

Notice of Change

To make it easier for our Members to understand what has changed, the text crossed out is deleted and the text underlined is inserted.

Effective 31 October 2024, Teachers Mutual Bank Limited is making a number of changes to Conditions of Use Accounts and Access, Consumer lending terms and conditions, Credit card terms and conditions, Fees and Charges, Credit Card Letter of Offer, Home Loan – Offer and Loan Contract, Personal Loan – Offer and Loan Contract and Guarantor – Offer and Loan Contract as set out in the table below.

Important changes to our *Conditions of Use Accounts and Access*

CHANGE APPLIES TO	CHANGE
About these Conditions of Use Part B (existing page 3)	<ul style="list-style-type: none"> Electronic banking (including internet banking <u>and</u> mobile banking app, and telephone banking)
Part B – Electronic Access Facilities and ePayment Conditions of Use (existing page 9)	<u>Section 28</u> <u>Security Tool</u>
Savings accounts (existing page 13)	<p>Savings accounts</p> <p>Online Savings account and New Teacher Online Savings account</p> <p>For the convenience of saving online and to earn a higher interest rate than our transaction accounts, this account can be accessed through electronic banking. If the account balance is nil for a certain amount of time, this account may be closed. We will give you reasonable notice of our intention to close your account in accordance with these Conditions of Use.</p> <p><u>As of 31 October 2024, the Online Savings and New Teacher Online Savings account will be closed to new business. Existing account owners can continue to use their accounts as normal.</u></p> <p><u>Essential Saver</u></p> <p><u>For the convenience of saving online, this account can be accessed through electronic banking. If the account balance is nil for a certain amount of time, this account may be closed. We will give you reasonable notice of our intention to close your account in accordance with these Conditions of Use.</u></p>

Summary of accounts and access facilities (existing page 18)	Accounts	<u>Online account</u> <u>Essential Saver, Online Savings</u> <u>and New Teacher Online</u> <u>Savings account</u>	Pension Advantage account
	Minimum opening deposit	\$0	\$0
	Maximum deposit	Subject to acceptance by the Bank	Subject to acceptance by the Bank
	Interest calculated	Daily	Daily
	Interest paid	Monthly	Monthly
	ATM	x	*✓
	eftpos	x	*✓
	Bank@Post™	x	*✓
	Electronic banking	✓	✓
	Cheque book	x	x
	Direct debit	x	*✓
	BPAY®	x	*✓
	Internal periodical payment	x	*✓
	Electronic funds transfer	x	*✓
	Direct credit	✓	✓
	Electronic deposit	✓	✓
	PayTo	x	x
	National Australia Bank	x	x
	Our offices	✓ ⁴	✓
	Sweep	x	✓ ⁶
	Link PayID	✓	✓
	Can receive NPP payment	✓	✓
	Can send NPP payment	x	*✓
How to withdraw and transfer (existing page 21)	<ul style="list-style-type: none"> via electronic banking (including internet banking <u>and</u> mobile banking app, and telephone banking) 		

Part B – Electronic Access Facilities and ePayment Conditions of Use (existing page 26)	<ul style="list-style-type: none"> via electronic banking (including internet banking <u>and</u> mobile banking app, and telephone banking)
Section 2 Definitions (existing page 29)	h) electronic banking means for example, internet banking, mobile banking app, telephone banking and PayTo
Section 11 How to report loss, theft or unauthorised use of your access card or pass code (existing page 49)	Visa Card Hotline Within Australia 13 12 24 <u>1800 862 265</u>
Section 28 Security Tool (existing page 72)	<p><u>28.1 We may use security features or other protective measures provided by third parties (Security Tool) to review the account details entered by a user into internet banking or the mobile banking app against the available payment information of those third parties. The Security Tool allows us to give a user an indication of the likelihood that the account name matches the account.</u></p> <p><u>28.2 A user must access the Security Tool solely in accordance with these Electronic Conditions of Use.</u></p> <p><u>28.3 A user must not directly or indirectly: access the Security Tool in a manner that adversely impacts or may adversely impact the stability or integrity of the Security Tool; use the Security Tool for any unlawful purpose or in any manner that infringes the rights of any third party; or decompile, reverse compile, disassemble, reverse engineer, reverse assemble, or reverse translate or otherwise attempt to obtain the source code for or trade secrets in the Security Tool.</u></p> <p><u>28.4 A user must: act lawfully in connection with accessing the Security Tool; and take reasonable steps to ensure that it does not enable any third party to engage in any conduct that is restricted or prohibited in this clause 28.</u></p>

Important changes to our *Consumer lending terms and conditions*

CHANGE APPLIES TO	CHANGE
Redraw facility (existing page 9)	5.3 You may access the redraw facility by phone or by internet banking or by completing a personal and home loan redraw request form (available on request).
28 Miscellaneous matters (existing page 24)	28.8 Electronic account access c) Electronic banking (mobile banking app <u>and</u> internet banking and telephone banking)

Important changes to our *Credit Card Terms and Conditions*

CHANGE APPLIES TO	CHANGE
Conditions of Use (existing page 2)	<ul style="list-style-type: none"> Internet and Phone banking

3. Account activation and card security (existing page 7)	3.3 • activate your account via internet banking or phone banking.
10. Interest and Interest Free Period (existing page 12)	<p>10.1 • interest and fees (includes any other amount that is not a purchase, cash advance or balance transfer)</p> <p>• <u>interest and fees and charges and any other transaction that is not a purchase, cash advance or balance transfer but on which interest is payable.</u></p> <p>10.2 Subject only to clause 10.4 (interest free days on purchases and balance transfers), we will charge interest on all transaction types debited to your account by applying the daily percentage rate to the outstanding balance at the end of the day until (but not including) the date the outstanding balance is paid in full.</p> <p>10.4 Interest free days on purchases and balance transfers</p> <p>a) If an interest free period applies to your account (refer to paragraph (b) below), we will not charge interest on purchases and balance transfers. Please note there are no interest free days for cash advances.</p> <p>b) Interest free periods <u>Interest free periods for purchases and balance transfers</u> start the day your account opens and continue unless you fail to pay the closing balance by the due date shown in that statement. The length of an interest free period may be up to 55 days.</p> <p>c) <u>Interest does not begin to accrue on fees and charges debited from the account until the commencement of the following statement period. Interest on fees and charges will then continue to accrue until paid in full.</u></p> <p>e) <u>d) If you do not pay the closing balance in full on or before the due date shown in your statement, the interest free period on purchases and balance transfers will end. From the day after the due date shown in that statement, interest will be charged on the outstanding balance. Please note that interest free periods only apply to purchases and balance transfers. Interest will accrue on other transactions as provided for in this Clause 10.</u></p>
14. Using Visa for foreign currency transactions (existing page 16)	14.6 Please also note: "transaction" includes any transaction in a foreign currency whether in Australia or overseas, such as purchasing goods or services at VISA outlets, making ATM withdrawals and payments via phone or online banking.

Important changes to our *Fees and Charges brochure*

CHANGE APPLIES TO	CHANGE
Payment services (existing page 7)	Card Fees These fees are applicable to Visa Debit card and Visa Credit Card: Card replacement \$10
Accounts overlimit and/or in arrears (existing page 11)	Default notice fee Payable where we send you a letter in connection with a default that has occurred in relation to your Loan. Payable at the time we send you such a letter. \$25

Important changes to our *Credit Card Letter of Offer*

CHANGE APPLIES TO	CHANGE
Maximum Interest Free Period (existing page 1)	55 days on purchases and balance transfers. <u>Please note that there is no interest free period on cash advances. With fees and charges, interest does not begin to accrue until the commencement of the statement period following the period in which the fee or charge is debited to your account.</u>

Credit Fees and charges retained by Us continued (existing page 2)	Default Notice Fee – \$25 Payable where we send you a letter in connection with a default that has occurred in relation to your credit card account. Payable at the time we send you such a letter. Account Functions Fee – \$2.50 payable for each increment of up to 3 minutes. Card Replacement Fee – \$10 payable when you request a replacement card.
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Important changes to our *Home Loan – Offer and Loan Contract*

CHANGE APPLIES TO	CHANGE
The Schedule (existing page 1)	The disclosures made in this Schedule are correct as at 31/10/2024. **Disclosures of Interest, repayments and credit fees and charges are estimates assuming that we fund the loans on that date and also based on the other assumptions set out in clause 28.8 <u>28.7</u> of the Consumer lending terms and conditions.
The Schedule (existing page 3)	Default Notice Fee – \$25.00 Payable where we send you a letter in connection with a default that has occurred in relation to your Loan. Payable at the time we send you such a letter.

Important changes to our *Personal Loan – Offer and Loan Contract*

CHANGE APPLIES TO	CHANGE
The Schedule (existing page 1)	The disclosures made in this Schedule are correct as at 31/10/2024. **Disclosures of Interest, repayments and credit fees and charges are estimates assuming that we fund the loans on that date and also based on the other assumptions set out in clause 28.8 <u>28.7</u> of the Consumer lending terms and conditions.
The Schedule (existing page 2)	Default Notice Fee – \$25.00 Payable where we send you a letter in connection with a default that has occurred in relation to your Loan. Payable at the time we send you such a letter.
Redraw registration (existing page 1)	Ways to redraw on your loan? Phone banking Transfer the redrawn amount to your transaction or savings account on the same member number as your loan.
Redraw registration (existing page 1)	Please sign below I acknowledge that: I will have access to the Redraw facility by phone banking ; internet banking or by completing a Personal and home loan redraw request

Important changes to our *Guarantor – Offer and Loan Contract*

CHANGE APPLIES TO	CHANGE
The Schedule (existing page 1)	The disclosures made in this Schedule are correct as at 31/10/2024. **Disclosures of Interest, repayments and credit fees and charges are estimates assuming that we fund the loans on that date and also based on the other assumptions set out in clause 28.8 <u>28.7</u> of the Consumer lending terms and conditions.

<p>Part B – Fees that may apply at the time of settlement/funding or during the term of your loan</p> <p>(existing page 2)</p>	<p>Account Functions Fee – \$2.50 for each increment of up to 3 minutes</p> <p>A manual administration fee applies to the following requests (other than where we are not legally permitted to charge you in relation to that request):</p> <ul style="list-style-type: none"> Anything that you could do yourself through Internet Banking or the Mobile Banking App (such as processing electronic funds transfers from your account) Providing replacement or additional copies (whether in paper or electronic form) of statements of account we have previously provided to you Providing transaction listings Setting up and/or making changes to direct debit or recurring payments Providing copies of documentation such as cheques and deposit slips, and archived documents. <p>Payable at the time the service is provided.</p>
<p>Part B – Fees that may apply at the time of settlement/funding or during the term of your loan</p> <p>(existing page 3)</p>	<p>Default Notice Fee – \$25.00</p> <p>Payable where we send you a letter in connection with a default that has occurred in relation to your Loan. Payable at the time we send you such a letter.</p>