

Business Accounts

Product Information Document Effective Date: 9 April 2024

This document contains information on Suncorp Bank Business Accounts: Business Premium Accounts, Business Saver Accounts, Agent's Statutory Trust Account, Solicitor's Trust Accounts, Business Ready Package and related fees and charges.

This document must be read in conjunction with the Terms and Conditions for Suncorp Accounts and Continuing Credit Accounts.



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About this Document

This document contains information about the following accounts: Business Premium Accounts, Business Saver Accounts, Agent's Statutory Trust Accounts, Solicitor's Trust Accounts, Business Ready Package and related fees and charges.

This Document must be read in conjunction with the Terms and Conditions for Suncorp Accounts and Continuing Credit Accounts ("Account Terms and Conditions").

The information can help you:

- decide if any of these products meet your needs;
- compare these products with other similar products.

Effective Date: 9 April 2024

These products are issued by Suncorp-Metway Ltd ABN 66 010 831 722 AFSL 229882.

Important Terms are explained on page 48.

Updating Information

The information contained in this document is current as at the effective date. Information may change from time to time.

If there is new information you can find out about it, in one of the following ways:

- we may send you a notice in writing;
- we may send you a secure message;
- in a press ad;
- from our website at suncorp.com.au/banking;
- by phoning 13 11 55; or
- visit your local Suncorp Branch.

Business Deposit Accounts

Product Features at a Glance

	Transaction Account	Savings Account
	Business Premium Account	Business Saver Account
Opening balance requirements		
Minimum balance	No minimum	No minimum
Maximum balance	No maximum	No maximum
How can I access the account?		
Branch Deposits	✓	✓
Branch Withdrawals	✓	✗
Telephone, Mobile and Internet Banking	✓	✓
Cheque Deposits	✓	✓
Cheque Withdrawals	✗	✗
Visa Debit Card ¹ - ATM, EFTPOS	✓	✗
Direct Debit and Direct Credit	✓	✓
BPAY [®] payments	✓	✗
Osko [®] payments (other than staff assisted transactions) ²	✓	✓
PayTo ³	✓	✓
Other Options		
PayID ⁴	✓	✓
Interest		
How is standard interest calculated?	tiered ⁵	whole of balance
When is standard interest calculated?	daily	daily
When is standard interest paid?	monthly	monthly
Is 100% Business Offset available?	✓	✗
Is flexiRate ⁶ interest available?	✓	✓
Record of Transactions		
When are standard statements issued?	Quarterly	6 monthly
Are eStatements available?	✓	✓

1. Refer to page 29 for full details about Visa Debit Card including eligibility.

2. Refer to page 26 for full details. Not applicable for Business Payments Credit.

Fees

	Transaction Account	Savings Account
	Business Premium Account	Business Saver Account
Summary of Fees⁷		
Monthly account keeping fee	No Fee	No Fee
Staff assisted deposits	Free	Free
Staff assisted withdrawals	Free	×
Cheque Deposits	Free	Free
Cheque Withdrawals	×	×
External transfers (excluding staff assisted withdrawals)	Free	Free
Osko payments (excluding staff assisted transactions), internal Electronic Transactions between Suncorp Accounts, Direct Debits, Direct Credits (excluding Business Payments), BPAY® (not available on the Business Saver Account), PayTo, EFTPOS, Suncorp ATM and atm network ATM withdrawals enquiries, transfers and PIN change (where available on supported products)	Free	Free
Suncorp ATM deposits and Non-Suncorp ATM cash only deposits* designated by us from time to time	Free	Free
— Business Payments Credit	Free	Free
— Non Suncorp Bank and Non-atmx network ATM withdrawals and enquiries	ATM Operator Fee	×
Bank@Post withdrawals, cheque and cash deposits (limits apply)~	Free	×

3. Refer to page 27 for details on PayTo. Not available for Accounts which require 2 or more to sign or to establish a PayTo Agreement as a payment recipient.

4. Refer to page 32 for full details.

5. Refer to page 11 for details of tiered interest calculation.

6. Refer to page 8 for details on flexiRates.

7. Refer to pages 39-41 for full details of relevant fees. Other fees and charges apply.

~ Refer to page 25 for full details.

*The deposit is taken by Armaguard on behalf of Suncorp Metway Ltd ABN 66 010 831 722 at all atmx ATMs.

Business Premium Account

The Business Premium Account is for non-personal customers, has no account keeping fee and gives "At Call" (unless in a flexiRate) access to funds at any time our banking facilities are available.

Interest on the account is tiered and is calculated daily on end of day available credit balances and paid monthly unless you choose to set up flexiRates, which allow you to fix the interest rate applying to a portion of your balance for a set period. If you set up flexiRates, the tiered interest will be paid on available credit balance of your account less any flexiRate balances.

The Business Premium Account can be operated as a stand-alone account and if requested can be linked to an overdraft facility. Fees may be payable for the overdraft facility. flexiRates cannot be set up on an account with an overdraft facility.

Even if your Business Premium Account is not linked to an overdraft facility, it may still become overdrawn. We can decide on whether we pay or dishonour each Transaction individually, acting reasonably and having regard to our Legitimate Interests. If you want to prevent your Account from becoming overdrawn, please contact us by calling 13 11 55 or visiting your nearest branch. Notwithstanding your preferences, it may still be impossible or reasonably impractical for us to prevent your Account from being overdrawn. For more information on overdrawing, please refer to the Account Terms and Conditions.

There are no minimum or maximum balance requirements and no limits on deposits or withdrawals on the account.

Your funds are "At Call" (unless in a flexiRate) which means you can access your money at any time our banking facilities are available. Staff can assist you to access your funds at the branch. You can transact electronically through Internet Banking, Telephone Banking and Mobile Banking or using BPAY®, Osko, direct debits and direct credits, or using your card at ATMs and EFTPOS facilities. You can authorise and maintain PayTo Agreements. You can make Business Payments with the Business Premium Account or it can be linked to Suncorp EFTPOS or BPAY® Biller to make receiving customer payments or making payments to suppliers easier.

Statements are issued quarterly at the end of September, December, March and June. You can request statements monthly at no additional charge. eStatements are available for this product. For more information on eStatements, please refer to the Account Terms and Conditions.

Business Premium Account – with Negotiated Features is also available.

Depending on a number of factors (including our relationship with you), a Business Premium Account may have certain negotiated features applied. These may include the addition of a variable interest rate margin on top of the standard annual interest rate. When negotiated features are applied to your account, the details will be confirmed by us in writing.

It is important to note that:

- the negotiated interest rate we may agree with you is calculated by adding an agreed variable interest rate margin to the standard annual interest rate for the Business Premium Account for balances of \$500,000 and over – regardless of your actual account balance;
- any negotiated interest rate applies to the whole available credit balance in your account (i.e. every dollar in your account) regardless of your actual account balance;
- payment of interest and debiting of fees from your account will be monthly by default, we may agree to pay interest or debit fees (as applicable) on a quarterly, half yearly or yearly basis depending on your circumstances;
- changes to the base rate of the Business Premium Account will impact your overall negotiated interest rate (being the annual interest rate plus the agreed variable interest rate margin);
- we reserve the right to review and amend the agreed variable interest rate margin at any time;
- any changes to the agreed variable interest rate margin will be communicated to you in writing 30 days prior to the change being effective; and
- flexiRates are not available on accounts that have a Negotiated Margin applied.

Important information about Business Premium Accounts and Cheques

Cheque withdrawals are not available on Business Premium Accounts.

Business Saver Account

The Business Saver Account is an interest earning, primarily online savings account with no monthly account keeping fees.

The Business Saver Account can be operated as a stand-alone account.

Funds (unless in a flexiRate) are available “At Call” which means you can access your money at any time our banking facilities are available. Funds can be transferred into other Suncorp accounts or as an external transfer using Internet Banking or Mobile Banking.

You can not use a card or cheque on a Business Saver Account and you are not able to directly withdraw cash. If you want to access cash from this account, you simply transfer money from your Business Saver Account using Internet Banking or Mobile Banking into your business transaction account, then withdraw cash from your transaction account as you would normally.

Variable interest is paid on every dollar in the account unless you choose to set up flexiRates, which allows you to fix the interest rate applying to a portion of your balance for a set period.

If you set up flexiRates, the standard rate of interest will be paid on the credit balance of your account less any flexiRate balances.

The Business Saver Account can be accessed via Internet Banking, Telephone Banking or Mobile Banking. You can set up internal and external transfers, direct debit and direct credit transactions, authorise and maintain PayTo Agreements and check account balances and transaction history.

Statements are issued 6 monthly. You can request statements monthly or quarterly at no additional charge. eStatements are available for this product. For more information on eStatements, please refer to the Account Terms and Conditions.

flexiRates

flexiRates allow you to fix the interest rate applying to a portion of your balance for a set period of time.

flexiRate interest is calculated daily and paid when the flexiRate period ends.

Interest	
How is flexiRate interest calculated?	whole of flexiRate Balance ¹
When is flexiRate interest calculated?	daily
When is flexiRate interest paid?	flexiRate end date

1. Refer to page 11 for full details of How is Interest Calculated.

flexiRates on a Business Premium Account can be set up via Internet Banking and the Suncorp Bank App and managed via Internet Banking and Mobile Banking. flexiRates on a Business Saver Account can be setup and managed via Internet Banking or Mobile Banking. To setup a flexiRate, you nominate the amount you wish to fix, and select a period of time and interest rate from the available options. You can set up flexiRates for specified amounts from \$1 to \$1 million dollars inclusive.

Once set up, you cannot access funds in a flexiRate until it is released. flexiRate funds remain in your account, but your available balance is reduced by the total amount of your flexiRate funds. You will be able to access your flexiRate funds the day following your nominated end date.

Alternatively, you may choose to automatically renew your flexiRate for the same period, subject to this option being available in Internet Banking and Mobile Banking for your chosen flexiRate period. This option will automatically renew your flexiRate for an identical period when your nominated end date is reached. The interest rate you will receive will be the current rate for the applicable flexiRate period when the flexiRate renews. You may be able to change your renewal instructions before 7pm Eastern Standard Time on the day your flexiRate is due to end subject to the option being available in Internet Banking or Mobile Banking.

You can have up to fifteen flexiRates on an account at any one point in time.

All current flexiRates will show on your account statement, along with the applicable start and end dates, balances and interest rates.

Early Release of flexiRates

Early release allows you to end your flexiRate period before the end date you nominated, enabling you to access your funds. You cannot release a portion of your flexiRate balance – you can only release the entire flexiRate balance. As flexiRate interest is calculated for a fixed term, there is an interest adjustment that occurs if the flexiRate is released early.

The interest adjustment is made according to the proportion of the term completed as outlined in the table below. The interest adjustment specified in the table is the percentage of the amount of flexiRate interest earned to the release date that you will lose in the event we agree to you releasing your flexiRate early. The amount of the interest adjustment applied will depend on how early in the term you request to release your funds.

The interest adjustment does not impact on your original flexiRate balance. It simply reduces the amount of interest you will receive.

Proportion of Your flexiRate Period Completed	Interest Adjustment
0% - 25%	80% of the interest earned up to the early release date
>25% - 50%	60% of the interest earned up to the early release date
>50% - 75%	40% of the interest earned up to the early release date
>75% - 100%	20% of the interest earned up to the early release date

Example:

You have a flexiRate of \$3,000 invested for a period of 6 months (180 days) at 1.00% per annum. If you release the flexiRate after 4 months (120 days), the proportion of the period completed is 67% (120/180 days x 100).

From the table above, you can determine that the interest adjustment is 40% of the interest earned to date.

Interest earned for 120 days = Principal x Interest Rate per day x Number of days

$$= \$3000 \times \frac{1.0}{100} \times \frac{1}{365} \times 120$$

$$= \$9.86$$

Interest Adjustment = 40% of \$9.86

$$= \$3.94$$

Interest to be paid = \$9.86 - \$3.94

$$= \$5.92$$

General Information on Interest

Current interest rates are not included in this document because they are subject to change.

Current interest rates are available:

- By picking up our current Interest Rate Brochure from your nearest Suncorp Bank branch;
- By calling us on 13 11 55; or
- By visiting suncorp.com.au/banking

Changes to the standard interest rates (variable interest rates) are advertised in the national press on or before the date the interest rate is changed.

You can request a change to the destination account for your credit interest on your Suncorp Business Deposit Accounts. Redirection of credit interest can only be to another Suncorp account.

If you choose to redirect your credit interest to a different account, please remember that the interest has been earned on the original account and must be declared by the owner/s of that account.

Depending on your personal circumstances you may have to pay income tax on any interest earned. You should seek independent taxation advice in this regard.

How is Interest Calculated?

Interest on Suncorp Business Deposit Accounts is calculated daily on the end of day balances.

The method of calculating interest depends on the type of account.

The different methods are:

- **Whole of balance** – Interest is paid on the whole of the available credit balance in your account. For example, the Business Saver Account pays interest on a whole of balance basis (less any flexiRate balance)
- **flexiRates** apply to the nominated portion of your balance for a set period of time which is calculated daily and paid when the flexiRate period ends.
- **Tiered** – Interest is based on a number of set dollar ranges, each having an applicable standard interest rate. When the credit balance exceeds the set levels, the interest rate for that tier will apply to the whole account balance.

How is Tiered Interest Calculated?

The information below provides an example of how tiered interest for an account with 3 interest tiers is calculated.

- \$0 – \$1,999 X%
- \$2,000 – \$24,999 Y%
- \$25,000 + Z%

With **tiered interest**, a customer with a credit balance in their account of:

- \$18,500 gets Y% interest on the whole balance; or
- \$30,000 gets Z% interest on the whole balance.

Interest Modes

Business Accounts operate in two modes:

- credit interest mode – which pays a rate of interest on the available credit balances; OR
- offset mode – which is a 100% Small Business Loan Offset facility.

100% Business Offset Mode – Small Business

Before your eligible business account can operate in Offset Mode you need to ask us to link your business account to an eligible Small Business Loan. Once linked, you can use your business account as a 100% offset facility to reduce the interest payable on your linked Small Business Loan. The balance in your linked business account (excluding any flexiRate balances) will be used to calculate the 100% offset benefit.

To be eligible for Offset Mode, your business account must be in the same name as the eligible Small Business Loan. A Business Offset Fee may apply the first time you link your business account to an eligible Small Business Loan.

When in Offset Mode, we do not pay you Credit Interest on balances in your linked business account.

Instead, we deduct the balance in your business account (excluding any flexiRate balances) from the amount you owe on your linked Small Business Loan, then calculate the interest charge on the reduced balance of your linked Small Business Loan (“the Offset Benefit”). The Offset Benefit is calculated daily at the time that the linked Small Business Loan interest charge is calculated. This may not be on the end-of-day balance as the linked Small Business Loan interest may be processed before the end-of-day.

Your Offset Benefit is applied when interest is debited to your linked Small Business Loan.

The Offset Benefit will not show on your business account statement but the interest you save will be shown on your linked Small Business Loan statement.

Your Business Lending Specialist can advise if your loan is eligible for offset mode or alternatively you can contact us on 13 11 55 to find out.

If you change your loan so that it no longer meets the criteria of an eligible Small Business Loan, e.g. if you change your loan type, your business account will be switched automatically from Offset Mode to Credit Interest Mode. This means that:

- you will receive no Offset Benefit during the period that your loan is not an eligible Small Business Loan; but
- A standard rate of interest will automatically be paid on the available credit balances in your business account as per standard account features.

The offset link will remain and will be re-activated automatically if your loan is changed so that it again meets the criteria of an eligible Small Business Loan.

If you pay out your Small Business Loan you will receive no offset benefit. Your business account will be automatically switched to Credit Interest Mode. This means that credit interest will be paid on the available credit balances of your business account. When your account is in offset mode, you still have the option to set up flexiRates on your Business Premium Account. In this instance you will earn credit interest on the amount of your flexiRates, and the remainder of your Business Premium Account balance will offset your Small Business Loan.

Example:

The table below illustrates two examples of how credit balances in a business account operate in Offset Mode and affect the interest payable on a linked eligible Small Business Loan.

Balance of Business Accounts	Amount of Linked Small Business Loan	We will
Business Account = \$25,000	\$145,000	<p>Use the balance in the business account of \$25,000 to calculate the Offset Benefit;</p> <p>Not pay interest on the balance of your eligible business account;</p> <p>Not charge interest on \$25,000 of your linked Small Business Loan;</p> <p>Charge interest on the remaining \$120,000 of your linked Small Business Loan.</p>
Business Account = \$5,000	\$105,000	<p>Use the balance in the business account of \$5,000 to calculate the Offset Benefit;</p> <p>Not pay interest on the balance of your business account;</p> <p>Not charge interest on \$5,000 of your linked Small Business Loan;</p> <p>Charge interest on the remaining \$100,000 of your linked Small Business Loan.</p>
Business Premium Account = \$20,000 (\$8,000 in flexiRates) Total balance of \$12,000	\$114,000	<p>Pay you credit interest on the \$8,000 in flexiRates;</p> <p>Use the remaining balance of \$12,000 (\$20,000 total minus \$8,000 flexiRates) to calculate offset benefit;</p> <p>Pay no interest on the remaining \$12,000 in your Business Premium Account;</p> <p>Not charge interest on \$12,000 on your linked Small Business Loan;</p> <p>Charge interest on the remaining \$102,000 of your linked Small Business Loan.</p>

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Trust Accounts

This section contains information on the following products:

- Agent's Statutory Trust Account
- Solicitor's Trust Account

Trust Accounts

Product Features at a Glance

	Agent's Statutory Trust Account	Solicitor's Trust Account
Opening balance requirement		
Minimum balance	No minimum	No minimum
Maximum balance	No maximum	No maximum
How can I access the account?		
Locations available	QLD	QLD
Branch (excluding Osko payments)	✓	✓
Telephone Banking		
– Check balances only	✓	✓
– Funds transfer	✓	✗
Internet Banking		
– Check balances	✓	✓
– Funds transfer and immediate external payments (excluding Osko payments)	✓	✓
Business Payments Credit	✓	✓
Cheque Deposits	✓	✓
Cheque Withdrawals	✗	✗
Card Access ¹ – ATM, EFTPOS	✗	✗
Deposit Only Card Access ²	✓	✓
Direct credit	✓	✓
Direct debit	✓	✗
BPAY [®] payments	✓	✗
Osko [®] payments ³	✗	✗
PayTo ⁴	✗	✗
Other Options		
PayID ⁵	✗	✗
Interest		
How is standard interest calculated?	You earn no interest on any amount standing to the credit of our Trust Accounts. Any interest earned may be paid to a relevant State authority. Please refer to page 18 for more details on these payments.	

Record of Transactions

When are standard statements issued?	End of month	End of month
Are eStatements available?	✗	✓

* Under legislation the Agent may be required to obtain from Suncorp certain records in relation to electronic transactions, including the account name to which funds are disbursed electronically. Suncorp cannot provide the account name to which funds are disbursed electronically. It is up to the Agent to make their own enquiries and decide whether to disburse funds electronically knowing Suncorp cannot provide all information required to be kept by the Agent.

1 Refer to page 29 for full details about Visa Debit Card including eligibility.

2 Deposit Only cards are available for the following accounts: Agent's Statutory Trust Account (QLD), Solicitors Trust Account (QLD), Accountants Trust Account (QLD).

3 Refer to page 26 for full details.

4 Refer to page 27 for details on PayTo.

5. Refer to page 32 for full details.

Fees

	Agent's Statutory Trust Account	Solicitor's Trust Account
Summary of Fees		
Monthly account keeping fee	No Fee	No Fee
Lost card fee for Deposit Only	✗	✗
– Cheque withdrawals	✗	✗
– Staff assisted deposits	Free	Free
Business Payments Credit (Transactions per month)	Unlimited	Unlimited
Cheques Deposited (per item)	Unlimited	Unlimited
Electronic Payments including:		
– Immediate External Payments (excluding Osko payments)	Unlimited	Unlimited
– Direct Debits	Unlimited	✗
– BPAY® payments	Unlimited	✗

Special Requests, Replacements and Other Event Fees

Other fees may apply for additional products and services. Please refer to pages 39 to 41 for more information.

Agent's Statutory Trust Account

The Agent's Statutory Trust Account is for use by certain licensed and regulated agents in Queensland only, including:

Real Estate Agents, Auctioneers, Motor Dealers, Resident Letting Agents and debt collectors (i.e. Field or Collection Agents).

- A Suncorp Business Premium Account must be opened prior to opening an Agent's Statutory Trust Account and must be held while the Trust Account is open.
- All fees associated with the Agent's Statutory Trust Account will be debited to your nominated Suncorp Business Premium Account.
- No interest is paid to the account holder. Interest earned is redirected to the relevant state authority. The interest rate is changed at the end of each calendar month.
- In order to open an Agent's Statutory Trust Account, you must provide us with a copy of the relevant licence, being:
 1. A Real Estate Agents, Auctioneers, Resident Letting Agents, Motor Dealers or Field Agents licence.
 2. In the case of Collection Agents, a copy of your "Authority to open a trust account" issued by the Office of Fair Trading.
 3. For licences issued before 1 December 2014 a Commercial Agents licence or a Pastoral house licence may be provided.
- Statements are issued monthly.
- Deposit Only cards are available for Agent's Statutory Trust Accounts in Queensland. The Deposit Only card will not allow the withdrawal of funds or performing card transactions and can only be used to deposit funds at Smart ATMs.

Solicitor's Trust Account

- The Solicitor's Trust Account is available to Queensland Solicitor's only.
- A Suncorp Business Premium Account must be opened prior to opening a Solicitor's Trust Account and must be held while the Trust Account is open.
- All fees associated with the Solicitor's Trust Account will be debited to your Suncorp Business Premium Account.
- No interest is paid to the account holder.
- Interest earned is redirected to the Department of Justice and Attorney General.
- Statements are issued monthly.
- Deposit Only cards are available for Solicitor's Trust Accounts in Queensland. The Deposit Only card will not allow the withdrawal of funds or performing card transactions and can only be used to deposit funds at Smart ATMs.
- In order to send money electronically to another Suncorp Bank account or a bank account at another financial institution via Internet Banking or the Suncorp Bank App, you must access a Security Token and a Security Token Code must be entered to conduct electronic transactions.

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Suncorp Package Offers

This section contains information on the following product:

- Business Ready Package

Business Ready Package

Our Business Ready Package combines a Business Premium Account (the transaction account) with an overdraft facility and up to 3 Term Lending facilities.

The Business Ready Package comprises a single 'all inclusive' quarterly service fee which covers all facilities within the package. The transaction account offers 'at call' access to funds at any time our banking facilities are available, while the term loans included in the package can be structured to suit your specific lending requirements.

When opened as part of the Business Ready package, the Business Premium Account offers a competitive rate of interest which:

- applies to whole of credit balances in the transaction account;
- is calculated daily on end of day available credit balance in the account and paid monthly.

You can apply for a Business Ready Package at a Suncorp branch, or call us on 13 11 55.

Fees

Summary of Fees	
Package Fee	On Application
Transaction fees (number of fee free transactions allowed per month)	
Staff assisted deposits	Unlimited
Staff assisted withdrawals	Unlimited
Cheque deposits	Unlimited
Cheque withdrawals	Not applicable
Electronic transactions (including external transfers to other financial institutions)	Unlimited
Business Payments Credits	Unlimited
Transaction fees (always charged)	
Non Suncorp Bank and Non atm network ATM withdrawals & enquiries	Unlimited
Bank@Post withdrawals, cheque and cash deposits (limits apply) ¹	free

1. Refer to page 25 for full details.

Special Requests, Replacements and Other Event Fees

Other Fees may apply for additional products and services. Please refer to pages 39 to 41 for more information.

Access to Your Account

This section contains information regarding Payment Facilities that can be used in association with Suncorp Business Accounts.

Choosing your Access

To apply for access you can either call us on 13 11 55 or visit your local Suncorp Bank branch. Our staff will discuss with you what you require to access the facility and the application process.

Access Limits

To help protect you and your money from theft and fraud the following limits may apply.

- The combined cash daily withdrawal limit for ATMs and EFTPOS cashout withdrawals is \$1,000 per day per card; limit can be increased to \$2,000 per day per card by contacting us on 13 11 55;
- For Mobile Banking and Internet Banking we will set withdrawal limits as specified in Internet Banking Terms and Conditions and Mobile Banking Terms and Conditions. You can view these on our website www.suncorp.com.au/banking
- There is a total combined daily limit of \$5,000 per account for transfers between Suncorp Bank accounts, and when making BPAY® payments from your account using Telephone Banking. This is the maximum amount that can be transferred per account, per day through Telephone Banking.
- Additionally, Suncorp Bank may impose a daily limit of \$500 to certain individual BPAY® billers. Should a limit apply, you will be advised at the time of processing the transaction if you have exceeded that limit and, the payment will not be processed.

If any limit is exceeded, the transaction will be rejected.

- Business account owners can apply for account limits and/or personal limits to be applied to your account to meet your business needs but these are subject to approval by us.
- An “Account Limit” on your business account, limits the total dollar value of all external transfers, business payment credit files, BPAY® transactions and transfers to other Suncorp accounts that can be processed from the account each day using Internet Banking or Mobile Banking.
- A “Personal Limit” for each individual authorised to transact on the account, limits the total dollar value of all external transfers, business payment credit files, BPAY® transactions and transfers to another Suncorp accounts that the individual can approve each day using Internet Banking or Mobile Banking. Personal limits can only be applied if an “Account Limit” is in place.

While an Account Limit or Personal Limit is in place for an account, the dollar value of external transfers, business payment credit files, BPAY® transactions and transfers to another Suncorp account made from that account will not be included in the combined daily limit for a person registered for Internet Banking.

If any limit is exceeded, the transaction will be rejected.

How can you Access your Account?

The access methods listed below are not available for all accounts, please refer to the tables on pages 4 & 5 to see if an access method is available.

Automatic Teller Machine (ATM)

By using an ATM, you can withdraw or transfer money from your Suncorp account 24 hours a day 7 days a week (excluding outages for system maintenance) using your Personal Identification Number (PIN) together with your card. You can make a payment to a linked account (e.g. credit card) at a Suncorp Bank ATM or atm network ATM using your card. atm by Armaguard (atmx) network ATMs are also free to access with your Suncorp Bank card if you would like to make withdrawals, deposits, enquiries, transfers or PIN change. You can deposit cash only at a Non-Suncorp ATM* designated by us from time to time, by using a Suncorp Bank Visa Debit Card or Suncorp Bank EFTPOS card and PIN.

* The deposit is taken by Armaguard on behalf of Suncorp-Metway Ltd ABN 66 010 831 722 at all atm ATMs.

Bank@Post

The Bank@Post service is designed for customers that live in remote locations where there is limited Suncorp Bank Branch access. This service allows you to make deposits, withdraw cash and make EFTPOS purchases from your transaction account at Australia Post outlets. You need to have access to a Suncorp Bank Visa Debit Card, Suncorp Bank eftpos Card or Suncorp Bank Deposit Only Card in order to use this service. Note the Suncorp Bank Deposit Only Card cannot be used to conduct withdrawals or purchases.

You will be able to make:

- cash deposits of up to \$9,999.95 per day
- cheque deposits (no maximum)
- withdrawals of up to \$1,000 cash per day; limit can be increased to \$2,000 per day per card by contacting 13 11 55 (excluding Deposit Only Cards).

BPAY®

BPAY® allows you to pay bills (to billers who have a BPAY® Biller number) over the telephone, in the branch, or via Mobile Banking and Internet Banking by transferring money directly from your Suncorp Bank account.

By using BPAY® you can:

- pay your bills 24 hours a day, 7 days a week (excluding outages for maintenance);
- pay multiple BPAY® bills at the same time using Internet Banking, Telephone Banking or Mobile Banking.

Business Payments

Business Payment Credit enables you to transfer funds from your business account to multiple accounts e.g. for payrolls.

For more information on Business Payments refer to pages 35 to 36.

Direct Credit Transfer

A Direct Credit transfer facility allows you to automate a single payment or regular payments from your account.

Direct Debit

A Direct Debit facility allows a Direct Debit User to take payments from your Suncorp Bank Account regularly to pay for the services they provide you. Please refer to our Account Terms and Conditions for further information about Direct Debit transactions, including how you may cancel a Direct Debit facility.

Recurring Payment

A Recurring Payment facility allows a merchant or service provider to charge your Visa Debit Card regularly to pay for the services they provide you.

Osko

Osko is a service that is provided through the New Payments Platform. Osko allows you to make funds transfers (including external transfers) to a PayID and external transfers to a BSB and account number so that generally the payee can receive your funds on a near real-time basis, 24 hours a day, 7 days a week, provided Osko is a feature of your Account and the account you are transferring funds to can receive Osko payments. Osko payments can be made via the Suncorp Bank App or with the assistance of a staff member at a Suncorp Bank branch if your Account has branch withdrawals available as a feature. Even if your Account and Transaction are otherwise Osko eligible, you may not be able to make Osko payments in Internet Banking for a period of time while we gradually introduce this functionality.

A payment you make using Internet Banking will only be processed as an Osko payment if the Pay Someone "Payment summary" screen displays "Osko" and the Osko logo before you confirm the payment. Osko is not available for future dated or recurring payments, for Business Payments or for Accounts which require 2 or more persons to sign to withdraw.

If Osko is a feature of your Account you will be able to receive payments from an Osko eligible account generally on a near real-time basis, 24 hours a day, 7 days a week.

Osko payments made via the Suncorp Bank App and Internet Banking allow you to send a detailed payment message (up to 280 characters) to clearly advise the payee what the payment is for. The full detailed payment message can be viewed on the Suncorp Bank App only.

PayTo

PayTo is a service that is provided through the New Payments Platform. The PayTo Service allows you to pre-authorise and control payments from your PayTo eligible Account by establishing PayTo Agreements with Merchants and Payment Initiators who offer the PayTo Service as a payment option.

An established PayTo Agreement allows a Merchant or Payment Initiator to take payments from your PayTo eligible Account to pay for goods and services they provide you.

You will be able to change the Account or PayID linked to a PayTo Agreement if it is PayTo eligible (refer to "Product Features at a Glance" table above). You will also be able to pause, resume and cancel a PayTo Agreement.

You will need the Suncorp Bank App to be able to authorise a new or updated PayTo Agreement or to view the details of PayTo Agreements which you have authorised or which are awaiting your action.

The PayTo Service is not available:

- for Accounts which require 2 or more persons to sign to withdraw from the Account; or
- to establish a PayTo Agreement as a payment recipient.

Please refer to our Account Terms and Conditions for further information about the PayTo Service.

Electronic Funds Transfer at Point of Sale (EFTPOS)

An EFTPOS facility allows you to make point of sale payments directly from your Suncorp Bank account without having to use cash.

Internet Banking

Internet Banking allows you to access your accounts and conduct a range of banking activities including making payments from a computer connected to the Internet (e.g. at your home or office) without having to visit a branch or ATM.

If you are registered for Internet Banking you can:

- setup transfers from your account with either immediate, future dated or recurring processing timing. Future dated or recurring payments will not be sent as Osko payments via the New Payments Platform. Transfers can be setup between your own accounts, other Suncorp accounts (i.e. a family member or business) and external accounts at another financial institution;
- check your balances and conduct transfers or bill payments 24 hours a day, 7 days a week (excluding outages for system maintenance);
- check your a single payment or multiple payments to creditors;
- transfer from one account to multiple accounts (both your own or third party accounts at Suncorp) or to accounts held at other financial institutions.

This can be useful for regular multiple transfers such as payroll payments.

Even if your Account and Transaction are otherwise Osko eligible, you may not be able to make Osko payments in Internet Banking for a period of time while we gradually introduce this functionality. A payment you make using Internet Banking will only be processed as an Osko payment if the Pay Someone "Payment summary" screen displays "Osko" and the Osko logo before you confirm the payment.

Access limits will apply and are detailed in Internet Banking Terms and Conditions. You can view these on our website www.suncorp.com.au/banking.

Cheques

A cheque facility is a payment facility that lets you ask Suncorp to make a payment from an account using a cheque. The payee of the cheque usually has to wait for the cheque to be cleared before they can access the funds.

For cheques written prior to 1 March 2024, you can:

- stop payment of a cheque if it is lost or stolen before it is presented to us for payment;
- trace cheques to verify that a payment has been made.

Important information about Business Premium Accounts and Cheques

Cheque withdrawals are not available on Business Premium Accounts.

Telephone Banking

Telephone Banking allows you to conduct the following banking services using your phone:

- Check account balances and recent transaction details
- Transfer funds between Suncorp Bank accounts
- Pay any bills where you see the BPAY®.
- Check interest accrued on your accounts
- Obtain your other account numbers
- Check your cheque payments

To process transfers to Suncorp Bank accounts greater than \$5,000 or to accounts held at other financial institutions, you will need to have access to Internet Banking and a security token.

Mobile Banking

Mobile Banking allows you to access your account and conduct a range of banking activities from your mobile device. You may be charged for data usage when using Mobile Banking by your mobile phone service provider. If you are registered for Internet Banking you can use your login details on Mobile Banking to:

- Check balances, view transaction history and view account details;
- Setup transfers from your account with either immediate, future dated or recurring processing timing. Future dated or recurring payments will not be sent as Osko payments via the New Payments Platform. Transfers can be setup between your own accounts, other Suncorp accounts (i.e. a family member or business) and external accounts at another financial institution;
- Setup BPAY® payments from your account with either immediate, future dated or recurring processing timing;
- Approve transfers and BPAY® payments that require 2 or more parties to sign (only where available via Mobile Banking);
- View and approve Business Payments Credit transactions (only where available via Mobile Banking);
- Make certain types of transfers as Osko payments using the Suncorp Bank App;
- Authorise and maintain PayTo Agreements (through the Suncorp Bank App only);
- Access your eStatements and manage statement delivery preferences for eligible accounts at any time.

Access limits will apply and are detailed in Mobile Banking Terms and Conditions as applicable. You can view these on our website www.suncorp.com.au/banking.

Visa Debit Card

What is a Visa Debit Card?

A Visa Debit Card is a Visa card that can be attached to most Suncorp Bank Accounts. You can get instant access to available funds in your attached Suncorp Bank Account at ATMs throughout Australia and overseas (where the Visa logo is displayed) by using your Visa Debit Card and PIN.

How do I use my Visa Debit Card?

You can purchase goods and services using your Visa Debit Card and the payment is debited to your Suncorp Bank account. A Visa Debit Card allows you to purchase goods and services:

- at an outlet within Australia that has EFTPOS available, by either:
 - selecting the “savings” or “cheque” button;
 - selecting the “credit” button wherever Visa cards are accepted or
 - making a Contactless Transaction at participating merchants using Visa payWave including the use of your mobile device if your card has been registered for this service;
- by using a manual credit card sales voucher and ticking the Visa box;
- over the telephone or the Internet or through the use of an app on your mobile device by providing the card number to the merchant;
- through Click to Pay with Visa at selected merchants;
- at outlets overseas wherever Visa is accepted.

Am I eligible for a Visa Debit Card?

A Visa Debit Card will automatically be issued to you when meeting the following criteria :

- The account being linked to the Visa Debit Card is one of the following account types:
 - Business Premium Account
- The signing rule on the account is ‘any one’ to sign
- The cardholder is 16 years of age or over
- The cardholder has any one of the following relationships to the account holder:
 - Primary Owner
 - Secondary Owners
 - Owner Registered Business
 - Directors / Guarantor Transacting Ability
 - Signatory – Account Owner must provide written consent to order the card
 - Signing Officer

Should you not be eligible for a Visa Debit Card and/or prefer not to have a Visa Debit Card then you can be issued with a Suncorp Bank eftpos Card. For more information on eftpos Cards please refer to “Important Terms Explained” within the Product Information Document.

What are Visa Secure and eftpos Secure?

Suncorp Bank automatically enrolls all Visa Debit cardholders into the Suncorp Bank Visa Secure and eftpos Secure security services, free of charge.

These services provide additional security when you use your Visa Debit Card to shop at participating Visa Secure or eftpos Secure online stores (e.g. when you purchase a book online or a holiday).

If Visa Secure or eftpos Secure identify that a transaction requires further verification, you will be sent a One-Time Passcode by SMS to the mobile phone number you have registered with us. You will need to enter the Passcode into the verification screen to finalise your purchase.

Purchases that are not verified when required will not be authorised and if you wish to proceed with the purchase you will need to contact us.

Important information about using your Visa Debit Card

- If you use your Visa Debit Card to make transactions over the Internet, please make sure that you tell us if you change your mobile number and other personal details such as your address.
- With a Visa Debit Card when you are paying for goods and services by Visa payWave, selecting the “credit” button at an EFTPOS terminal or providing the card number to a merchant over the telephone or the Internet, you’ll be covered by Visa’s Zero Liability policy meaning you are protected against unauthorised transactions.
- You can use payWave functionality to make Contactless Transactions for purchases less than \$100 using your card at merchants who have a Contactless Terminal without having to enter a PIN. For purchases over \$100 using your card, a PIN is required. A Contactless Transaction made using your mobile device with a Contactless Terminal may require input of your Mobile Device Passcode.
- At some outlets you can obtain cash directly from your Suncorp Bank account (known as ‘cash out’) by using your Chip Enabled Visa Debit Card and PIN. Simply select the “cheque”, “savings” or “credit” button on the EFTPOS terminal. When you select “credit”, the card must be inserted into the terminal and not swiped.
- You may be liable for Visa transactions which cause your account to become overdrawn. As a result interest or fees may be charged to your account.
- If you have not used your card to access your account in the 6 months prior to its expiry date then, for security reasons, we may not send you a replacement card upon expiry.

Click to Pay with Visa

Click to Pay with Visa is a digital payment service that allows you to store your major payment card information (including Visa, MasterCard and American Express) in one online location. This eliminates the need to enter your card information every time you make an online purchase at participating merchants. At the checkout stage, you simply select the Click to Pay icon, choose the preferred payment card and click ‘pay’. Click to Pay with Visa will process the transaction whilst shielding your full card details from the merchant. You no longer need to worry about your card data being at risk when you checkout with Click to Pay with Visa. You can sign up to Click to Pay with Visa through Internet Banking and there is no sign up fee.

Deposit Only Card

A Deposit Only Card allows customers to make cash or cheque deposits at any Suncorp Bank deposit ATM or Bank@Post outlet. The card is restricted from making withdrawals, purchases and account enquiries. The Deposit Only Card can be used to deposit into your account at any time (excluding outages for system maintenance) using your Personal Identification Number (PIN).

Other Services

Funds Management Sweep

A funds management sweep facility allows you to keep a certain balance in a primary Suncorp Bank account and transfer ('sweep') excess available funds into a related Suncorp Bank account. A primary Suncorp Bank account is the account you nominate to have the excess funds transferred from.

Insufficient Funds Sweep

An insufficient funds sweep facility allows you to automatically transfer available funds into a nominated primary Suncorp Bank account from a related Suncorp Bank account if there are insufficient funds to cover a direct debit or cheque from your primary Suncorp Bank account.

PayID

PayID Service

The PayID Service is an addressing service that enables a person to make NPP Payments to you using your chosen PayID instead of a BSB and Account number, if that person is permitted to do so by their financial institution.

In order to create a PayID you must be a holder of a PayID eligible Account and you must agree to link your PayID to that Account. Please refer to the applicable 'Product Features at a Glance' table for PayID eligibility.

Once you create a PayID and link it to an eligible Account, NPP Payments which a person makes to your PayID will be directed to that Account.

You are not obliged to create or use a PayID for your Account. You can continue to operate your Account without a PayID, in which case NPP Payments to your Account will require your BSB and Account number.

Important information about PayID created in branch or over the phone

The following information and terms and conditions will only apply to creation of a PayID for your Business Account with staff assistance in a Suncorp Bank branch or over the phone.

Creating your PayID

You or an eligible authorised person on your Account (see below) can create a PayID for eligible Business Accounts by visiting a branch or calling us on 13 11 55, provided you satisfy the conditions set out in this PayID section. We will not create a PayID for you and register it in the PayID Service without your prior consent.

When you ask us to create a PayID we will tell you which PayIDs are available to you. We will determine available PayIDs based on the information we hold in connection with your Accounts. Certain types of mobile numbers and email addresses may not be in a format which is compatible with our PayID requirements and, therefore, cannot be created as a PayID.

Your PayID Name will usually be the same as your name on the Account linked to your PayID. You acknowledge that if you create a PayID your PayID Name will be displayed to payers who send NPP Payments to you using your PayID and to anyone who looks up your PayID via the PayID Service.

You must own or be authorised to use your chosen PayID. Before you can create a PayID you must satisfy us (acting reasonably) that this is the case. We may ask you to provide evidence to verify that you either own or are authorised to use your chosen PayID.

Each PayID can only be linked to one account at a time, but an account can have multiple PayIDs linked to it. For example, you may be able to create your mobile number and email address as PayIDs and link them to the same Account (in which case payments made to either PayID will be directed to the same Account), but you cannot use your mobile number or email address as the PayID for more than one account at a time.

If your Account is a joint account, you and each other joint account holder can each create a separate PayID for the Account.

Individuals with the following relationships to the Account will be able to create and link a PayID to that Account:

- Signing Officer
- Registered Business Owner
- Primary Owner
- Secondary Owner
- Trustee
- Power of Attorney

If your chosen PayID is already created in the PayID Service then we may refuse to create that PayID for you. If you believe that you own or are authorised to use that PayID then we will try to assist you to resolve this situation. We are not permitted by law to disclose to you the name or other personal information of a person who has already created a PayID using your chosen PayID.

If we agree to create a PayID for you we will ensure that your PayID and Account details are accurately recorded in the PayID Service.

Transferring your PayID to another account

Unless your PayID is Locked, you can transfer your PayID by visiting a Suncorp Bank branch or by calling us on 13 11 55.

Before you can transfer a PayID to another account you must satisfy us (acting reasonably) that you either own or are authorised to use your PayID. We may, acting reasonably, ask you to provide evidence to verify that this is the case.

Transferring your PayID to another eligible Suncorp Bank Account will usually be effective immediately, unless we notify you otherwise.

A transfer of your PayID to another financial institution is a two-step process initiated by you and completed by that financial institution. First, you must amend any PayTo Agreements linked to your PayID by replacing your PayID with another PayID or Account which is PayTo eligible, then ask us to put your PayID into a transfer state. If your PayID is transferred with an active PayTo Agreement linked to it, the PayTo Agreement will be cancelled.

We will process a request to transfer your PayID to an account with another financial institution within 24 hours. However, you will need to ask your other financial institution to link your PayID to your account with them and they may take longer to process your request. If you do not complete the transfer with the other financial institution within 14 days, the transfer will be deemed to be ineffective and your PayID will remain linked to your Account with us.

Until the transfer is completed, NPP Payments to your PayID will be directed to your Account with us linked to your PayID. Once your PayID has been transferred to an account at another financial institution, NPP Payments made to your PayID will be directed to that account.

Transferring your PayID from another financial institution to your Account

To transfer a PayID you have linked with an account at another financial institution to your Account with us, you will need to start the process with that financial institution. After your other financial institution has put your PayID into a transfer state, to complete the transfer of your PayID to an Account with us you will need to follow our PayID creation process and section above about 'Creating your PayID' as if you were creating a new PayID.

Ongoing use of your PayID

From time to time we may, acting reasonably, ask you to re-confirm your PayID is still current and that you still own it or are authorised to use it.

You acknowledge the following important information.

- If you use your PayID to make payments between your own Suncorp Bank Accounts, withdrawal limits may apply to those payments, as further described in our Mobile Banking Terms and Conditions for the Suncorp Bank App and our Internet Banking Terms and Conditions.

- Making a payment between your own Suncorp Bank Accounts using your PayID will use up the withdrawal limits available in relation to other types of payments, such as payments to an account at another bank.
- You should instead make payments between your own Suncorp Accounts via the Transfer between my own Accounts payment option in the Suncorp Bank App or Internet Banking, rather than by using a PayID, as withdrawal limits may not apply to payments made in this way.
- Withdrawal limits also apply to other types of payments to a PayID. Please refer to our Mobile Banking Terms and Conditions for the Suncorp Bank App and our Internet Banking Terms and Conditions.

You can use your PayID to establish a PayTo Agreement with a Merchant or Payment Initiator that offers PayTo payment services. You can also instruct us to amend a PayTo Agreement by replacing the linked PayID with a different Account or PayID which is PayTo eligible. Please refer to our Account Terms and Conditions for further details on the applicable requirements.

Closing a PayID

You can close your PayID by visiting a Suncorp Bank branch or by calling us on 13 11 55. We will complete a request to close your PayID within 24 hours.

Before you can close your PayID you must:

- satisfy us (acting reasonably) that you either own or are authorised to use your PayID and, if reasonably requested by us, provide evidence to verify that this is the case; and
- amend any PayTo Agreements linked to your PayID by replacing your PayID with another PayID or Account which is PayTo eligible. If your PayID is closed with an active PayTo Agreement linked to it, the PayTo Agreement will be cancelled.

You must promptly notify us to close your PayID if you no longer own or have authority to use your PayID, you change your name or any other information connected to your PayID changes.

We may close your PayID without your consent and with immediate effect:

- if you no longer own or have authority to use your PayID or we reasonably suspect this to be the case; or
- if your PayID ceases to have a connection with the Account linked to your PayID (for example if your PayID is a mobile number and you ask us to update your contact details on your Account with a different mobile number); or
- if you have changed your name or your name on the Account linked to your PayID changes; or
- if a person seeks to register a PayID in the PayID Service which is the same as your PayID, your PayID has been Inactive for 6 months or more and we are unable to contact you; or
- if your PayID has been Inactive for 7 years or more; or

- if your PayID has been Locked for what we consider (acting reasonably) to be an excessive period of time; or
- if the Account linked to your PayID is closed or we transfer our responsibility for, or our interest in, your linked Account at any time to any person in accordance with our Account Terms and Conditions; or
- if we reasonably suspect that you are misusing your PayID or using it to procure NPP Payments fraudulently or if we have any cause for suspicion or concern in relation to your Account or payments to your Account; or
- if we are required to do so by law, by the operator of the NPP or to protect our Legitimate Interests.

If your PayID is closed you are responsible for informing parties who make payments to you using your PayID. After your PayID is closed, that PayID may be registered by another person if they can demonstrate they have the right to use it, and payments using that PayID will then be made to the other person's account.

Locking and unlocking a PayID

We will monitor PayID use to manage PayID misuse and fraud. You acknowledge and consent to us Locking your PayID if we reasonably suspect misuse of your PayID or use of your PayID to procure NPP Payments fraudulently or if we have any cause for suspicion or concern in relation to your Account or payments to your Account.

While your PayID is Locked:

- you will not be able to receive NPP Payments to your PayID;
- you will not be able to request a transfer of your PayID to another account; or
- any PayTo Agreements you have linked to your PayID will be paused, meaning Merchants and Payment Initiators will not be able debit the Account linked to your PayID.

You can request to unlock your PayID by calling us on 13 11 55.

Privacy & electronic communication for PayID

By creating your PayID you consent:

- to us collecting your PayID Information, such as your PayID, PayID Name and Account details (including full legal account name);
- to us using your PayID Information for the purpose of the PayTo Service and to enable payers to make NPP Payments to you in the PayID Service and to us disclosing your PayID Information to our service providers and our agents for the same purposes;
- to your PayID Name being shown to anyone who looks up your PayID via the PayID Service, has a PayTo Agreement with you or makes an NPP Payment to your PayID (for example, if your mobile number is your PayID, then any person who enters your mobile number in the "pay someone" or "pay anyone" field of their online banking may see your PayID Name attached to that mobile number);

- to us, our service providers and our agents disclosing your PayID Information to the PayID Service operator, NPP Australia Limited, so it can use your PayID Information to create your PayID, store your PayID Information in the PayID Service register and otherwise operate the PayID Service and PayTo Service; and
- to NPP Australia Limited disclosing your PayID Information to other financial institutions and BPAY® Pty Ltd (the Osko® service provider) and their service providers so they may use your PayID Information to facilitate the operation of the PayID Service and PayTo Service (for example to construct NPP Payment messages, to enable payers to make NPP Payments to you, to disclose your PayID Name to payers for NPP Payment validation, to trace lost NPP Payments, to investigate fraud or where required by law).

To the extent that the creation and use of the PayID Information constitutes a collection, disclosure, storage and use of your personal information within the meaning of the Privacy Act 1988 (Cth) and associated regulations, you acknowledge and agree that you consent to that disclosure, storage and use.

Where you hold a joint Account, other Account holders may be able to see messages and notifications associated with NPP Payments and other messages addressed to your PayID.

The collection, use and disclosure of your personal information is also governed by the Suncorp Group Privacy Policy and Suncorp Bank Privacy Statement (refer to www.suncorp.com.au/privacy for these documents).

If you ask us to create a PayID using a mobile number or email address you will need your consent to us communicating electronically to your chosen PayID as this may be necessary for us to establish that you either own or are authorised to use it. You may withdraw this consent at any time by calling us on 13 11 55. However, if you do this we may need to Close your PayID, as we may no longer be able to establish that you either own or are authorised to use your chosen PayID which we must be able to do to satisfy our obligations under the NPP.

How to contact us with a complaint

Let us know

If you experience a problem, are not satisfied with our products or services or a decision we have made, let us know so that we can help.

Contact us:

By phone: 131155

Or visit a branch

Complaints can usually be resolved on the spot or within 5 business days.

Review by our Customer Relations Team

If we are not able to resolve your complaint or you would prefer not to contact the people who provided your initial service, our Customer Relations team can assist:

By phone: 1800 689 762

By email: customer.relations@suncorp.com.au

By Fax: 1300 767 337

In writing: Reply Paid 1453

Suncorp Bank Customer Relations (4RE058)

GPO Box 1453 BRISBANE QLD 4001

Customer Relations will contact you if they require additional information or when they have reached a decision.

When responding to your complaint you will be informed of the progress of and the timeframe for responding to your complaint.

Seek review by an external service

We expect our procedures will deal fairly and promptly with your complaint. However, if you remain dissatisfied, you may be able to access the services of the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers. Any determination AFCA makes is binding on us, provided you also accept the determination. You do not have to accept their determination and you have the option of seeking remedies elsewhere.

AFCA has authority to hear certain complaints. Time limits may also apply, you are generally required to lodge a complaint with AFCA within two years of our final response to your complaint. Contact AFCA to confirm if they can assist you.

You can contact AFCA:

Online: www.afca.org.au

By email: info@afca.org.au

By phone: 1800 931 678

In writing: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

Risks & Safeguards

There are a number of risks with using some payment facilities. The following information identifies some of these risks and makes suggestions on how you can avoid them happening to you. You should monitor your accounts and contact Suncorp immediately if there are discrepancies.

Risks:

- an unauthorised transaction occurs on your account;
- the same transaction is processed more than once;
- you make an error in setting up a BPAY®, PayTo Agreement, transfer, Osko payment, direct debit, or direct credit;
- a cheque, transfer, direct debit or PayTo payment fails or overdraws your account because of insufficient funds;
- your cards, Security Token or secret codes are lost or stolen. Your secret codes include your PIN, telephone access code (TAC), Internet Banking password, Security Token Code, Mobile Banking password, Customer ID and Mobile Device Passcode.

Safeguards:

- don't disclose your secret codes to anyone (orally or in writing). No one from the bank, the police, or a merchant should ask for your secret codes;
- when selecting secret codes don't use obvious codes such as:
 - your date of birth;
 - consecutive numbers;
 - a series of the same number;
 - a driver's licence number;
 - an alphabetical code that is a recognisable part of your name.
- memorise your secret codes. Refer to the guidelines for recording secret codes in the Account Terms and Conditions for Suncorp Accounts, if you need to record your secret codes;
- cover the numeric PIN pad at the ATM or EFTPOS terminal with your other hand to ensure your PIN is not seen by anyone else;
- keep your cards and secret access codes safe. Notify Suncorp promptly if you lose your card or you suspect someone knows your secret codes;
- if you use Telephone Banking, Mobile Banking or Internet Banking take care when entering or confirming details on biller codes, payment amounts, account details and PayTo Agreements and check and confirm accuracy before finalising the transaction;
- when making a payment, record your receipt number on the bill and check against your next account statement;
- regularly check your account balance to prevent overdrawing, contact us to prevent overdrawing on your account where possible and reasonably practical;
- don't let anyone swipe your card more than once without giving you a "transaction cancelled" receipt for all swipes except one;
- never access Suncorp's Mobile Banking or Internet Banking site via an email link. Suncorp will never ask you to enter login details via emails;
- maintain up to date virus protection and firewall software on your computer;

- avoid using Telephone Banking at places which record dialled numbers such as hotels. Instead, use a Suncorp customer service operator to get access;
- do not pre-program your telephone with account access details i.e. TAC and account number and if you use your mobile for Telephone Banking, regularly delete recently dialled numbers.

How do Business Payments work?

Business Payment Credit

Business Payment Credit enables you to transfer funds from your business account to multiple accounts and is useful for regular transfers such as payrolls. You can transfer funds to other accounts held by you, to third party Suncorp accounts or to accounts with other financial institutions in Australia. Business Payments are not made as Osko payments through the New Payments Platform.

Setting up Business Payments

Business Payments must be initiated from a Suncorp business account. To make a Business Payment you need to follow the Internet Banking prompts and complete all details requested. Detailed instructions on making Business Payments are included in the Help function in Internet Banking. You should read these instructions before undertaking your first Business Payment.

To use the Business Payment Credit function within Internet Banking you need:

- an eligible business account;
- to be registered for Internet Banking;
- a Security Token to enable transfer of funds to accounts with other institutions;
- an APCA ID that has been issued by Suncorp (Australian Payments Clearing Association Identification which entitles you to be a registered user of the Bulk Electronic Clearing System).

Just ask us to help with these requirements.

Authorised persons

Account owners can appoint another individual to access an account to undertake various transactions including Business Payments. To do this, the account owner and the individual must complete a form which specifies what the individual can do and which accounts they can access. Please refer to the Account Terms and Conditions for further details or contact us on 13 11 55 for a form.

For the purposes of the Consumer Data Right (Open Banking) where the Account is owned by an individual or individuals, any Person who you appoint as a third party who is permitted to transact on your account and who you have given permission for your Account data to be shared via Open Banking (secondary user as defined in the Consumer Data Right Rules) can authorise the secure sharing of selected Suncorp Bank data with accredited organisations.

You can remove this permission, or view and withdraw the account for data sharing from the authorisation at any time in the Suncorp Bank App.

For the purposes of the Consumer Data Right (Open Banking) if the Account holder is a non-individual entity or partnership and appoints an individual or individuals with authority to operate the account (nominated representative as defined in the Consumer Data Right Rules), the eligible nominated representative(s) can authorise the secure sharing of selected Suncorp Bank data with accredited organisations. Account owners/authorised person(s) can remove the authority of the eligible nominated representative by contacting us. Only eligible nominated representative(s) can see and manage any data sharing arrangements.

Processing of Business Payments

It is important to check the details of each transaction in a Business Payment to ensure that the account numbers, BSB and amounts are correct. Once we have commenced processing a transaction that has been authorised, we will not be able to stop, withdraw, suspend or delete the transfer, change any details or recover the funds. We are not responsible for any loss suffered if the account numbers, BSB or amounts of transactions are incorrect or invalid or if you authorise transactions more than once in error, except to the extent that the loss is caused by our fraud, negligence or wilful misconduct (including that of our officers, employees, contractors or agents).

Transactions processed to accounts held with other financial institutions as a result of a Business Payment Credit file are External Transfers for the purposes of the Account Terms and Conditions. Refer to those Terms and Conditions for further details.

If your instruction to process a Business Payment Credit file is made before 4:00p.m. AEST on a business day, it will in most cases be treated as having been made on that same day or on the date in the future that you specify. Where your instruction is received after 4:00p.m. AEST, in most cases the payment will be treated as having been made on the next business day or on the date in the future that you specify. A payment may take longer to be credited to an account at another financial institution if the other financial institution does not process a payment as soon as they receive it.

You need to allow sufficient time for processing of Business Payment Credit.

Settlement

If you do not have sufficient cleared funds in your nominated account to pay for the Business Payment Credit Transactions on the day the payments are processed, the Business Payment Credit file may fail. In this event, we will credit the nominated trace account (or if one is not nominated, your originating account) with the value of any credit transaction that is returned dishonoured or rejected and debit the nominated account with any fees incurred as a result of the return, dishonour or rejection.

Your nominated business account statement will provide details of any returned, rejected or dishonoured transactions.

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Additional Fees and Charges

Handy tips to save on fees

Most Suncorp deposit accounts provide an unlimited number of fee free Suncorp transactions. Depending on the way you transact on your account, you may incur other fees. Avoiding bank fees could be easier than you think. The following information provides you with a few simple tips that can help you save on fees and help you get the most from your everyday banking with Suncorp.

Fee	Ways to save on fees
ATM Operator Fee	<p>Suncorp Bank and atmx network ATMs Use Suncorp Bank and atmx network ATMs to make withdrawals and enquiries. Our extensive ATM network, which includes access to atmx network ATMs, is free to use for many Suncorp Bank transaction products.</p> <p>Cash out at point of sale Many retailers provide 'Cash out' facilities at the point of sale which can save you time and money if you are not near a Suncorp Bank or atmx network ATM. Withdraw extra cash when you press the "savings", "cheque" or "credit" button on the EFTPOS terminal when making a purchase. If you have a Chip Enabled Visa Debit Card and you press "credit", you can get 'Cash out' either when making a purchase, or without making a purchase if the merchant allows it. It's important to remember that the card must be inserted into the terminal, not swiped or through payWave, and a PIN must be used.</p>

Commissions Paid

We may pay commission to other persons that we approve on accepted applications for the provision of the product/s specified in this Product Information Document lodged by those persons.

Special Requests, Replacements and Other Event Fees

You can minimise a number of these fees by following our tips in the “Handy tips to save on fees” page at the start of this section.

If you would like to know more about these fees, please refer to “Important Terms Explained”, “Handy tips to save on fees” or call us on 13 11 55.

Unless otherwise stated, fees are charged per item at the time the service is provided or the transaction or event occurs.

Special Requests, Replacements and Other Event Fees	
Card replacement	Nil
Visa debit cards emergency overseas card replacement	\$50.00
Visa debit card cash advance at non-Suncorp Institutions	\$5.00 per \$1000 advanced or part thereof
Stop payment requests – cheques and bank cheques (only available for cheques issued prior to 1 March 2024)	\$15.00
Stop payment requests – Direct Debit	Nil
Copy of personal or bank cheque	\$12.00
Real Time Gross Settlements (RTGS) – outward	\$35.00
Sweep Fees – funds management, insufficient funds, sweep failure	Nil
Physical Security Token	\$20.00
Business & Company Name Search	Nil
Trace/recall of funds request – cheque, electronic payment	\$30.00
Record Search/Copy Fee (cheques, records, voucher retrieval)	\$70.00 per hour
Request for Audit Certificate	\$30.00
Interest Certificate (previous financial year)	\$10.00 per certificate issued
Coin Handling (Non Suncorp Customer)	5% of total coin value

Foreign Currency Fees

Unless otherwise stated fees are charged per item at the time the service is provided or the transaction or event occurs. Please refer to our Account Terms and Conditions for further information about our foreign currency transactions, including exchange rates and other fees and charges that may apply.

Foreign Currency Fees	
<p>Foreign Currency Conversion Fee (Suncorp Bank Visa Debit Transactions) (the exchange rate between the transaction currency and Australian dollar, is a wholesale market rate selected by Visa from within a range of wholesale market rates in effect one day prior to the processing date plus the percentage that we charge for the Foreign Currency Conversion Fee).</p>	3.0% of the converted Australian dollar transaction amount of any foreign currency transaction made or charged to your account
<p>Foreign Currency Bank Draft – trace request or stop payment Applies when you request us to:</p> <ul style="list-style-type: none"> – provide destination details of a payment you have made by bank draft, or – place a stop payment on a bank draft we have issued to you. 	\$20.00
Telegraphic Transfers sent – staff assisted	\$30.00
Online Telegraphic Transfer sent via Global Payments	Nil
Telegraphic Transfers (staff assisted and via Global Payments) – recall, amended, trace request	\$30.00 plus other bank's costs
<p>Correspondent Bank Fees and Charges</p> <ul style="list-style-type: none"> – We will instruct the Correspondent Bank (excluding payments made to the South Pacific region) to deduct their fees from the payment you make – For payments made to the South Pacific region, we will instruct the Correspondent Bank to charge us for the fee (which we will not charge to you). 	Varies dependent on Correspondent Bank and number of Correspondent Banks involved in the payment.

Government charges

In the future various governments may impose taxes, fees, charges and duties on accounts and transactions to accounts. If this occurs, your account statement will show government taxes, fees, duties and charges as a separate item.

Fees and Charges on Other Suncorp Business Accounts

The following are no longer available for new accounts:

- Business Everyday Account
- Business Standard Account
- Business Cheque Account
- Business Management Account
- Business Investment Account
- Business Investment Account with Options
- Business Finance Pak
- Cashflow Accelerator™
- General Trust Account
- iBus Maximiser Account
- Money Manager – My Business package
- Money Manager – My Business and Home package
- NSW Agent's Statutory Trust Account

For details of the fees applicable to these accounts please visit a Suncorp branch, phone 13 11 55 or visit our website suncorp.com.au/banking for a copy of the "Schedule of Fees & Charges for other Suncorp Business Accounts".

Financial Claims Scheme

The Financial Claims Scheme (FCS) under the Banking Act 1959 applies to the deposit accounts you have with us. You may be entitled to a payment under the Financial Claims Scheme in some circumstances. Payments under the Financial Claims Scheme are subject to a limit for each customer. Information about the Financial Claim Scheme can be obtained from the FCS website at <http://www.fcs.gov.au>

Important Terms Explained

Some terms used in this Product Features document are defined and explained below and in the Account Terms and Conditions. Please refer to the Account Terms and Conditions for the relevant definition if the term is not defined below.

Where a term used in this document is defined in this document and the Account Terms and Conditions, the definition below will apply in relation to the use of the term in this document.

In this document, unless the context indicates otherwise, the following terms have the following meanings irrespective on whether or not the first letters of those words are in upper or lower case.

In this document singular includes the plural and vice versa.

Term	Meaning
30-Day Bank accepted bill rate	a market driven rate representing the cost of funds in 30 days. This rate is issued by the Reserve Bank and fluctuates up and down accordingly.
90-Day Bank accepted bill rate	a market driven rate representing the cost of funds in 90 days. This rate is issued by the Reserve Bank and fluctuates up and down accordingly.
Account	any savings account, term deposit or card account as specified in the Account Terms and Conditions.
Account Terms and Conditions	Terms and Conditions for Suncorp Accounts and Continuing Credit Accounts
Annual interest rate	The prevailing variable rate of interest applicable to credit balances held in the relevant account expressed as an annual percentage, as advertised and varied or otherwise amended from time to time. Interest rate has a corresponding meaning.
APCA	APCA means the Australian Payment Clearing Association which is responsible for payments clearing and settlement systems in Australia. Payments clearing is the exchange of payment instructions for value between providers of payment services such as banks and building societies.
At Call	deposits and withdrawals can be made at any time to the bank account.
ATM Direct Charging	a form of charging for Non-Suncorp Bank and Non-atmx network ATM / Foreign ATM transactions where an ATM owner / operator and perhaps the card issuer charge the cardholder directly for using a foreign ATM.
ATM Operator Fee	the fee charged for using a Non-Suncorp Bank and Non-atmx network ATM / Foreign ATM for Withdrawals and Balance Enquiries. This fee is displayed on the ATM screen before you proceed with a transaction and you are prompted to either accept the fee and proceed or cancel the transaction. The ATM Operator Fee may vary depending on the ATM used and is charged to your account immediately
atmx network ATM enquiry	When you use an atmx network branded ATM to receive balance information on your account. This requires you to input your PIN and to nominate the account you wish to receive an account balance on.

Term	Meaning
atmx network ATM withdrawal	When you withdraw money from an atmx network branded ATM using your card. This requires you to input your PIN and to nominate the account from which you wish to withdraw the funds.
atmx network ATM transfers	when you use an atmx network branded ATM to transfer funds between your accounts linked to your Suncorp Bank Visa Debit Card or Suncorp Bank EFTPOS card. This requires you to input your PIN and to nominate the Suncorp Bank account to transfer the funds into.
atmx network ATM PIN change	When you use an atmx network branded ATM to change your PIN on your card. This requires you to input your PIN correctly prior to being able to change to your new nominated PIN.
Bank@Post	Bank@Post allows you to make deposits, withdraw cash and make EFTPOS purchases from your transaction account at Australia Post outlets.
BECS	the Bulk Electronic Clearing System. This system has the role of managing the conduct of the exchange and settlement of bulk electronic low value transactions. It provides a framework to cover large volumes of individual payments which are batched for delivery between financial institutions.
BPAY®	BPAY® allows you to pay bills (to billers who have a BPAY® Biller number) over the telephone or via the Internet by transferring money (making payments) directly from your Suncorp Bank account. BPAY® is administered by BPAY® Pty Ltd ABN 69 079 137 518.
Business Payments	ability to create a payment credit file through Internet Banking, debiting funds from a Suncorp business account and crediting multiple accounts as set up by you. An example is regular transfers such as a payroll.
Cheque	a written order to us on our cheque form to pay a certain amount of money from your account. Cheque withdrawals are not available from 1 March 2024.
Cheque transaction	a transaction where a cheque is drawn on or deposited to your account.
Chip Enabled Visa Debit Card	a Visa Debit Card that has an embedded security microchip.
Click to Pay with Visa	a digital payment service offered by Visa to enhance online purchasing by storing Card details in a secure digital environment.
Closed in relation to a PayID	means a PayID which is removed from the PayID Service, and is unable to be used to receive NPP Payments into your Account or to link to a PayTo Agreement.
Contactless Terminal	a Terminal which can be used to make a Contactless Transaction.
Contactless Transaction	a transaction made by holding your Card or mobile device such as a smart phone (which is capable of making a Contactless Transaction) in front of a Contactless Terminal.
Copy of personal or bank cheque	as the owner of a Suncorp cheque, you can ask us to provide you with a copy of it.

Term	Meaning
Deposit Only Card	a card which is linked to an eligible transaction account that can be used at any Suncorp Bank deposit ATM or Bank@Post outlet. The Deposit Only Card has the words "Deposit Only" clearly labelled on the front of the card. The card can be used for cheque and cash deposits but not withdrawals, purchases or account enquiries.
Direct Credit	an electronic payment made to nominated bank account using a BSB and account number which is processed through the Bulk Electronic Clearing System (BECS). This will include most payments from one financial institution to another.
Direct Debit	an electronic payment taken by a Direct Debit User from a nominated bank account using a BSB and account number which is processed through the Bulk Electronic Clearing System (BECS). An example of a direct debit user is a health insurance provider deducting monthly payments from your Suncorp account.
Direct Debit User	a Person or corporation you authorise to process a Direct Debit to your Suncorp Bank Account.
EFTPOS Electronic Funds Transfer at Point of Sale	a fund transfer authorised by you or initiated by you giving instruction through electronic equipment to debit or credit your account. An example of an EFTPOS transaction is a purchase of goods from a retailer using your card. An EFTPOS transaction may require you to input your PIN and to nominate the account from which you wish the funds to be transferred to make the purchase. Alternatively, an EFTPOS transaction may be completed by holding your Card or mobile device such as a smart phone in front of a Contactless Terminal.
eftpos Card	a card which is linked to an eligible Transaction Account that can be used at locations bearing the eftpos logo. An eftpos Card could be available when you don't meet the criteria for a Visa Debit Card and/or prefer not to have a Visa Debit Card.
Electronic transactions	includes withdrawals and transfers completed using automated Telephone Banking, Mobile Banking, Internet Banking, Suncorp Bank ATMs, Direct Debits, Direct Credits (excludes Business Payments), Osko, BPAY®, PayTo and EFTPOS.
Eligible Small Business loan	a Suncorp small business loan that we specify can be linked to an eligible business account with a 100% business offset facility.
End-of-day	midnight Brisbane time at the end of the relevant day.
eStatement	online version of paper statements which are viewed through Internet Banking or Mobile Banking.
External transfers	electronic funds transactions (Internet Banking, Mobile Banking and staff assisted) that you initiate from a Suncorp Bank account to an account at another financial institution, including, if applicable, through BECS or as an Osko payment.

Term	Meaning
flexiRate	flexiRates allow you to fix the interest rate applying to a portion of your balance for a set period of time.
Global Payments	is the system that processes Online Telegraphic Transfers via Internet Banking.
Inactive, in relation to a specified period of time	means during that specified period of time your PayID has not received a NPP Payment and we have not received a request from you to transfer your PayID to another account.
Internet Banking	means the service provided for our customers to manage their banking online. Transactions made using Internet Banking are Electronic Transactions and may also be ePayments Transactions. Internet Banking can be accessed at www.suncorp.com.au/banking .
Interest rate brochure	the document we publish setting out the interest rates applicable to Suncorp accounts.
Legitimate Interests	means: <ul style="list-style-type: none"> (a) our legitimate funding (including securitisation), business risk management, prudential or security requirements; and (b) any other requirements that are reasonably necessary to protect us against a material risk to us of: <ul style="list-style-type: none"> i. a monetary default by you; or ii. our financial detriment.
Locked in relation to a PayID	means a PayID which we have temporarily disabled in the PayID Service and is temporarily unable to be used to receive NPP Payments into an Account.
Mobile Banking	means the internet services designed for our customers to access certain Internet Banking services from a mobile device through either our mobile website or the Suncorp Bank App, or such other platform we may provide from time to time.
Mobile Device Passcode	anything required to unlock a mobile device including a password, passcode, pattern or biometric identifier (where applicable).
Negotiated interest rate	the annual interest rate plus any applicable variable rate margin, as amended from time to time.
New Payments Platform or NPP	means the New Payments Platform operated by NPP Australia Limited.
Non-Suncorp ATM cash only deposit*	when you make a cash only deposit at a Non-Suncorp ATM* designated by us from time to time using your Suncorp Bank Visa Debit Card or Suncorp Bank EFTPOS card. This requires you to input your PIN and to nominate the Suncorp Bank account to deposit the funds into.
Online Telegraphic Transfer	is a Telegraphic Transfer sent via Global Payments.

* The deposit is taken by Armaguard on behalf of Suncorp-Metway Ltd ABN 66 010 831 722 at all atmX ATMs.

Term	Meaning
Osko	the Osko payment service provided by BPAY Pty Ltd using the New Payments Platform, which facilitates clearing and settlement of payments between NPP participants on a 24/7 near real-time basis.
PayID	means a unique identifier of an account holder which is linked to an account with a financial institution for the purpose of receiving payments made through the NPP or Osko. For the purpose of making a payment to a PayID the supported PayID identifiers include an account holder's phone number, email address, Organisation ID, Australian Company Number and Australian Business Number. For the purpose of creating a PayID the supported PayID identifiers for eligible Business Accounts are a mobile number, an email address, an Australian Company Number, an Australian Business Number or such other type of identifier permitted by the NPP and which we agree to let you use as a PayID.
PayID Information	means information connected to your PayID, such as your PayID, PayID Name and Account details (including full legal account name).
PayID Service	means the addressing service that enables a person to make NPP Payments to you using your chosen PayID instead of a BSB and Account number, if that person is permitted to do so by their financial institution.
PayTo or PayTo Service	the service which enables us to process NPP Payments from your Account in accordance with and on the terms set out in a PayTo Agreement you have established with a Merchant or Payment Initiator that subscribes to the service.
Physical Security Token	means a small electronic device which generates a Security Token Code.
Record search/copy request – cheques, records, voucher retrieval	you can ask us to provide a copy of a document you have previously given us. For example, a deposit slip, withdrawal slip, transfer slip, account authority form, etc.
Recurring Payment	an electronic transaction where you have provided your linked Visa Debit Card details (including your card number, expiry date and security code) to allow a merchant or service provider to charge your card regularly to pay for the services they provide you, such as online media streaming services charging a subscription service fee monthly.
RTGS	Real Time Gross Settlements. RTGS means the settlement system established and operated by the Reserve Bank of Australia for Real Time Gross Settlement.
Security Token	means a small electronic device or a mobile application issued by Suncorp Bank or its related entity which generates a Security Token Code, and includes any temporary security token.
Security Token Code	means the random code generated by a Security Token, which changes approximately every 60 seconds and includes any temporary Security Token Code that is issued by us.

Term	Meaning
South Pacific Region	means the following countries: New Zealand, Papua New Guinea, Fiji, Solomon Islands, Vanuatu, Samoa, Tonga, Cook Islands, Tuvalu, Niue, Micronesia, Kiribati, Marshall Islands, Palau, Nauru, New Caledonia and French Polynesia.
Staff assisted transaction	includes any withdrawal, transfer (including Osko payments through the NPP), BPAY® or deposit performed with the assistance of a Suncorp staff member.
Standard interest accounts	the annual interest rates that we publish that apply to deposit.
Suncorp Bank App	the mobile application designed to provide customers with access to products and services offered by Suncorp Group Limited ABN 66 145 290 124 subsidiaries (including Suncorp Bank), related companies, and other third party providers, available for download under the name "Suncorp Bank App". The Suncorp Bank App allows customers to engage in Electronic Transactions.
Suncorp Bank	Suncorp-Metway Ltd ABN 66 010 831 722.
Suncorp ATM withdrawal	when you withdraw money from a Suncorp branded ATM using your transaction card. This requires you to input your PIN and to nominate the account you wish to withdraw the funds from.
Suncorp Bank customer	a person who holds an account with Suncorp Bank.
Sweeps – funds management insufficient funds	a 'sweep' is an automatic transfer of available funds between your accounts to either prevent the account overdrawing or to maintain a balance specified by you in your account.
Telegraphic Transfer	means a funds transfer sent electronically to an overseas bank account held with an external financial institution.
Trace/recall of funds request	Destination details of a payment you have made by cheque, electronic transfer or BPAY® from your account or attempt to recall a payment you have made by electronic transfer or BPAY®.
Transaction card	an eftpos Card or Visa Debit Card which is linked to an eligible Transaction Account.
Variable interest rate margin	the negotiated variable rate of interest applicable to credit balances held in the relevant account which applies in addition to the annual interest rate expressed as an annual percentage as amended from time to time.
Visa Debit Card	a card bearing the Visa logo, which is linked to an eligible Transaction Account. The card can be used at any location bearing the Visa or eftpos logo. A Visa Debit Card is automatically issued when meeting the criteria for a Visa Debit Card.
Visa Debit cash advance	a cash withdrawal using a Visa Debit Card and selecting "credit" at an ATM which displays the Visa symbol. The customer will incur a cash advance fee for performing this transaction. Please refer to the "Special Requests, Replacements and Other Event Fees" section of this Product Information Document.

Term	Meaning
Visa payWave	functionality as part of a Visa Debit Card that allows transactions to be made at participating merchants by holding your Card or mobile device such as a smart phone in front of a Contactless Terminal. You do not have to enter a PIN to complete the transaction if the purchase is for less than \$100 using your Card. Purchases made using your mobile device may require input of your Mobile Device Passcode.
We, our, us	Suncorp Bank.
You, your	the person acquiring the product and/or making non-cash payments.

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How to contact us



Call
13 11 55



Online
[suncorp.com.au](https://www.suncorp.com.au)



Local
Branch