



A package for

Member package application.

Email: Loan.Admin@mebank.com.au or Fax: (03) 9708 4635
Mail: ME, Loan Administration, Reply Paid 1345, Melbourne, VIC 8060
Any questions? Call ME on **13 15 63** or visit mebank.com.au

Applying for a member package.

- Only one person may apply for a Member Package using this form.
- The Member Package Application, the Direct Debit Request, Terms and Conditions and the Direct Debit Request Service Agreement comprise the Member Package Agreement.

The Member Package benefits include:

- a special variable interest rate on our eligible home loans;
- waiver of home loan valuation fees, top-up fees and interest rate variation fees on all eligible home loans you have.

Timing of payment of the annual package fee.

Once we approve your Member Package application, we'll transfer the annual package fee by direct debit from your nominated account, unless we agree otherwise. Your Member Package benefits will start once we receive your payment. Please complete and return the Direct Debit Request form below with your application.

Your details.

Given name(s)	Family name
<input type="text"/>	<input type="text"/>
Date of birth	Contact number
<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Residential address (not a PO Box)	State Postcode
<input type="text"/>	<input type="text"/>

Member package – direct debit request.

By completing this Direct Debit Request and signing the declaration below, you request ME Bank (User I.D. 185871) through the Bulk Electronic Clearing System, to arrange for funds to be debited from your nominated account at the financial institution shown below to pay the annual Member Package fee.

Nominated account to be debited. (funds are withdrawn from this account)

Name of financial institution	
<input type="text"/>	
Full name(s) of account holder(s)	
<input type="text"/>	
BSB number	Account number
<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

- These details should be as they appear on your nominated account statement.
- Your nominated account must be held in a personal capacity in your name.
- If your nominated account is a joint account please ensure the account authority is for either party to operate.

Payment instruction.

I agree to pay ME the amount of the annual package fee for the Member Package in accordance with the terms of the Member Package Agreement between me and ME for each 12-month period I have the Member Package.

Declaration.

By signing this declaration, you acknowledge that:

- you are applying for the Member Package and agree to pay the annual package fee for the package of \$395;
- you have read and understood all of the information contained in the Member Package Agreement on this form;
- you are bound by the terms of the Member Package Agreement;
- you confirm that all of the information that you have provided to ME in relation to the Member Package Agreement is true and correct and not misleading in any way;
- you agree and consent to your personal information being collected, used and disclosed in the manner and for the purposes set out in the Member Package Agreement;
- the direct debit arrangement is governed by the terms of the Direct Debit Service Agreement on this form;
- whether or not we accept your application for a Member Package is solely at our discretion.

Print name of Nominated Account Holder	Signature of Nominated Account Holder	Date
<input type="text"/>	<input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

Member package agreement – terms and conditions.

1. Benefits of the member package.

For as long as you have the Member Package with ME Bank (**ME, us, we and our**):

- You will be entitled to a special variable interest rate that applies for each of the following eligible home loans that you have with us:
a. Flexible Home Loan; b. Standard Home Loan; c. Interest Only Investment Loan; d. Ultimate Offset Account.
The special variable rates that apply to your eligible home loans at any time are available on request by calling **13 15 63**.
If you have the Member Package and you are a joint borrower under an eligible home loan, the special variable interest rate will apply in relation to that home loan (even if the other joint borrower(s) do not have the Member Package).
- We may offer special fixed interest rates from time to time on any of the following loans that you have with us in your name or jointly with another person:
a. Flexible Home Loan; b. Standard Home Loan; c. Interest Only Investment Loan; d. Ultimate Offset Account.
Any special fixed interest rates that we offer will be outlined on our website at **mebank.com.au**
- We will waive the annual fee on a ME Mastercard® credit card you have with us (if any). For the refund to apply, the card must be held in your name. If at any time you have more than one ME Mastercard and you have the Member Package, the annual fee will be waived in relation to only one of your ME Mastercards. We no longer offer the ME Mastercard to new applicants.
- You will not be required to pay any Valuation fee, Top-up fee or Interest Rate Variation fee that would be payable on any ME home loan (excluding Basic Home Loan).
- You will receive your benefits from the date when we receive payment of the annual package fee for your Member Package.
The benefits will operate for the life of the Member Package.

The relevant provisions of the Banking Code of Practice apply to the Member Package. A copy of that Code is available on our website, or you can call us and we will send you a hard copy for free.

2. Annual package fee.

For as long as you have the Member Package, you must pay us a non-refundable annual package fee, which is currently \$395.

You must pay us the first annual package fee:

- on approval of this application; or
- if applicable, on the date of settlement of your new eligible home loan. If you are applying for more than one eligible home loan, you must pay the first annual package fee on the first settlement date to occur of the home loans that you apply for. At our discretion, we may agree to let you pay the annual package fee at another time.

When you pay the annual package fee, your Member Package will be valid for 12 months.

Your Member Package will be automatically renewed each year for a further 12 month period on the terms of this Member Package Agreement. When your Member Package is renewed the first time, you must pay us the annual package fee by the first anniversary of the first payment date.

We will send you a notice before the end of each 12 month period reminding you that your Member Package is up for renewal and reminding you of the due date for payment.

If you want to renew your Member Package, you do not need to do anything. We will debit the annual package fee from your nominated deposit account on the due date.

If you do not want to renew your Member Package, you should contact us before the due date for payment to let us know.

The current annual package fee at any given time is available on our website at **mebank.com.au**

The annual package fee is payable by direct debit from your nominated deposit account.

3. Changes to the member package.

The terms of the Member Package Agreement are fixed during each 12 month period of the Member Package. However, we may change any of the terms of the Member Package Agreement that would apply to any subsequent 12 month period of the Member Package for any reason by providing you with notice of the change. For example, we may:

- change the amount of the annual package fee (the fee current at any time is available on request);
- change or remove the benefits that are available under the Member Package including introducing new benefits on other ME products;
- introduce new terms; and
- change any other term of the Member Package Agreement.

We will give you at least 30 days prior notice of any change we believe is unfavourable to you. Otherwise we'll give you notice of the change as soon as reasonably possible. We will give you notice by writing to you or by advertisement in the national media in your state or territory.

4. Cancelling the member package.

We can cancel the Member Package at any time by giving you 3 months written notice. This cancellation would take effect from the end of the current 12 month period in respect of which you have already paid the annual fee. You will no longer receive any of the benefits of the Member Package from this time.

We may also cancel the Member Package immediately if:

- you breach any term of the Member Package Agreement; or
- you are in default under any ME home loan, ME credit card or any other loan you have with us.

If the Member Package is cancelled by us immediately or is not renewed by you at the end of the current 12 month period, you will no longer receive any of the benefits of the Member Package from the date of cancellation or the date of non-renewal (as the case may be).

Member package agreement - terms and conditions (continued).

5. Privacy.

By completing the Member Package application form, you are providing personal information to us for the primary purpose of us assessing your application for a Member Package, and then establishing and administering your Member Package. Your personal information may be used and disclosed to third party service providers for these purposes and without this information, we may not be able to consider or approve your application.

You may request access to your personal information held by us and ask for it to be corrected if it is inaccurate. To do this you should phone **13 15 63** during normal business hours or write to the ME Privacy Officer, GPO Box 1345, Melbourne VIC 3001.

Member package direct debit request service agreement.

1.0 Definitions.

In this agreement, unless the context requires otherwise:

Agreement or this agreement means this Direct Debit Request Service Agreement between you and us including any amendment to this agreement.

Business day means a weekday except a national public holiday or a public holiday in Victoria.

DDR means a Direct Debit Request completed and signed in accordance with the Member Package Agreement.

Drawing means the amount debited from your nominated account pursuant to a DDR and this agreement.

Drawing arrangement means your specific instructions set out in, or given to us in accordance with, a DDR as they relate to a drawing and your nominated account.

Member Package Agreement means the Member Package Agreement you make with us, as may be varied from time to time.

Nominated account means the account that is nominated by you in the DDR from which amounts are to be debited.

Us and **we** and **our** means ME Bank – a division of Bank of Queensland Limited ABN 32 009 656 740;

You and **your** means the person or persons who signed the DDR.

Your financial institution means the financial institution at which the nominated account is held.

2.0 Debiting your nominated account.

By signing a DDR you authorise us to arrange for funds to be debited from your nominated account as follows:

- any amounts that we are instructed to draw in accordance with the Member Package Agreement; and/or
- in accordance with your specific instructions set out in the DDR (if any).

The first drawing under this agreement will occur on the date we process your application for a Member Package Agreement (or another date as agreed between you and us).

If a drawing is due to be made on a day that is not a business day, we may direct your financial institution to debit your nominated account on the following business day. If you are uncertain as to when the drawing will be processed, contact your financial institution.

If a drawing arrangement is returned unpaid by your financial institution you:

- must arrange for the drawing arrangement to be made by another method or arrange for sufficient clear funds to be in your nominated account by a time reasonably notified by us or an agreed time so that we can process the drawing;
- may be charged a fee and/or interest by your financial institution; and
- may also be charged a fee imposed or incurred by us.

We reserve the right to cancel your drawing arrangements if three or more drawings are returned unpaid.

We will not disclose any details of your DDR unless:

- the disclosure to a financial institution is necessary to enable us to act in accordance with your drawing arrangements or to investigate a disputed transaction;
- we are required or permitted to make the disclosure by law or you consent to the disclosure; or
- our financial institution requires the disclosure in connection with a claim on it relating to a claimed incorrect or wrongful debit.

3.0 Changes to this agreement.

We may change any details of this agreement or of a DDR by giving you written notice or by advertisement in the national media in your state or territory. If we believe the change is unfavourable to you we will give you at least 30 days notice; otherwise we will give you notice as soon as reasonably possible.

4.0 Your rights.

You may ask us to alter or defer your drawing arrangements, stop an individual drawing or cancel this agreement by giving us at least one business day's written notice by mailing it to: ME, Account Services, GPO Box 1345, Melbourne VIC 3001, or by faxing it to 03 9708 4799. Alternatively, you can call us on **13 15 63**. We will deal with your request promptly.

You can also ask your financial institution to stop an individual drawing, cancel this agreement or change your drawing arrangement by advising us of your new nominated account details. If you consider that a drawing has been initiated incorrectly, you should call us and confirm this by notice in writing to us as soon as possible. You may also direct any claims to your financial institution.

If we conclude that as a result of our investigations that your nominated account:

- has been incorrectly debited, we will arrange for your financial institution to adjust your nominated account (including interest and charges) accordingly;
- has not been incorrectly debited, we will provide you with reasons and any evidence for this finding.

5.0 Your obligations.

It is your responsibility to:

- ensure that your nominated account can accept direct debits (direct debiting may not be available on all accounts). If you are uncertain, please check with your financial institution before you complete the DDR;
- have sufficient clear funds in your nominated account to enable drawings to be made;
- ensure that the details you give us of your nominated account are correct by checking them against a recent statement. If you are uncertain, please check with your financial institution before completing the DDR;
- ensure that the authority given to us to draw on your nominated account is consistent with the account authority or signing instructions held by your financial institution for that account;
- tell us if the details of your nominated account change in any way; and
- check your statement to verify that the amounts debited from your nominated account are correct.