



Notice of changes to the terms and conditions.

Last year we shared the exciting news that ME was joining the Bank of Queensland (BOQ) Group.

As ME is now a division of BOQ, you'll soon see a difference to the way ME is described as the issuer of your products.

We'll be updating our terms and conditions to reflect this upcoming change. These details are included in **Part A** of this notice and will take effect on or after **28 February 2022** (subject to applicable regulatory approvals).

We've also made some other changes to our terms and conditions which are detailed in **Part B** of this notice. Those changes will take effect on **31 March 2022**.

Part A.

Changes to the terms and conditions of your products and services with ME including the Online Savings Account Terms and Conditions, Electronic Access Terms and Conditions and Direct Debit Request Service Agreement.

References to **Members Equity Bank Limited, ME, ME Bank, we, us** and **our** in these documents will be changed to mean the following:

'ME Bank – a division of Bank of Queensland Limited ABN 32 009 656 740 AFSL and Australian Credit Licence Number 244616.'

Changes to your Direct Debit Request (if applicable).

The reference to 'Members Equity Bank (User ID 185871)' will change to 'ME Bank (User ID 185871)'.

Part B.

Changes to the Online Savings Account Terms and Conditions.

Part C – Privacy statement.

The second sentence of the third bullet point of clause **1.2** has been deleted and replaced with:

'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;'

The first bullet point of clause **1.3** has been deleted and replaced with:

'our related bodies corporate, insurers, service providers (for example, mailing houses and IT service providers) and alliance partners;'

Clause **1.4** is amended by:

- including the words 'related companies and' before 'alliance partners'; and
- deleting the words 'such as insurers,'.

Clause **1.6** is amended by:

- including the words 'related companies or' before 'alliance partners'; and
- deleting the references to 'that alliance partner' and 'an alliance partner' and replacing these references with the word 'them'.

The first sentence of clause **1.7** has been deleted and replaced with:

'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.'

Changes to the Electronic Access Terms and Conditions.

2 – Meaning of words.

In clause **2**, the definition of 'ME home loan' is deleted and replaced with the following:

'**ME home loan** means any home loan product offered by ME.'

3 – Accessing the services.

In clause **3.1.c**:

- the fifth sentence of the first bullet point has been updated and now states the following:
'You can choose to access the mobile banking app by activating biometric access (such as fingerprint and facial recognition access) using the biometrics stored on your mobile phone or other mobile device, if compatible functionality is available on your mobile phone or other mobile device.'
- All other references to 'fingerprint' or 'fingerprints' have been replaced with 'biometric' or 'biometrics' respectively.

In clause **3.1.e** the reference to 'a fingerprint' has been removed and replaced with 'biometrics'.

Version alignment.

It has also come to our attention that some customers who viewed the Electronic Access Terms and Conditions within the mobile app prior to the **24 October 2021** were provided with an out-of-date version. We apologise for this error.

The Electronic Access Terms and Conditions were updated in line with the Banking Code of Practice protections effective July 2019; National Payments Platform enabling provisions effective March 2020; Digital Payments enabling provisions effective November 2020; Phone Banking decommissioning effective May 2021; and Internal Dispute Resolution changes effective October 2021.

While customers were notified of the changes through the appropriate communication channels, to ensure you're viewing the latest version of these terms and conditions, please visit **mebank.com.au** and search 'electronic terms'.

Changes to the Direct Debit Request Service Agreement.

We're making changes to the Direct Debit Request Service Agreement that govern any direct debit arrangements on the following ME products:

- | | | |
|--------------------------------|--------------------------|-----------------------------------|
| • InterestME Savings Account | • Retail Term Deposit | • Business Term Deposit |
| • Everyday Transaction Account | • Online Savings Account | • Business Online Savings Account |

3 – Changes to this agreement.

Clause **3** has been deleted and replaced with the following:

'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.'

mebank.com.au

Members Equity Bank Limited ABN 56 070 887 679.

AFSL and Australian Credit Licence 229500.

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