

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

– said no one, ever



Online 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 for the ME Online Savings Account. When you open your account with us, your agreement with us in relation to your account includes:

- your application;
- this booklet;
- our Electronic Access Terms and Conditions; and
- our Deposit Accounts Fees and Charges sheet.

We recommend that you read this booklet carefully 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 us at **mebank.com.au**

1.2 The relevant provisions of the Banking Code of Practice apply to the ME Online Savings Account. 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. Information about the current fees, charges and interest rate(s) that apply to your account, at any time, is available from us on request.

2 Meaning of words used.

Definitions

2.1 In these terms and conditions:

account means your ME Online Savings Account;

AEST/AEDT means Australian Eastern Standard Time or Australian Eastern Daylight Time, whichever is applicable in Melbourne;

BPAY® refers to a payment which you make or propose to make through the BPAY Scheme to a biller;

BPAY Scheme is an electronic payment scheme of which we are a member. We may also be a biller;

business day means a week day except a national

public holiday or a public holiday in Victoria;

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 to draw on your nominated account on your instructions and to credit your account;

Electronic Access Terms and Conditions means the ME Electronic Access Terms and Conditions that apply to your use of internet banking and operator assisted banking;

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);

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;

in credit means when any account you hold with us is not **in debit** (see definition).

in debit means when any account you hold with us is overdrawn (e.g. if you withdraw or transfer an amount that is greater than your account balance) or otherwise in debit (e.g. if it is a loan account);

Interest Rate means the variable daily interest rate that applies to your account;

internet banking means our internet banking service described in the Electronic Access Terms and Conditions;

nominated account means an account in your name or, where your account is held jointly, in the name of the joint account holders;

non-nominated account means any account (other than your nominated account) from which electronic funds transfers can be made to your account. This account can be held at any Australian financial institution (including us) and can be in any name (including a name that is different from the name in which your nominated account is held);

operator assisted banking means our operator

assisted banking service described in the Electronic Access Terms and Conditions;

this agreement includes your application, all parts of this booklet, the Electronic Access Terms and Conditions, and our Deposit Accounts 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, where an account is opened by a parent or guardian on behalf of a minor means the parent or guardian. It also 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.

3 Opening an account.

How to open an account

- 3.1 To open your account you must give us:
- a completed application (including a completed DDR authorising us to draw on your nominated account if applicable); and
 - any other documents or information we ask for.
- 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 your joint account holder, are a non-resident (or become a non-resident) for tax purposes, then you (or your joint account holder, whoever is the non-resident) are required to provide us with your (or your joint account holder's) 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 11; and
 - debit the amount you specify (if any) in the DDR you provide to us as part of your application on the next business day after we open your account.

Eligibility

- 3.5 To open an account you must be:
- at least 16 years old if you opened an account on or after 27/04/2022. If you opened an account before 27/04/2022 you must be at least 12 years old. If you are a parent or guardian who would like to open an account for a child under 18, the account should be opened in the name of the parent/guardian on trust for the child in accordance with clause 3.8;
 - 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 purposes or for formal trustee purposes such as for trusts established under a deed of trust, a declaration of trust, a Will or similar document.
- 3.6 You may deposit any amount. There is no minimum account balance that you have to maintain. Any daily withdrawal limits are set out in the Electronic Access Terms and Conditions.

- 3.7 You may open a joint account together with one other joint account holder. Pursuant to clause 4, this account is an 'either to operate' account unless either joint holder asks us to change the account authority, in which event access will be blocked (see clause 14). This means that where an account is opened for a minor in the name of more than one parent or guardian, to be eligible to open and maintain this account, any of the joint trustees must be able to operate the account.
- 3.8 We can open an account for a minor, who is a person under the age of 18. If a minor is 16 years or older the account can be opened in the minor's name and the minor can operate on the account. If a minor is under 18 a parent or guardian may open an account in the name of the parent/guardian on trust for the child, in which case the child is not permitted to operate the account.
- 3.9 If we become aware that the minor no longer satisfies our eligibility requirements for an account, we may allow the continued use of the account on these terms and we are not required to change any of the terms or arrangements relating to the account. However, without being obliged to do so, we may convert that account into another account of our choosing. We will inform the parent or guardian prior to converting the account. Fees and charges may apply on the new account.

Nominated account

- 3.10 To use your account, you must nominate an account with an Australian financial institution (from 27/04/2022 this account must be held with us). Your nominated account must be in your name or, where your account is held jointly, in the name of joint account holders. You may only have one nominated account linked to your account at any one time.
- 3.11 Your nominated account is the account:
- from which we will transfer money, if you instruct us to make a deposit to your account; and
 - to which we will transfer money, if you instruct us to withdraw money from your account.

- 3.12 You may change your nominated account, or the details of your nominated account, at any time by calling us. We will tell you what information we need and what to do. Your new nominated account or requested changes will not take effect until verified by us. From 27/04/2022 your new nominated account must be held with us.

4 Joint accounts.

Liability is individual and joint

- 4.1 If you have a joint account:
- we may act on the instructions of any one joint account holder (including any one joint trustee) – but either of you can ask us to change the account authority, in which event account access will be blocked in accordance with clause 14; and
 - you are both individually and jointly liable with your other joint account holder for any amount owing to us in relation to your account. This means that we can ask you (or your joint account holder) for the whole of the amount owing to us.
- 4.2 If you or your joint account holder holds another account with us and that account is in debit, we may transfer money from your account to repay the debit balance. We do not need to notify you before we do this.

Death of a joint account holder

- 4.3 If one joint account holder dies:
- we treat the balance of the account as owned by the surviving account holder; and
 - we close the account after giving the surviving account holder a reasonable opportunity to open a new account in that account holder's sole name; and
 - until we close the account the surviving account holder can continue to operate on the account.

5 Transacting on your account.

Making deposits

- 5.1 You may only make a deposit into your account by:
- using internet banking or operator assisted banking to debit your nominated account and credit your account;
 - transferring money by electronic funds transfer from a non-nominated account to your account. You will need to contact the financial institution at which the non-nominated account is held if you wish to deposit money into your account in this way. You cannot make deposits into your account by electronic funds transfer from an account with a foreign financial institution; or
 - making a payment from an account you have with another financial institution using BPAY (where available).
- 5.2 We may not process a deposit made after 4pm (Melbourne time) on a business day until the next business day. When you instruct us to deposit funds into your account, they may not be available for withdrawal for three business days.
- 5.3 We will only accept deposits in Australian dollars.
- 5.4 You cannot make deposits in cash or by cheque.
- 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.

Making withdrawals

- 5.6 You may only make a withdrawal of cleared funds from your account by:
- transferring money to your nominated account by using internet banking or operator assisted banking to debit your account and credit your nominated account; or
 - transferring money to your ME Term Deposit by a direct debit request or such other method as we advise you which authorises us to debit your account and credit your ME Term Deposit.

- 5.7 If you withdraw money before 4pm (Melbourne time), we will generally transfer the funds by the next business day (see the ME Electronic Access Terms and Conditions).
- 5.8 We will only accept withdrawals made in Australian dollars.
- 5.9 You cannot nominate your account in a direct debit request you give to any other financial institution or service provider (e.g. your gym or health care fund).
- 5.10 You cannot make withdrawals in cash or by cheque.
- 5.11 If we are required to do anything (including processing any transactions) on a day that is not a business day, we may do it on the next business day.

Requirements for transacting

- 5.12 Please note that you will need to register to use internet banking and/or operator assisted banking before you can transact on your account using any of these services (see the Electronic Access Terms and Conditions for details). However, if you are an existing customer and have already registered to use any of the services, you will not need to re-register before transacting on your account using these services.
- 5.13 Please note that these terms and conditions do not contain all of the terms and conditions governing your use of internet banking or operator assisted banking or electronic funds transfers to and from your account. The Electronic Access Terms and Conditions set out other terms relating to your use of these services, including provisions relating to your and our rights and responsibilities involving the use of internet banking, your liability for unauthorised transactions, and electronic funds transfers to and from your account. If there is any inconsistency between a provision of this booklet and a provision of the Electronic Access Terms and Conditions, the provision of the Electronic Access Terms and Conditions will prevail.

Transfer of money from a minor's account

- 5.14 Where an account is opened by the parent or guardian on behalf of a minor, withdrawals of money from the minor's account to a nominated account of the parent or guardian must be for a proper purpose. By requesting a withdrawal, a parent or guardian represents that the transfer will not breach any duty owed by the parent or guardian to the minor or any other person in connection with the account. We reserve the right to make inquiries when money is withdrawn from the minor's account to a nominated account of the parent or guardian to establish that the withdrawal does not breach this representation. We may refuse to effect the withdrawal if we are not satisfied (acting reasonably) with the responses to our inquiries.

6 Account must not be in debit.

- 6.1 You must ensure that your account is in credit at all times and does not become in debit. If your account does become in debit at any time, you must immediately pay us the amount necessary to bring your account in credit.
- 6.2 If your account is in debit at any time, we may transfer an amount from your nominated account or another account which you or any other joint account holder holds with us as necessary to bring your account in credit. If any other account you hold with us is in debit (whether or not this account is a joint account), we may transfer money from your account as necessary to bring that account in credit. We do not need to notify you before we do this and are not liable for any loss you may suffer as a result.

However, if you have an account that relates to any amount you owe us under a loan that is regulated by the National Credit Code, we may not combine that account with your account:

- while we are actively considering your financial situation under either paragraph 167 of the Banking Code of Practice or under the hardship provisions of the National Credit Code; or

- while you are complying with an arrangement you have made with us after we have considered your financial situation; or
- if doing so breaches the Code of Operation: Recovery of Debts from Department of Human Services Income Support Payments or Department of Veterans' Affairs Payments.

7 Fees and charges.

Our fees and charges

- 7.1 Our fees and charges, if any, are set out in our Deposit Accounts Fees and Charges sheet. You can obtain a copy by calling us or by visiting us at **mebank.com.au**. You agree to pay those fees and charges, if any, and authorise us to debit them to your account.

Government charges or duties

- 7.2 Any government fees or charges (e.g. any duties for account activity) will be debited to your account and shown on your statement of account. At the date of these terms and conditions there are no government fees or charges associated with your account. However, the government in the state or territory in which you live may introduce charges in the future. You can obtain details of current government charges (if any) by calling us.

8 Interest.

Interest rates

- 8.1 The Interest Rate is variable based on prevailing market conditions. The current Interest Rate on any given day forms part of these terms and conditions and is:
- available by visiting us at **mebank.com.au**;
 - available by calling us; and
 - included in your statement of account.

Calculating and crediting interest

- 8.2 Interest starts on the day the first deposit is made to your account and is calculated daily by applying the Interest Rate for the day to the

closing balance of your account at the end of the day as follows:

$$\frac{\text{Daily closing balance} \times \text{Interest Rate}}{\text{(as a percentage per annum)}} \\ 365$$

- 8.3 All amounts credited to your account are included in the closing balance of your account and earn interest, whether or not these amounts have been cleared by us. If a deposit to your account is subsequently dishonoured, any interest earned on the dishonoured deposit will be reversed.
- 8.4 Interest is credited to your account at the end of the last day of each month and is available for your use immediately. Interest is also credited to your account on the day we close your account.
- 8.5 If we change the Interest Rate, we will tell you in accordance with clause 10.

9 Statements.

- 9.1 We will issue you with a statement of account at least every six months. We will also give you a statement in the following six months after your account is closed. Each statement of account will record all transactions on your account since the last statement of account. You should check your statement of account carefully as soon as you receive it to ensure that all transactions are correct. Please let us know immediately if you believe there is an error on your statement.
- 9.2 If you have a joint account, you agree that we will provide you with a statement by sending a statement of account to each joint account holder or by sending one statement of account noting all joint account holders to the first person named on the application form.
- 9.3 You can ask for an interim statement/ transaction listing or a duplicate statement of account by calling us. A fee may be charged for this service (see clause 7 for details).

10 Changes to terms and conditions.

Notice of any changes

- 10.1 We may change any of these terms and conditions, including the fees and charges that are payable. 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 internet banking or operator assisted banking;
 - imposes, removes or adjusts a daily transaction limit or other periodic transaction limit applying to the use of your account, internet banking or operator assisted banking;
 - increases a fee or charge; or
 - introduces a new fee or charge.
- 10.2 We will give you at least 30 days prior notice of any other change that is unfavourable to you, unless it's a change to, or introduction of, a government charge that you pay directly, or indirectly, in relation to your account or a change to an interest rate. We may do this in writing to you or by advertising in a national newspaper or giving you notice in any manner allowed by law.
- 10.3 We agree to tell you of all other changes to these terms and conditions (including any change to the interest rate for the account) before the day on which the change takes effect. You agree that we may do this by writing to you, advertising in a national newspaper or giving you notice in another manner allowed by law.
- 10.4 If your account is a joint account, you agree that the first person named on the application 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.

- 10.5 Subject to satisfying any legislative requirements, we may not give you advance notice of a change relating to internet banking or operator assisted banking where the change is necessary to immediately restore or maintain the security of our systems or your account.

Change of details

- 10.6 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.
- 10.7 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.

11 Notices.

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 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:
- ME 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:
- 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 We may close your account at any time on request. If your account is a joint account, we will need instructions from you or your joint account holder before closing the account. You can ask us to close your account by:
- calling us;
 - writing to us at:
ME Account Services
GPO Box 1345
Melbourne VIC 3001; or
 - sending us a secure email through our internet banking service.
- 13.2 We may close your account without notice if:
- we believe you gave us false or misleading information to open your account;
 - we are required to do so by law;
 - we believe you failed to comply with this agreement; or
 - we believe further use of your account may cause you or us loss.
- 13.3 We may close your account without reason by giving you at least seven days prior written notice.
- 13.4 Before your account is closed, you must pay any amount you owe us (including any unauthorised overdrawn amount). You remain liable for all transactions or government charges made before or at the time of closing your account. On the date your account is closed, we will pay you any credit balance of the account plus interest by transferring that amount to your nominated account.
- 13.5 You can find out the amount that would be credited to your nominated account if your account was closed by contacting us.

14 Blocking your account.

- 14.1 We may block access to your account without notice if:
- we are required to do so by law;
 - we suspect that you or someone else is being fraudulent in connection with the account;
 - we believe that further use of your account may cause you or us loss;
 - we believe that your account has been or is being used to further a crime;
 - if you have a joint account and we become aware that you and your joint account holder are in dispute;
 - if you have a joint account and either of you asks us to change the account authority so that you all have to approve any future withdrawals; or
 - we become aware that the sole account holder has died.
- 14.2 This means that you (and your joint account holder, if you have a joint account) will not be able to make any withdrawals from or deposits to your account. We will continue to pay interest on the credit balance in your account. We will only unblock access to your account, as relevant, when we are satisfied that:
- we are permitted to do so by law; or
 - the circumstances set out in clause 14.1 no longer apply or otherwise as notified to you by us.

15 Inactive accounts.

- 15.1 If you have not made a withdrawal from, or deposit to, your account for 12 months or more, we may close your account and pay the credit balance of your account plus interest to your nominated account. 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 15.2, 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.

15.2 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.

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.

1 Meaning of words used.

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 amendments;

business day means a weekday except a national public holiday or a public holiday in Victoria;

DDR means a Direct Debit Request completed 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;

the financial institution means the financial institution (including us) at which your nominated account is held;

us, we, 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 completed the DDR; and

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

2 Debiting your nominated account.

- 2.1 By completing a DDR you authorise us to arrange for funds to be debited from your nominated account as follows:
- any amounts we are instructed to draw in accordance with your Account Terms and Conditions; and/or
 - any amounts owing in relation to your ME account which we are entitled to draw under your Account Terms and Conditions.
- 2.2 If a drawing is due to be made on a day that is not a business day, we may direct the financial institution to debit your nominated account the following business day. If you are uncertain as to when the drawing will be processed, please contact the financial institution.
- 2.3 If a drawing arrangement is returned unpaid by the 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 the financial institution; and
 - may be charged a fee by us.
- 2.4 We reserve the right to cancel your drawing arrangements if three or more drawings are returned unpaid.
- 2.5 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;
 - 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 Changes to this agreement.

- 3.1 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.

- 4.1 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 3001;
 - 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.

- 4.2 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 the financial institution.
- 4.3 If we conclude as a result of our investigations that your nominated account:
- has been incorrectly debited, we will arrange for the financial institution to adjust your nominated account (including interest and charges) accordingly; or
 - has not been incorrectly debited, we will provide you with reasons and any evidence for this finding.

5 Your obligations.

- 5.1 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, check with the financial institution before completing the DDR;

- have sufficient clear funds in your nominated account by the due date 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, check with the 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 the financial institution for that account;
- tell us if the details of the 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 National 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, the Australian Financial Complaints Authority (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 3001; or
- emailing **privacy@mebank.com.au**



ME Bank – a division of Bank of Queensland
Limited ABN 32 009 656 740 AFSL and
Australian Credit Licence Number 244616
DP0050.v11/202204/215236

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