

**“I loved  
reading  
the terms &  
conditions!”**

–said no one, ever.



**InterestME  
Savings Account.**

Terms & conditions.

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# Part A – General terms and conditions.

## 1 Purpose of this booklet.

- 1.1 This booklet contains the terms and conditions and general information applicable to the ME InterestME Savings Account. We recommend that you read this booklet carefully before operating your account and keep it for future reference. If you have any questions or would like more information about your account, please call us on **13 15 63** or visit **mebank.com.au**

## 2 Meaning of words used.

### Definitions

- 2.1 In these terms and conditions, unless the context requires otherwise:

**Account** means your ME InterestME Savings Account;

**Approved ATM** means any ATM in Australia;

**Approved eftpos terminal** means any Electronic Funds Transfer at Point of Sale (eftpos) terminal at which Cashcard cards are accepted;

**ATM** means automated teller machine;

**Bank@Post™** means any Australia Post outlet displaying the Bank@Post Agency Banking symbol;

**Business day** means a week day except a national public holiday or a public holiday in Victoria;

**Card** means your Debit Mastercard®;

**Cheque** means a cheque from your ME cheque book;



**DCR** means any direct credit request you have provided to us in a form acceptable to us, authorising us to draw on your account and to credit a nominated account;

**DDR** means any direct debit request you have provided to us in a form acceptable to us and which is subject to the terms of our Direct Debit Request Service Agreement set out in part B of this booklet, authorising us on your instructions to draw on your nominated account and to credit your account;

**Eftpos terminal** means an Electronic Funds Transfer at Point of Sale (eftpos) terminal (including an eftpos terminal at Australia Post outlets that is linked to the Bank@Post agency banking network);

**EFT transaction** means an electronic funds transfer initiated by you by giving us an instruction (directly or indirectly) using a service to debit or credit an account but does not include a transaction authorised by means of a signature;

**Electronic funds transfer** means an electronic transfer of value to or from your account (regardless of whether the account has a debit or credit balance before or after the transfer of value);

**Electronic terminal** means any terminal or device in which a card can be used and includes, without limitation:

- any such terminal or device at a Bank@Post outlet;
- an ATM; and
- an approved eftpos terminal;

**End of the day** means the time we treat as being the end of the day for the purposes of our end of day processing on your account, usually midnight in Victoria, Australia;

**Internet banking** means the ME internet banking service;

**Mastercard** means Mastercard International Incorporated;

**Nominated account** means an account that is specified in a current DDR or DCR with a financial institution to which amounts are to be debited or credited in accordance with clause 5.11;

**Operator assisted banking** means our operator assisted banking service described in the Electronic Access Terms and Conditions;

**PIN** means your personal identification number;

**Recurring payment authority** means an authority given to a third party to make recurring charges on your account using a card number;

**This agreement** includes your application, the Welcome Letter we send you when we open your account, all parts of this booklet, the Electronic Access Terms and Conditions and our Deposit Account Fees and Charges Sheet;

**We, us, our** and **ME** means ME Bank – a division of Bank of Queensland Limited ABN 32 009 656 740 AFSL and Australian Credit Licence Number 244616; and

**You** and **your** means the person or persons in whose name the account is held and includes your successors and assigns.

## **Interpreting this agreement**

- 2.2 When interpreting this agreement:
- headings are only for convenience and do not affect interpretation;
  - a word or expression indicating the singular indicates the plural, and the other way around;
  - examples are descriptive only and

- are not exhaustive; and
- a reference to any document that is part of this agreement includes a reference to all amendments, supplements and replacements of that document. If there is any inconsistency between a provision of the Electronic Access Terms and Conditions and a provision of these terms and conditions, the provision of the Electronic Access Terms and Conditions prevails.

### **3 Opening an account.**

#### **How to open an account**

- 3.1 To open your account you must give us:
  - a completed application form; and
  - any other information we request to satisfy identification requirements.
- 3.2 You are not required by law to provide your Tax File Number to us if you do not wish to do so. However, if you do not provide us with your Tax File Number or details of any applicable exemption, we will be obliged to deduct tax from interest earned on your account at the highest marginal rate plus the Medicare levy.
- 3.3 If you or any of your joint account holders are a non-resident (or become a non-resident) for tax purposes, then the non-resident is required to provide us with their country of residence for tax purposes. If this information is not provided to us, we will be obliged to deduct tax from interest earned on your account at the highest marginal rate plus the Medicare levy.
- 3.4 If we accept your application, we will notify you of our acceptance by mail or other method in accordance with clause 12.7.

## **Eligibility**

- 3.5 To open an account you must be:
- at least 16 years old;
  - an Australian citizen, an Australian permanent resident or an Australian resident for taxation purposes with an Australian residential address; and
  - an individual opening and using an account in your personal capacity and for personal use (you cannot open or use an account for business or trustee purposes).

## **4 Joint accounts.**

- 4.1 If you have a joint account:
- we may act on the instructions of one joint account holder; and
  - you are individually liable and jointly liable with your other joint account holder(s) to us for any amount owing to us in relation to your account.
- 4.2 If your other joint account holder(s) holds another account with us and that other account has a debit balance (for example, if that account is a loan account or is overdrawn), we may transfer money from your account to repay the debit balance. We do not need to notify you before we do this.
- 4.3 If one joint account holder dies, we treat the balance of the account as owned by the other living account holder(s).
- 4.4 If you and/or any of your other joint account holder(s) tell us in a form acceptable to us, or we find out, that you and your other joint account holder(s) are in dispute, we may block access to your account. This means that you and your other joint account holder(s) will not be able to withdraw funds from your account. You will only be able to make deposits to your account using an existing DDR in accordance with clause 5.11.



We will only unblock access to your account when we receive authorisation from all of you in a form acceptable to us.

## **5 Transacting on your account.**

- 5.1 You may transact on your account by:
- using your card as set out in this clause 5 and clause 6;
  - drawing a cheque on your account, but only if prior to 1 May 2025. Please note all cheques written using the cheque book attached to your Account that are presented for payment on or after 1 May 2025 will be dishonoured;
  - DDR or DCR;
  - purchasing a bank cheque but only if request prior to 1 May 2025; or
  - using, internet banking or operator assisted banking.
- 5.2 Deposits made after 4pm (Melbourne time) on a business day may not be processed until the following business day.
- 5.3 Deposits into your account can only be made in Australian dollars. Withdrawals from your account can only be made in Australian dollars with the exception of withdrawals made at ATM's displaying the Mastercard symbol outside Australia.
- 5.4 You can only withdraw cleared funds from your account.
- 5.5 If we are required to do anything (including processing any transaction) on a day that is not a business day, we may do it on the next business day.

### **5.6 Electronic terminal access**

#### **(a) eftpos**

By using your card at an approved eftpos terminal you can:

- make a withdrawal to pay for goods or services; and
- make a cash withdrawal.

In some circumstances you will be required to enter your PIN in order to authorise and complete a transaction. Your card is equipped with Mastercard contactless technology which generally allows you to tap& go™ without entering your PIN when using your card at Mastercard contactless readers for purchases of \$100 or less. However, some merchants may require a PIN to be entered. If you are required to select an account type when using your card at an eftpos terminal you can select either the Savings or Credit key. If you select the Credit key when using your card at an eftpos terminal, you may be able to authorise the transaction by using your signature. When using your card to withdraw cash at an eftpos terminal, some merchants may require you to select the Savings key.

(b) ATM

You can make a cash withdrawal or obtain account balance information by using your card and PIN at any ATM in Australia and at any ATM displaying the Mastercard symbol outside Australia.

(c) Bank@Post

Using your card and PIN at any Bank@Post outlet, you can:

- deposit cash;
- deposit cheques;
- make a cash withdrawal; and
- obtain account balance information.

5.7 Please note that if you use your card at any electronic terminal, you cannot withdraw more than \$2,000 in total in any one day. There is no dollar limit on the amount of cash or cheques that you may deposit.

5.8 Any account balance information accessed at an electronic terminal will reflect the position of your account at that time.

Transactions that are yet to be processed will not be included in your account balance information. Retailers and other financial institutions may also impose additional restrictions or transaction limits.

### **Merchants without Electronic Terminals**

5.9 You can use your card to pay for goods and services from merchants displaying the Mastercard symbol without EFT Terminal access by:

- presenting your card to a merchant and using your signature to authorise the transaction;
- providing your card details (including the 16 digit card number, expiry date and any 3 digit card validation code);
- providing your card details (including the 16 digit card number and expiry date) on a payment authorisation form bearing your signature.

If you want to cancel any recurring payment authorisation you will need to do so by contacting the relevant merchant. Unlike a direct debit agreement set using your account number and branch number, ME is unable to cancel a recurring payment authorisation on your behalf.

### 5.10 **Cheques (please note personal cheque withdrawals will longer be available from 1 May 2025)**

- (a) Making a withdrawal by cheque  
If you have a cheque facility you may withdraw from your account until 1 May 2025 by drawing a cheque. You must only use the cheque forms we have supplied to you. However, please note all cheques written using the cheque book attached to your Account that are presented for payment on or after 1 May 2025 will be dishonoured.
- (b) Stopping a cheque  
You may stop payment on a cheque you have drawn by giving us notice

before we have paid or honoured the cheque. You can instruct us to stop payment on a cheque by sending us a written notice by fax or mail, by calling us on **13 15 63** or by using the secure email function on our internet banking service.

Your instructions must include:

- your account number;
- cheque number;
- cheque amount;
- date of the cheque; and
- the name of the payee.

We may ask you to confirm these instructions in writing to us.

(c) Dishonoured cheques

A cheque will be dishonoured if you do not have sufficient cleared funds in your account. A cheque may also be dishonoured if it has been incorrectly completed (for example, if it has not been signed). All cheques written using the cheque book attached to your Account that are presented for payment on or after 1 May 2025 will be dishonoured.

(d) Cancellation of a cheque book facility

Keep your cheque book secure. Tell us immediately if your cheque book or cheque forms from your cheque book are lost or stolen.

You may request to cancel your cheque book facility verbally, in writing or by secure email. You should advise us of any outstanding cheques written in the request to cancel a cheque facility. We may withdraw your cheque facility if we believe that use of your cheque facility may cause you or us loss. We will tell you once we do this. Please note that no new cheque books will be issued from 21 February 2024 as the cheque facility is being phased out.

If your account is closed, you must return your cheque book and all unused cheques to us immediately.

(e) Making deposits by cheque

You may deposit a cheque into your account at any Bank@Post outlet. Cheque deposits made at Bank@Post must be made payable to either the cardholder depositing the cheque, or to ME.

Joint Account Holders: Cheques made payable to joint names cannot be accepted at Bank@Post. If you regularly receive these types of cheques please call us so we can provide alternative deposit arrangements.

- When a cheque is deposited into your account, you cannot use or withdraw the funds until the cheque has been cleared. This may take up to seven business days after the cheque was deposited.
- If a cheque you deposit is dishonoured (that is, the financial institution on which the cheque is drawn refuses to pay the value of the cheque), we will debit your account for the amount of that cheque.
- You cannot deposit a third party cheque into your account (a third party cheque is a cheque that is drawn in favour of a payee other than you).

(f) Additional information

Additional information about cheques (including information about stopping payment on cheques and about dishonoured cheques) is available at **[mebank.com.au](http://mebank.com.au)**

**DDR/DCR**

- 5.11 If you have a current DDR, you may make a deposit to your account by instructing us to debit an amount from the nominated account and credit that amount to your account. You can give us instructions in the DDR itself or by:

- (a) calling us on 13 15 63 and requesting that:
  - a single amount be debited from the nominated account and credited to your account; or
  - a fixed amount be debited from the nominated account at regular intervals (for example, each week) and credited to your account; or
- (b) requesting us in writing to:
  - debit a single amount from a nominated account and to credit that amount to your account; or
  - debit a fixed amount from a nominated account at regular intervals (for example, each week) and to credit that amount to your account.

5.12 If you have a current DCR, you can make a withdrawal from your account by instructing us to debit an amount from your account and credit that amount to the nominated account.

You can give us instructions in the DCR itself or by:

- (a) calling us on 13 15 63 and requesting that we:
  - debit an amount from your account and credit that amount to the nominated account; or debit a fixed amount from your account at regular intervals and credit that amount to a nominated account; or
- (b) requesting us in writing to:
  - debit your account for a single amount; or
  - debit regular fixed amounts and to credit those amounts to a nominated account.

Your written instructions can be faxed or posted to us.

## **Bank cheques (please note no new bank cheques will be issued from 1 May 2025)**

5.13 Until 1 May 2025, you may make a withdrawal from your account and purchase a bank cheque.

You can give us instructions for the purchase of a bank cheque by:

- (a) calling us on 13 15 63; or
- (b) instructing us in writing.

Your instructions should indicate the amount of the bank cheque, the name of the payee and whether you want the bank cheque posted to your residential address or whether you want to collect it from our office.

Your written instructions can be faxed or posted to us. If you purchase a bank cheque from ME and it is lost or stolen you should notify us immediately by calling **13 15 63**. If we are satisfied that the bank cheque has been lost or stolen we will refuse payment on the cheque, provided you give us a written indemnity in respect of certain risks which we may suffer. If the bank cheque has been presented and paid, you will not be able to obtain a replacement of the bank cheque, or a refund of the amount you have paid for the cheque. Replacement bank cheques will no longer be available from 1 May 2025.

## **6 Transactions made through the Contact Centre (operator assisted banking).**

6.1 You can call our Contact Centre:

- if you have a current DDR or a current DCR, to make a transaction on your account; or
- to purchase a bank cheque.

6.2 You cannot make a transaction or

purchase a bank cheque by calling our Contact Centre unless you can satisfy our identification check. A Customer Service Consultant will verify your identity by requesting that you provide him or her with certain information about you.

- 6.3 We are not liable for any loss you suffer if:
- we act in accordance with any instructions given to us by a person who satisfies our identification check; or
  - we do not act in accordance with any instructions given to us because there are insufficient funds in your account to perform the transaction.
- 6.4 Our Contact Centre will be open on Monday to Friday between 8am and 8pm and on Saturday between 9am and 5pm (AEST/AEDT).

Please note that these terms and conditions do not include all of the terms and conditions governing your use of this service. The ME Electronic Access Terms and Conditions set out other requirements relating to your use of this service, including provisions relating to your liability in the event of unauthorised transactions made using this service.

## **7 Using your card.**

- 7.1 Use of your card and PIN is governed by this Terms and Conditions booklet and the ME Electronic Terms and Conditions.

### **ePayments Code**

- 7.2 We warrant that we will comply with the requirements of the ePayments Code, where those requirements are relevant to our dealings with you.

### **Ownership**

- 7.3 Your card remains the property of ME. We may require you to return your card at any time.



## **When you can use your card**

- 7.4 You must sign your card as soon as you receive it and follow any instructions we give to you before using your card. Your card will only be valid if it has been signed by the person named on it and when it is used within the 'valid dates' shown on the card.
- 7.5 You must destroy any card that is no longer valid by cutting through the black magnetic strip and card chip.
- 7.6 Your card must be only used for personal, domestic or household purposes. It must not be used for business purposes.

## **How to use your card**

- 7.7 You can use your card in any EFT terminal in Australia by, where necessary, selecting the Credit or Savings key on the keyboard. You can use your card in any EFT terminal displaying the Mastercard symbol outside Australia by, where necessary, selecting the Credit key on the keyboard. In some circumstances, you will only have the option of selecting the Savings key at an EFT terminal.

## **Digital wallets**

- 7.8 Where you or an authorised signatory have a compatible device and digital wallet software, we may, in our absolute discretion, allow the card to be added to and used through a digital wallet that we support. You will need to meet our identification and verification requirements, which may include SMS two factor authentication, to add a card to a digital wallet.
- 7.9 In addition to these terms and conditions, use of a card through a digital wallet is subject to our terms and conditions for the applicable digital wallet, which are provided when a card is

added to a digital wallet that we support and are available upon request.

- 7.10 Your liability for transactions conducted using a card through a digital wallet is determined in the same way as transactions conducted using the card itself.
- 7.11 You and any authorised signatories must only allow a card to be added to a digital wallet on a device that belongs to the cardholder named on the card.
- 7.12 You will be deemed to have authorised and consented to any transactions performed using a card you or an authorised signatory have added to or allowed to be added to a digital wallet and, subject to the ePayments Code, you will be liable for those transactions. You and any authorised signatory must notify us immediately upon becoming aware or suspecting that a person other than the named cardholder has the card added to their digital wallet.
- 7.13 We may stop you or an authorised signatory from adding a card to a digital wallet or suspend the ability to use a card in a digital wallet at any time.
- 7.14 The digital wallets we support and allow you to use may change from time to time.

### **Where you can use your card**

- 7.15 You can use your card at any merchant directly, by mail, telephone or internet order, or at any financial institution, displaying the Mastercard symbol. However, the fact that the Mastercard symbol or other promotional material is displayed does not guarantee that all goods and services available at those premises may be purchased with your card.

- 7.16 We are not responsible if a merchant or financial institution refuses to accept your card or places other limitations on using your card.
- 7.17 Unless required by law we are not responsible for:
- any representation made by a merchant or its servants or agents about your card, your card account or any goods or services purchased with your card; and
  - goods and services supplied to you by a merchant.
- 7.18 You must take up any complaints or concerns relating to goods or services acquired from a merchant directly with the merchant.

### **Cash Withdrawals**

- 7.19 You can use your card to get cash at:
- any financial institution displaying the Mastercard symbol anywhere in the world;
  - any ATM in Australia;
  - any ATM displaying the Mastercard symbol outside Australia; and some eftpos terminals
- 7.20 We will advise you from time to time of the amount of cash you may withdraw using your card over any specified time.
- 7.21 The minimum and maximum amount of cash you can obtain may vary between financial institutions. Some merchants may not permit cash withdrawals or may impose conditions upon cash withdrawals.
- 7.22 When obtaining cash from a financial institution you may be required to provide suitable identification.

## **Card re-issue**

- 7.23 At any time we may issue a new card to you, provided that you have not previously requested us to close your account. If your card becomes faulty or damaged, you may order a replacement card by calling us on 13 15 63. We do not have to reissue a card to you.
- 7.24 If your card is lost or stolen and a new card is issued to you, the new card will have a different card number. You must select a new PIN for the new card. You should update your card details in any recurring payment authority.

## **Card transactions**

- 7.25 All transactions you make using your card will be debited to your account on the day the transaction is processed by us (which may be different to the date that the transaction is initiated).
- 7.26 All card transactions will appear on your statement of account.
- 7.27 You will not receive a separate statement of account for card transactions.
- 7.28 Transactions conducted in a foreign currency will be converted to Australian dollars before being charged to your account. This conversion is made as at the date the transaction is processed and at the rate set by Mastercard. Mastercard will select the conversion rate from the range of rates available in the wholesale money markets on the day before the transaction is processed.

## **Authorisation**

- 7.29 Some transactions on your account may need to be authorised by us. Before completing the transaction, the merchant or other person involved in the transaction may ask us for authorisation.
- 7.30 We do not have to authorise a transaction. We will only refuse to

authorise a transaction if there is a good reason, e.g. if there are insufficient funds in your account.

- 7.31 If we authorise a transaction we reduce the available balance on your account by the amount of the transaction. If the transaction is not completed, your account will be re-instated with that amount. This may take up to fourteen days to occur.

### **Your liability**

- 7.32 Your liability for unauthorised transactions on your account will depend on the type of transaction that took place.

### **EFT Transactions**

- 7.33 The ME Electronic Access Terms and Conditions sets out your liability for unauthorised EFT transactions.

### **Other unauthorised transactions**

- 7.34 For unauthorised transactions which are not EFT transactions, you will not be liable provided your account is in good standing and you:
- have exercised vigilant care in safeguarding your card from risk of loss, theft, or unauthorised use;
  - immediately and without delay notify us upon discovery of the loss, theft, or unauthorised use of your card or any digital wallet the card has been added to;
  - have not reported two or more incidents of unauthorised use in the preceding 12 months; and
  - have complied with these Terms and Conditions and the Electronic Access Terms and Conditions.
- 7.35 However, if you unreasonably delay in notifying us after becoming aware or suspecting that your card is lost, stolen or misused, or that unauthorised

transactions have been made on your card account, then you will be liable for any loss arising from that delay.

- 7.36 You will not be liable for any unauthorised transactions made after we receive notice from you.
- 7.37 You will be liable for any loss that is due to your fraudulent conduct.

### **Account aggregation services – warning**

- 7.38 Some companies provide an account aggregation service that allows consumers to view account information from different institutions on the one web page. To use an account aggregation service, you are usually required to give the service provider your account details and your access codes (for example, your username and password and/or PIN).
- 7.39 We do not endorse or authorise the use of account aggregation services in connection with your account.
- 7.40 Please remember that if you break your agreement with us not to disclose your PIN to another person, you will be liable for any transactions on your account made using your PIN. There is also a risk that information about your account obtained by an account aggregation service provider or its employees may be misused.

## **8 Account must not be in debit.**

- 8.1 You must not overdraw your account or make a withdrawal or transfer for an amount that exceeds your account balance. If you do overdraw your account you must immediately pay us

the amount by which your account is overdrawn and ensure that your account is brought back into credit.

If you overdraw your account, we may transfer an amount equal to the overdrawn amount from another account which you or any other joint account holder holds with us into the overdrawn account. We are not liable for any loss you may incur as a result of this. Overdrawn accounts may incur a fee.

## **9 Fees and charges.**

### **ME fees and charges**

- 9.1 Our fees and charges are set out in our Deposit Accounts Fees and Charges sheet. Information about current fees and charges for your account is available from ME on request or you can visit **[mebank.com.au](http://mebank.com.au)**

### **Government charges or duties**

- 9.2 Government charges or duties (for example, duties levied for account activity) are debited to your account and shown on your statement of account.

## **10 Statements.**

- 10.1 We will issue you with a statement of account every three months. Each statement of account will record all transactions on your account since the last statement of account. You should review your statement of account as soon as you receive it to ensure that all transactions are correct.

Please contact us immediately if you believe there is an error on your statement.

- 10.2 If your account is a joint account we will send one statement of account noting all joint account holders to the first person named on the application form.
- 10.3 You can request an interim statement or a duplicate statement of account by calling us. A fee will be charged for this service.

## **11 Change to conditions.**

### **Notice of any changes**

- 11.1 We may change any of these terms and conditions. We agree to give you at least 30 days prior notice in writing (or any longer period that we are required to by law or any code of conduct that we subscribe to) if the change:
- varies the method of calculating interest;
  - varies the balance ranges within which interest rates apply;
  - varies the frequency of crediting interest;
  - increases your liability for losses in relation to transactions made using an electronic terminal;
  - adjusts the daily transaction limit applying to the use of your card;
  - increases a fee or charge; or
  - introduces a new fee or charge.
- 11.2 We agree to tell you of all other changes to these terms and conditions (including any change to the interest rates) on or before the day on which the change takes effect. We may do this in writing to you or by advertising in a national newspaper or giving you notice in another manner allowed by law.
- 11.3 If your account is a joint account, you agree that the first person named on the application form will be appointed as agent of the other account holders for



the purposes of receiving written notices from us under this clause. This means that only one notice will be sent for your account.

### **Change of details**

- 11.4 You must tell us promptly if there is a change to your contact details (including your name, residential or postal address and any electronic address you have provided to us). If you change your address and you do not tell us, we will still give you notice by writing to your previous address.
- 11.5 If you change your name, you must also change the name of your nominated account to your new name and tell us the details of your nominated account.

### **Written notice from you**

- 11.6 Whenever these terms and conditions require you to give us notice in writing, you must give us that notice by faxing it to us on (03) 9708 4799 or by posting it to:

ME Account Services GPO  
Box 1345  
Melbourne VIC 8060

### **Written notice from us**

- 11.7 We can send letters, notices, statements and other written material to you:
- at a postal or residential address you have nominated;
  - at a postal or residential address that we believe is then your current postal or residential address; or
  - by electronic communication to your nominated electronic address, electronic equipment or device or by making such information available to you for retrieval from our website. We will follow the requirements of any applicable law or code of conduct that we subscribe to.

## 12 Resolving disputes.

12.1 If you believe an error or unauthorised transaction has been made on your account, or are dissatisfied with our products, services or staff, please contact us immediately. We'll acknowledge your complaint promptly. We may ask you to put it in writing to:

- If the complaint is about unauthorised transactions:  
Card Services ME  
Reply Paid 1345  
Melbourne VIC 8060
- If the complaint is about anything else:  
Customer Relations Manager
  - by mail: ME, Reply Paid 1345, Melbourne VIC 8060; or
  - by secure email via internet banking.

12.2 We'll provide you with a written response within 30 days of receiving your complaint, except where:

- your complaint is about unauthorised transactions to which card scheme rules apply – we'll then provide a response within the timeframes set out in the scheme rules unless the next paragraph applies;
- by the end of the fifth business day after receiving it we've resolved it to your satisfaction (unless you request a written response) or, if we can take no further action to reasonably address it, we've given you an explanation and/or apology; or
- there's no reasonable opportunity for us to provide the response within 30 days because resolution of your complaint is particularly complex and/or circumstances beyond our control

are causing complaint management delays – but we'll then notify you within 30 days about the reasons for the delay and of your right to complain to the Australian Financial Complaints Authority (AFCA).

- 12.3 Our written response to a complaint will inform you of the outcome of your complaint and of your right to take it to AFCA.

## **13 Closing your account.**

- 13.1 You may close your account at any time upon request. If the account is a joint account we will need instructions from you and/or your joint account holder(s).
- 13.2 We may close your account without notice if we believe you gave us false or misleading information to open your account, you failed to comply with this agreement or we believe that use of your account may cause you or us loss.
- 13.3 We may close your account without reason by giving you seven days prior written notice.
- 13.4 If your account is closed, we will pay you the credit balance of your account plus interest, if any, less any accrued government charges or duties applied to your account prior to the closing date. We may do this by:
- direct credit to your nominated account; or
  - any other manner agreed by us.
- 13.5 When you close your account:
- you must cancel any direct debit request or any recurring payment authority; and

- all cards are automatically cancelled. You must destroy all cards by cutting through the black magnetic strip and card chip.

13.6 You remain liable for all transactions and fees and charges on or in relation to your account before or at the time your account is closed. If your account is closed you must pay any amount owing to us (including any overdrawn amount). If amounts are charged to your account after it has been closed, we may refuse to pay the amounts or we may pay them and recover them from you. In either case we may tell any merchant that the card has been cancelled.

## **14 Inactive accounts.**

- 14.1 If your account has not been transacted on by way of a deposit or a withdrawal for 12 months or more and:
- the balance in your account is nil, we may close your account by first giving you written notice;
  - you have a credit balance, we may close your account by first giving you written notice and where possible, returning the funds in your account to you, including by transferring the funds to another active account in your name. Funds under a nominal amount may be donated to a registered charity.
- 14.2 If we are unable to do this for any reason, we may pay the balance of your account to a non-interest bearing account with us. Subject to clause 14.2, we will pay the credit balance of your account to you subject to receiving proof acceptable to us that you are entitled to the funds.

14.3 If:

- you have not made a withdrawal from, or deposit to, your account for seven years; and
- you have not otherwise contacted us to claim your money, then:
  - we will pay the funds to the relevant government agency as unclaimed moneys if the funds are equal to or more than any minimum amount prescribed by law; or
  - the funds will become our property if the funds are less than any minimum amount prescribed by law.

## **15 Account combination.**

15.1 We may combine the balances of two or more of your accounts held with us, even if those accounts are not both ME InterestME Savings Accounts.

For example if one of your accounts is overdrawn, we can use funds to your credit in another account to repay the overdrawn amount.

We do not have to give you notice in advance that we are doing this, but we will inform you promptly if we combine any of your accounts.

## **16 Additional requirements.**

16.1 If we believe it is necessary to enable us to comply with any law, regulatory requirement or internal compliance program that we are legally required to have:

- you must provide us with any information or assistance we request;

- we may disclose your information to third parties, including government or regulatory bodies, law enforcement bodies and other financial institutions; and
- we may block access to your account or delay or block a transaction to or from your account.

## **Part B – Direct debit request service agreement.**

We suggest you read this agreement carefully and retain it for your records.

You can obtain a copy of this agreement by calling us on **13 15 63** or by visiting our website at **mebank.com.au**

### **1 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 your Account Terms and Conditions;

**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;

**ME account** means the ME account specified by you in the DDR to which amounts are to be credited;

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

**We, us, our** and **ME** 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;

**Your Account Terms and Conditions** means the terms and conditions that apply to the ME account.

## 2 **Debiting your nominated account.**

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

- (a) any amounts we are instructed to draw in accordance with your Account Terms and Conditions; and/or
- (b) any amounts owing in relation to your ME account which we are entitled to draw under your Account Terms and Conditions.

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 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 an agreed time so 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;
- our financial institution requires the disclosure in connection with a claim on it relating to a claimed incorrect or wrongful debit.

### **3 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 Your rights.**

You may ask us to alter or defer your drawing arrangements, stop an individual drawing or cancel this agreement by providing us with at least



one business day's written notice by:

- mailing it to:  
ME Account Services  
GPO Box 1345  
Melbourne VIC 8060;
- faxing it to (03) 9708 4799; or
- calling us on **13 15 63**.

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 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 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 you complete 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.

## Part C – Privacy statement.

- 1.1 Your privacy is important to us. We observe the Australian Privacy Principles and the Privacy Act 1988 (Cth).
- 1.2 Regardless of when or how the information is collected, your personal information may be shared between, and used by us and our subsidiaries and associated companies for the purpose of assessing your application, establishing and administering your account, and for related purposes including:
  - verifying your identity;
  - consideration of any other application made by you to ME for financial products or services;
  - customer relations including management of our relationship with you and market or customer satisfaction research and product development. If you are a member of or have a product with any of our related companies or any alliance partner (including a third party that we have arrangements with), we may also use your information for the purpose of providing benefits to you or to obtain aggregate information for statistical or research purposes;
  - compliance with legislative and regulatory requirements (including without limitation the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (Cth), the Income Tax Assessment Act 1936 (Cth) and the Taxation Administration Act 1953 (Cth) and payment systems

requirements;

- our internal operations including record keeping, risk management, auditing purposes, training, file reviews and portfolio analysis;
- information technology systems development and testing;
- arrangements with other organisations to provide services in relation to our products and services (for example, we may arrange for mailing houses to distribute statements to customers);
- to investigate, resolve and prevent complaints;
- conducting fraud assessments;
- reporting and data analytics, including for regulatory, management, statistical or research purposes; and
- marketing.

1.3 We may also disclose your personal information for those purposes to the following organisations:

- our related bodies corporate, insurers, service providers (for example, mailing houses and
- IT service providers) and alliance partners;
- our agents, contractors and external advisers (for example, our lawyers and auditors);
- any person acting on your behalf, including your legal and financial advisers;
- government and other regulatory bodies, law enforcement bodies and courts;
- external dispute resolution bodies (for example, AFCA);
- payment system operators; and
- other financial institutions.

- 1.4 We may use information we receive from our related companies and alliance partners to assist our staff in better identifying the products and services that may be relevant to you and for marketing and administrative purposes.
- 1.5 We may disclose your personal information to our third party service providers for them to help us provide banking and related services to you. Our third party service providers may store or access your personal information overseas. These countries are listed in our Privacy and Credit Reporting Policy, which may change from time to time. Personal information we are required to disclose to the Australian Taxation Office may be exchanged with tax authorities in other countries pursuant to intergovernmental agreements to exchange financial account information.
- 1.6 Regardless of when or how the information is collected, if we obtain your consent we may also disclose the following personal information to any related company or alliance partner which we have arrangements with for them to contact you about other products or services that you may be interested in.
- The types of information we may disclose to them are:
- your name and contact details;
  - any membership number given to you by that alliance partner; and
  - the types of products or services you obtain from us.
- 1.7 ME may use your personal information to keep you up to date with other ME products and services or those of our related companies and alliance partners. If you do not want us to do this, please contact us. You do not need to contact

us if you have previously informed us that you do not wish to receive information on other products and services.

1.8 ME's Privacy and Credit Reporting Policy contains information about how you:

- can request us to provide you access to any personal information we hold about you;
- can seek correction of personal information we hold about you;
- may complain about a breach of an Australian Privacy Principle and how we will deal with such a complaint.

The Privacy and Credit Reporting Policy is available at **mebank.com.au** or on request.

We may make changes to our Privacy and Credit Reporting Policy from time to time for any reason. We do this by updating the Privacy and Credit Reporting Policy and recommend that you review it on a regular basis.

1.9 You may request that we provide you with access to your personal information held by us in relation to your account by contacting ME's Privacy Officer by:

- phoning **13 15 63** during normal business hours;
- writing to the ME Privacy Officer, GPO Box 1345, Melbourne VIC 3000; or emailing [privacy@mebank.com](mailto:privacy@mebank.com)



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ME Bank – a division of  
Bank of Queensland Limited  
ABN 32 009 656 740  
AFSL and Australian Credit  
Licence Number 244616  
IM0007.v27/202402/215236

**Holaaaaaa!**  
[mebank.com.au](http://mebank.com.au)  
13 15 63