

Part 1

Non-Cash Payment Services

Product Disclosure Statement (Corporations Act (Cth) 2001)

Non-Cash Payment Services Product Disclosure Statement (PDS) comprises of the following documents

- Part 1** Product Disclosure Statement for all
Non-Cash Payment Services
 - A pc.easynet online banking
 - B Rapid Response telephone banking
 - C BPAY bill paying service
 - D PC Visa Debit Card
 - E Personal cheques
 - F Regular payment
 - G Direct debit
- Part 2** Fees and charges
- Part 3** Savings and Term Deposit Account interest rates



Police Credit
Securing your future

This Product Disclosure Statement is required to be given by Police Credit to members when issuing a financial product to them. It contains all details that might reasonably be expected to have a material influence on the decision of a customer as to whether to acquire this product.

If you are looking to acquire any of the credit union products referred to within this PDS, please refer to Parts 1, 2, and 3 of this PDS.

Product Issuer:

Police Association Credit Co-operative Limited

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A pc.easynet Online Banking

Brief description of product and its benefits

pc.easynet online banking permits you to bank with Police Credit using your internet facility. It enables you to

- transfer funds between Police Credit accounts
- transfer funds to external accounts
- make BPAY payments
- view the last financial year's interest information
- view your transactions and account balances
- print a transaction list of your account
- set up, amend and cancel Regular Payments
- change your pc.easynet password.
- view eStatements online
- open selected accounts online

Police Credit's online banking service has the following benefits:

- 24 hours 7 days a week access
- No access costs.

Risks

pc.easynet is an online banking facility and Police Credit will use such measures as it deems reasonable to help ensure the security of the online banking environment, including firewalls and data encryption.

Police Credit cannot however guarantee that data transmission over the internet is absolutely secure.

You are responsible for your own anti-virus and security measures and those of any authorised user, to prevent unauthorised access via pc.easynet to your transactions.

It is important that you keep your Password confidential. If an unauthorised transaction occurs on your account, and you have not taken good care of your Password, you may be liable for all or part of the loss.

You may be liable for some of the loss if you unreasonably delay telling us of the loss, theft or misuse of your password. You should be mindful that pc.easynet transfers between your accounts, to other accounts within Police Credit and to accounts at another financial institution are subject to cut-off times. Any transactions conducted after 3pm on a Banking Business day or on a Saturday, Sunday or public holiday may not be processed until the following business day.

Details are contained in the terms and conditions which can be found in the General Information, Terms and Conditions booklet available from any branch of Police Credit, our website or on request

Significant features of this service

Additional features applying to this service that will affect the way you can operate this service and access your account and how we may protect Police Credit from loss.

Registration

pc.easynet enables account holders and their authorised signatories to have online access to all accounts for which they are currently an

account holder and/or signatory. In order to use the pc.easynet online banking services you must be registered with Police Credit. Registration is effected by completing and signing the pc.easynet application form. The Password that is registered by you to use pc.easynet must be used in conjunction with your member number when logging in.

The terms and conditions applying to this service include the security features of your Password, the types of transactions you may conduct, the liability for unauthorised transactions and security features. These conditions must be agreed before a password can be issued.

BPAY

If you choose to have access to online banking, you can make electronic payments to authorised billers using the BPAY system. Payments will be received on the day they are sent, provided the BPAY instruction is provided before the cut-off time. Processing and settlement may take longer if you authorise the payment after the cut-off time, or on a Saturday, Sunday or public holiday. Information of the cut-off time is detailed in the terms and conditions for our BPAY service which can be found in the General Information, Terms and Conditions booklet. You can also refer to Section C of this PDS for the features, risk and benefits of the BPAY service.

Transfers

You can transfer funds between your accounts or to other accounts within Police Credit. There is currently a \$10,000 transaction daily limit to transfers. Any variation in limits will be subject to Police Credit's approval.

External credits

You can transfer funds to an account at another financial institution. There is currently a \$10,000 transaction limit where debits are initiated from your Police Credit account to an external account with another financial institution. Any variation in limits will be subject to Police Credit's approval.

Personal payees list

You can create a list of your regular payees (personal payee list) to make quick transfers, external credits or BPAY payments.

Using Regular Payments

Payments for any financial commitment that are of a regular amount, frequency and payee may be authorised for deduction.

A regular payment authorisation can be created, altered or cancelled using pc.easynet.

Home Loan redraw transactions

Redraw from your home loan account any repayments you have made that are in excess of the contractual repayments. The conditions of the redraw facility are set out in the Terms of the Loan Contract which is available on application.

Interest details

View current and previous years' interest earned on all of your accounts.

View any withholding tax against your account.

Transaction lists

In addition to your statement of account issued to you in accordance with the terms and conditions applicable to your account/s, you can view, print or download a Transaction List, listing the start and end dates and nominating all accounts or an individual accounts.

B Rapid Response Telephone Banking

Brief description of product and its benefits

Police Credit's Rapid Response telephone banking service allows you to carry out transactions on your Police Credit accounts by telephone. It enables you to:

- transfer funds between Multipack, Investment, Little Copper and Christmas Club and any other selected accounts, including transfers to loan accounts. (Transfers from Christmas Club accounts can only occur from 1 November to 31 January)
- check account balances
- access a list of the last ten transactions
- access the last financial year's interest earned
- obtain a statement of account
- order a deposit book
- make BPAY payments
- Card activation.

The Rapid Response telephone banking facility is available 24hours 7 days a week and has no transaction costs.

Risks

Members are responsible for the use and security of their Access Code at all times. Members may be liable for any losses that occur arising from failure to properly secure their Access Code against loss, theft or misuse.

You should be mindful that Rapid Response transfers between your accounts, to other accounts within Police Credit and to accounts at another financial institution are subject to cut-off times. Any transactions conducted after 5pm on a Banking Business day or on a Saturday, Sunday or public holiday may not be processed until the following business day.

Significant features of this service

Additional features applying to this service that will affect the way you operate this service and access your account and how we may protect Police Credit from loss.

Registration

Rapid Response is a 24 hour automated service that allows account holders and their authorised signatories access to the following services.

To use this service, the member and/or their authorised signatory is required to register a four digit personal identification (Access Code) with the Telebanking staff on 13 63 73 or by completing the Rapid Response Authority.

The Access Code may also be used when Police Credit can not verify the member's identity by way of a signature comparison.

Using Rapid Response telephone banking

On request, we will issue you with an Access Code so that you can access the electronic banking service if telephone banking. It is important that you keep your personal identification numbers and codes confidential. You should not disclose your Access Code to anyone. If an unauthorised transaction occurs on your account, and you have not taken good care of your Access Code, you may be liable for all or part of the loss.

You should tell us immediately you suspect that your Access Code may have been lost or stolen, or if you suspect that unauthorised transactions have occurred on your account. The earlier you tell us, the more easily we will be able to protect you from further loss.

You may also be liable for some of the loss if you unreasonably delay telling us.

Using BPAY

If you choose to have access to telephone banking, you can make electronic payments to authorised billers using the BPAY system. Payments will be received on the day they are sent, provided the BPAY instruction is provided before the cut-off time. Processing and settlement may take longer if you authorise the payment after the cut-off time, or on a Saturday, Sunday or public holiday. Information of the cut-off time is detailed in the terms and conditions for our BPAY service which can be found in the General Information, Terms and Conditions booklet. You can also refer to Section C of this PDS for the features, risk and benefits of the BPAY service.

Transfers

Transfers to an account during business hours are updated the same day. Transactions out of hours, that is conducted after 5pm on a Banking Business day or on a Saturday, Sunday or public holiday may not be processed until the following business day.

Where there is more than one signature required to complete each transaction or instruction the Access Code facility is not available.

C BPAY Bill Paying Service

Brief description of product and its benefits

Police Credit's BPAY bill paying service provides an alternative for those members when paying accounts by accessing:

- Rapid Response 24 hour telephone banking
- pc.easynet 24 hour online banking.

It enables you to make BPAY payments accepted by over 15,500 organisations.

BPAY is fast, convenient and easy to use and there are no access costs.

Risks

BPAY transactions are protected using high levels of security. However as the facility is accessible via pc.easynet or Rapid Response, the risks associated with these services would apply.

pc.easynet online banking

pc.easynet is an online banking facility and Police Credit will use such measures as it deems reasonable to help ensure the security of the

online banking environment, including firewalls and data encryption.

Police Credit cannot however guarantee that data transmission over the internet is absolutely secure.

It is important that you keep your Password confidential. If an unauthorised transaction occurs on your account, and you have not taken good care of your Password, you may be liable for all or part of the loss.

Rapid Response telephone banking

With regard to Rapid Response telephone banking facility, members are responsible for the use and security of the Access Code at all times. Members are liable for any losses that occur arising from any failure by them or their authority to operate to properly secure and safeguard the Access Code.

Refer to Sections A and B of this PDS document for more information about the risks associated with pc.easynet and our terms and conditions which can be found in our General Information, Terms and Conditions booklet.

Significant features of this service

Additional features applying to this service that will affect the way you operate this service and access your account and how we may protect Police Credit from loss.

BPAY is an electronics payments scheme through which the account holder or authorised signatory can ask the Credit Union, via Rapid Response, to make payments on their behalf to organisations (Billers) who tell the account holder or authorised signatory that they can make payments to them through the BPAY Scheme. BPAY View is also available.

Using BPAY

If you choose to have access to telephone or online banking, you can make electronic payments to authorised billers using the BPAY system. Payments will be received on the day they are sent, provided the BPAY instruction is provided before the cut-off time. Processing and settlement may take longer if you authorise the payment after the cut-off time, or on a Saturday, Sunday or public holiday. Information of the cut-off time is details in our BPAY terms and conditions in the General Information, Terms and Conditions.

Using electronic banking

(Rapid Response telephone and pc.easynet online banking)

Police Credit has electronic banking services available in Rapid Response telephone banking and pc.easynet online banking. Refer to Sections A and B of this PDS for information on the significant features of using BPAY via pc.easynet and Rapid Response services and to our General Information, Terms and Conditions booklet which sets out our BPAY, pc.easynet and Rapid Response and account terms and conditions and to our PDS for At Call Savings Accounts for the features, benefits and risks of the accounts you can access using these services.

D PC Visa Debit Card

Brief description of product and its benefits

Police Credit's PC Visa Debit Card is a debit card, not a credit card, that

enables you to have electronic access your Multipack account savings, overdraft and Line of Credit accounts. (to approved applicants only)

Please refer to our PDS for At Call Savings Accounts for the features, benefits and risks of the Multipack Account and to our General Information, Terms and Conditions for the account's terms and conditions.

Police Credit's PC Visa Debit Card enables you to:

- access cash at ATMs worldwide displaying the Visa symbol
- purchase goods and services at merchants worldwide displaying the Visa symbol
- purchase goods and obtain cash at EFTPoS terminals throughout Australia

Risks

Members are responsible for the use and security of their personal identification number (PIN) at all times. Members may be liable for any losses that occur arising from a failure to properly secure their PIN against loss, theft or misuse.

Your liability for losses occurring as a result of unauthorised access will be determined under the EFT Code. Guidelines and details of security and liability are contained in the terms and conditions which can be found in our General Information, Terms and Conditions booklet.

An overdraft or Line of Credit account may be attached to the account you access with this facility in which case the Terms for a Continuing Credit Contract would apply.

Terms and Conditions

The terms and condition (Conditions of Use) that govern the PC Visa Debit Card service are set out in our General Information, Terms and Conditions booklet.

The account holder and any cardholder should read the operating guidelines in the Conditions of Use brochure applying to the PC Visa Debit Card. The Conditions of Use will explain the account holder/cardholder's rights and obligations in relation to the card. It will also explain the nature of the account holder/cardholder's liability for any unauthorised use of the PC Visa Debit Card.

Significant features of this service

Additional features applying to this service that will affect the way you operate this service and access your account and how we may protect Police Credit from loss.

PC Visa Debit Card enables you to conduct transactions initiated by you through an Electronic Banking Terminal by the combined use of your Visa Card and a PIN. Other transactions can be conducted via the telephone with the use of your Visa Card alone.

Police Credit's PC Visa Debit Card is a debit card, not a credit card. This avoids the build up of debt normally associated with credit cards. Police Credit's PC Visa Debit Card being a debit card provides better control of personal finances.

You can use your PC Visa Debit Card at restaurants, department stores, supermarkets or other merchants, accessing your Multipack account savings and/or overdraft or Line of Credit account by:

- withdrawing funds at an ATM using the savings button for access to Multipack savings account and the cheque button for access to Line of Credit account
- paying for your purchase over the phone
- paying for your purchase and withdrawing funds at an EFTPoS terminal using the savings button and the cheque button for access to Line of Credit account
- paying for your purchase at an EFTPoS terminal using the credit button and the cheque button for access to Line of Credit account.

Simple tips to ensure your banking remains fee free

- When paying for goods and services, press 'Credit' instead of 'Savings' when withdrawing from your Multipack savings account
- Use BPAY to pay bills where possible instead of using EFTPoS or cheques.
- Set up regular payments or funds transfers for bills where possible via [pc.easynet](#).
- Combine your transactions – pay for goods and withdraw cash simultaneously.
- Avoid making small sum withdrawals too frequently through EFTPoS and ATMs.
- Use [pc.easynet](#) or Rapid Response to check your account balances (don't press the account balance option at ATMs).

Providing an additional Visa Card

If an account holder has a PC Visa Debit Card with Police Credit, the account holder may ask Police Credit to issue an additional card to someone else.

Giving somebody an additional card gives that person access to the money held in the linked account, or in the case of an overdraft facility, access to the credit limit. The account holder will be liable for any money that the additional cardholder withdraws from the account using the additional card.

You may always cancel a subsidiary card by giving us written notice. However, you remain liable for any money that the subsidiary cardholder withdraws using the subsidiary card even after you cancel the card. You must surrender the subsidiary card to us before the cancellation is effective.

An additional card is not available on a Line of Credit account.

E Personal Cheque Books

Brief description of product and its benefits

Police Credit's personal cheque service allows you to issue personal cheques as an alternative to using cash when paying accounts. It enables you to have:

- direct access to available funds
- a convenient alternative to using corporate cheques.

Police Credit's personal cheque service has the following benefits:

- ease and convenience of writing your own cheque

- cheque books are re-ordered automatically
- earn interest on your savings

Risks

Cheque book holders should read the terms and conditions applicable to this service and be familiar with the Things you should know about your cheque facility, detailed within our General Information, Terms and Conditions booklet and other risks associated in using your personal cheques.

Security

The security of the cheque book is important, it must be kept in a safe and secure place. You must safeguard your chequebook from theft or unauthorised use.

Note: if the cheque is dishonoured due to insufficient funds, the person you gave the cheque to may represent the cheque and if sufficient funds are in your account at that time the cheque will be honoured.

To guard against fraudulent alteration, you must exercise care in drawing cheques.

Significant features of this service

Additional features applying to this service that will affect the way you operate this service and access your account and how we may protect Police Credit from loss.

Application

A cheque book linked to a Multipack, Line of Credit or Deeming account can be issued to approved applicants. Account holders will need to apply on the appropriate application form and if approved a cheque book will be issued for their use.

Please refer to our General Information, Terms and Conditions booklet for terms and conditions and other information about our Multipack and Deeming accounts. The Features, Benefits and Risks of these products are detailed in our At Call Accounts PDS.

Using cheques written by you

When writing cheques you should take care to:

- cross the cheque and write the words 'Not negotiable' (This will reduce the risk of fraud)
- write the amount to be paid in by words and figures and do not leave any space between the words or figures
- write the amount in words as close to the left hand margin of the cheque as possible and the amount in figures as close to the dollar sign as possible
- write cheques in ink which cannot be rubbed out or altered
- you should tell us as soon as you know or suspect that one or more of your cheque forms has been lost or stolen, or if unauthorised use has occurred
- ensure that you have enough money in your account to cover the cheques you have written, as if you have insufficient funds we can choose which cheques will be dishonoured and which will be paid and the order in which they will be paid. We may use our right to combine accounts to cover any shortfall in your account.

At any time before a cheque that you have written is presented to us you can ask us not to pay the cheque (to stop the cheque). We will charge you a fee for this service, refer to the Fees and Charges Brochure which forms Part 2 of this PDS for details. Once a cheque has been stopped it can not be reactivated.

Account holders are responsible for any use of the cheque facility by any authorised signatory.

Commissions, fees and charges

Fees and charges may apply for stopped or dishonoured cheques and for overdrawing your account. Police Credit also imposes transaction fees on cheque withdrawals in excess of ten in any calendar month.

Refer to our Fees and Charges Brochure which forms Part 2 of this PDS or call Member Response on 13 63 73 for more information.

F Regular Payment Service

Brief description of facility and its benefits

Police Credit's Regular Payment service allows you to arrange the automated payment of your regular bills, such as rent, insurances, loan and credit card repayments.

The regular payment service has the following benefits:

- No access costs
- Complimentary issue of cheque payments
- No postage costs
- You are in control of the payment
- Assists you with money management
- Accessible via pc.easynet online banking.

Risks

A Regular Payment will not be processed on the due date if there is insufficient funds in the account, however it will be attempted again for three consecutive business days after the due date, after which time, if insufficient fund continue, the Regular Payment for that date will be rejected due. If this occurs, the account holder will be notified in writing and a rejection will be noted on the account and a dishonour fee will be incurred.

Following a rejected Regular Payment the next Regular Payment to be effected, will be for the amount of the authorised payment only.

You must be careful to ensure that you tell us the correct amount you wish to pay. If you instruct us to make a Regular Payment and you later discover that the amount you told us to pay was greater than the amount you needed to pay, you must contact the recipient to obtain a refund of the excess.

If a Regular 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:

a) we can not recover within 20 Banking Business Days of us attempting

to do so that amount from the person who received it, and

- b) the payment was made as a result of a payment direction which did not comply with our prescribed security procedures for such payment directions.

Significant features of this service

Additional features applying to this service that will affect the way you operate this service and access your account and how we may protect Police Credit from loss.

Payments for any financial commitment that are of a regular amount, frequency and payee may be authorised for deduction from a nominated at-call savings or Line of Credit account.

Please refer to our General Information, Terms and Conditions booklet for details of savings accounts for terms and conditions and other information about our Multipack and Deeming accounts. The Features, Benefits and Risks of these products are detailed in our At Call Accounts PDS.

Regular Payment authorities can be created, altered or cancelled by the account holder or their authorised signatory by the close of business of the day prior to the due date:

- by completing a "Regular Payment Authority" at a Police Credit branch
- by contacting Member Response by telephone on 13 63 73
- using **pc.easynet**.

In each case:

- the instruction must be given in accordance with the operating authority on the account
- the account is debited for the amount of the payment and forwarded to the nominated recipient, either electronically or by cheque
- if the due date for payment falls on a weekend or public holiday, the due date will be the next working day after that due date.

Regular Payment authorities can be terminated in several ways, including:

- at the instruction of the account holder/s or authorised signatory
- when the stipulated term of authority expires (when expiry date provided)
- on the closing of an account
- upon full repayment of Police Credit loan
- when the Regular Payment has been rejected three times.

Using **pc.easynet to create, alter or cancel a Regular Payment**

On request, we will issue you with a Password so that you can access **pc.easynet** online banking service to create, alter or delete your Regular Payment.

Then by logging on to www.policecredit.com.au and clicking on '**pc.easynet**' you will be taken to the **pc.easynet** menu page. Then having clicked on 'LOGIN', entered your member/client number and password and clicked 'Sign On' you will then be taken to the 'Welcome' page. To create, alter or cancel a Regular Payment simply select 'Personal Payees' from the menu and follow the prompts. If you are unsure about the prompts, click on 'Need Help' or during business hours contact our

Member Response Helpdesk on 13 63 73.

Refer to Section A of this PDS for information on the significant features and risks of using the pc.easynet service and to our General Information, Terms and Conditions booklet which sets out our pc.easynet terms and conditions.

Commissions, fees and charges

If a Regular Payment is rejected due to insufficient funds, a fee will be debited from the account. Should this account fail to hold sufficient funds, the fee will be debited from the nominated account.

Refer to our Fees and Charges Brochure which forms Part 2 of this PDS or call Member Response on 13 63 73 for more information.

G Direct Debit Service

Brief description of product and its benefits

Police Credit's Direct Debit service enables you, after making arrangements directly with your supplier to pay your bills automatically from your nominated account.

Police Credit's Direct Debit service has no access costs and the service is electronic so there are no postage costs.

Risks

A Direct Debit will not be processed by Police Credit if there are insufficient available funds in the nominated account. If this occurs associated fees will be incurred.

You must be careful to ensure that you tell the organisation the correct amount you wish to pay. If you instruct us to honour a Direct Debit and you later discover that the amount you told us to honour was greater than the amount you needed to pay, you must contact the organisation to obtain a refund of the excess.

Significant features of this service

Additional features applying to this service that will affect the way you operate this service and access your account and how we may protect Police Credit from loss.

A direct debit can only be deducted from an at-call or Line of Credit account. Please refer to our PDS for At-Call Savings accounts for details of accounts you can access using direct debits and to our General Information, Terms and Conditions booklet which sets out the terms and conditions.

To commence a Direct Debit, the account holder or authorised signatory must complete and return a Direct Debit Authority obtained from the organisation to be paid, to that organisation for registration with them.

Organisations that administer your services such as gas, electricity, rates or phone usually accept direct debit arrangements. Refer to your bill account or contact Police Credit for further information.

If the account holder or authorised signatory has any enquiries or disputes regarding a direct debit, they must contact the organisation

holding the Direct Debit Authority.

To cancel a Direct Debit Authority or stop an individual direct debit the account holder or authorised signatory should contact the biller organisation before the instruction is received by Police Credit. You can cancel a direct debit authority that is linked to an account with us and we will promptly forward your cancellation instruction to the merchant's sponsor Financial Institution, which must then arrange for your merchant to cancel the direct debit.

Commissions, fees and charges

When a direct debit is rejected due to insufficient funds it will incur associated fees. Should the account nominated for the debit contain insufficient funds, the fees will be debited from the S1 account.

Refer to our Fees and Charges Brochure which forms Part 2 of this PDS or call Member Response on 13 63 73 for more information.

General Information

Additional features which apply to all the services, detailed within this PDS, and that will affect the way that you can operate this service and your account/s and our rights to protect Police Credit from loss.

Amounts payable at time of issue

There is no purchase price or associated costs for Police Credit Non-Cash Payment products and services, however those products or services where Police Credit is not the product issuer, e.g. telegraphic transfers and drafts, the product issuer, e.g. Travelex may impose an issue fee payable at the time of issue.

Refer to the details of the applicable product or service within this FSG or to our Fees and Charges Brochure which forms Part 2 of this PDS or alternatively call Member Response on 13 63 73 for more information.

Commissions, fees and charges

Members under the age of 18 are exempt from all fees.

You are entitled to limited free transactions when using Police Credit's Non-Cash Payment products and services. Fees will only be charged on a few transaction methods (the most costly) and only for relatively high use on S1 Multipack and L9 Line of Credit accounts. This will leave the remainder of our savings products and most transaction methods fee free.

Limited fee transactions (S1 type account) per month

- 10 ATM withdrawals: Westpac, St George, Bank SA or Indue WTC ATM (within Australia)
- 20 EFTPoS (Cash withdrawals or purchases - press 'Savings')
- 4 Visa cash advance cash withdrawals (includes overseas ATM transactions)
- 10 Cheque withdrawals

Note: Transaction fees will be charged on a monthly basis and will be debited to the account transacted upon.

Police Credit may also impose fees for any use outside the applicable terms and conditions of the account.

Details of any applicable fees and charges are contained in the Fees and Charges Brochure which forms Part 2 of this PDS or call Member Response on 13 63 73 for more information.

No commission is received by or paid to a third party in relation to the issuing of Police Credit's Non-Cash Payment products and services.

However, we do receive commission for transactions conducted using these Non-Cash Payment products and services:

- For a credit transaction effected by our cardholders using PC Visa Debit Card, we receive commission of:

Type of transaction	Domestic	Asia	International
Electronic	0.16%	1.16%	7%
Currency Conversion			3.65% of the AUD amount (Included in the Australian dollar transaction amount shown in your Statement of Account.)

We also receive a currency conversion fee on all international transactions.

- For a BPAY transaction we receive commission of 55 cents for every individual transaction effected by our members. Of this payment, 13 cents is passed on to our service provider, Indue Limited.

Terms and Conditions

The terms and conditions that govern each Police Credit non-cash payment product and service are set out in our General Information, Terms and Conditions booklet. The terms and conditions that govern the accounts are set out in our General Information, Terms and Conditions booklet.

While Police Credit has practices governing the telegraphic transfer and draft services, any terms and conditions governing the products would be provided by the product issuer.

Statements

We will provide you with a statement of all activity on your account at least once every three months. If you have a card or cheque book linked to any account, you will receive monthly statements. You can also ask us to provide statements on a more regular basis (e.g. every month). There may be a charge if you ask for a replacement statement.

Dispute resolution procedures

Police Credit has its own internal dispute resolution procedures. These procedures are set up to deal with any disputes concerning these products or their associated features. Any complaints can be made to Police Credit's Complaints Officer. Complaints will be dealt with according to established guidelines and will ensure fairness to all our customers.

A copy of our Complaints Dispute Resolution Guide which details our procedures, is available on our website www.policecredit.com.au, from any branch or by calling Member Response on 13 63 73.

Taxation Implications

There are no known tax implications to the member on the use of Police Credit's non-cash payments services.

Electronic Funds Transfer Code of Conduct

We comply with the rules for electronic banking that are contained in the Electronic Funds Transfer Code of Conduct (EFT Code). The EFT Code sets our minimum standards for information, disclosure, liability, complaints handling and other matters. Contact us if you would like more detail on the EFT Code.

Mutual Banking Code of Practice

Police Credit recommends that you read our General Information, Terms and Conditions booklet which includes information on:

- How to operate your account
- Variations to our terms and conditions, interest rates and fees and charges
- Our confidentiality and privacy obligations.

Police Credit is committed to complying with the Mutual Banking Code of Practice.

Further information

Please refer to our PDS for At-Call Savings Accounts for details of the at-call savings accounts linked to the services detailed within this PDS.

This PDS was updated on 1 July 2009. The information contained in this document is up to date at the time of issue to customers.

This PDS is not required to be lodged with ASIC and ASIC is not responsible for any of its content.

