any money that the other signatories to the account withdraw.

Terms and conditions

Your credit union has terms and conditions governing your savings accounts, term deposits and loans. You should always read these terms and conditions before opening the account or taking the loan. The terms and conditions set out your rights and obligations. It is important that you understand these rights and obligations. Your credit union will give you terms and conditions when you open an account or take out a loan.

Account combination or set off

In certain circumstances, your credit union may have the right to use any credit balance in any savings account you have with your credit union to repay any debt that you owe to the credit union.

You should check the terms and conditions of your account to see if your credit union reserves the right to do this. However, even if your credit union does not reserve the right in the terms and conditions of your account, the law sometimes permits the credit union to do it anyway.

Your credit union will give you a notice promptly after exercising any right it has to combine your accounts.

Credit union corporate cheques

One of the ways you can withdraw funds from your account is by asking your credit union to issue a corporate cheque. Your credit union will advise you if it charges a fee for issuing a corporate cheque.

If you lose a corporate cheque or somebody steals it, you can ask your credit union to stop payment on the corporate cheque. You will need to provide evidence of the loss or theft of the cheque. You may also have to give your credit union an indemnity -the indemnity protects the credit union if someone else claims that the credit union wrongfully stopped the cheque.

Your credit union will not stop payment on a corporate cheque if you use the cheque to buy goods or services and you are not happy with them. You must seek compensation or a refund directly from the provider of the goods or services. You should contact your Government Consumer Agency if you need help.

Additional cards

If you have a credit card or debit card with your credit union you may ask your credit union to issue an additional card to someone else.

Your credit union will only issue an additional card to a person who is over the age of 18 years. Giving somebody an additional card gives the person access to the money in your account, or in the case of an account with an authorised credit limit, access to your credit limit. You will liable for any money that the additional cardholder withdraws from your account using the additional card.

You may always cancel an additional card by giving written notice to your credit union. However, subject to the Electronic Funds Transfer Code of Conduct you remain liable for any money that the additional cardholder withdraws using the additional card even after you cancel the card. You must