



AdelaideBank

Adelaide Money Market Term Deposit Account

Via Adviser or Custodian

Product Guide
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Introduction

This *Product Guide* covers a range of information, including details of the *account* and general descriptive information for customers. It also covers information about the banker customer relationship between *you* and *us*.

Part A – *Account* features and benefits provides a summary for each *account*, detailing *account* features and ways to access the *account*.

This *Product Guide* is designed to help *you*:

- Decide whether this *account* meets *your* needs
- Understand how to access *your account*
- Compare this *account* with others *you* may be considering.

Ideally *you* should read this *Product Guide*, which includes terms and conditions relating to *your account*, before *you* select the *account* *you* wish to open. *You* should keep this *Product Guide* handy as *you* may find it useful as a quick, easy reference guide.

Please note the information contained in this *Product Guide* is general information only and does not take into account *your* individual objectives, financial situation or needs.

You and your adviser

When *you* open an *account* through *your adviser*, *your adviser* may transact on *your account* on *your* behalf. Therefore if *you* wish to withdraw funds, reinvest or change *your* investment in any way, *you* can do so through *your adviser*.

Where *your adviser* opens an *account* on *your* behalf and *you* do not sign an *account* application form, we will not accept a request by *you* to transact directly on the *account* unless *your adviser* provides *us* with authorisation, *you* sign an *account* application form and *you* meet identification requirements.

Custodian investors

Where the investment in the Adelaide Money Market Term Deposit *Account* is made through a master trust, wrap account or other investor directed portfolio-type service (a *custodian*), the *account* will be held by the *custodian* rather than the investor on whose behalf the investment is made (the *custodian investor*) and the *custodian* may exercise the rights of the *account* holder (including rights to operate on the *account*), subject to the terms of their arrangement with the *custodian investor*.

Because a *custodian investor* will not be the *account* holder, a *custodian investor* does not have rights under *our* complaints process or under the Financial Claims Scheme. *Custodian investors* may also be subject to different conditions from those outlined in this *Product Guide* (such as procedures for making investments and withdrawals, cooling off periods, cut-off times for transacting, timing for distributions, additional fees and costs and investor reporting).

Adelaide Bank is not responsible for the operation of any *custodian* through which a *custodian investor* invests. *Custodian investors* should direct enquiries and complaints to their *custodian*, not to Adelaide Bank. In addition to reading this *Product Guide*, *custodian investors* should read all documents that explains their relationship with their *custodian*.

Contacting us

If *you* have any questions or would like more detailed information about the *accounts* described in this *Product Guide* please contact *your adviser*.

If *you* wish to contact *us* directly, *you* can:

- Call *us* on 1800 224 124
- Write to *us* at GPO Box 1048, Adelaide SA 5001

When this *Product Guide* applies to *you*

Where *you* are not already bound by the terms and conditions in this *Product Guide*, the first use by *you* or an *operator* of *your account* will be taken as *your* acceptance of these terms and conditions.

All *italicised* terms in this *Product Guide* have a specific meaning and are defined in Part F of this *Product Guide*.

Issuer

Adelaide Bank
A Division of Bendigo and Adelaide Bank Limited
ABN 11 068 049 178
AFSL 237879

1. Part A - Account features and benefits

1.1 Adelaide Money Market Term Deposit Account

Account summary

Adelaide Money Market Term Deposit Account	
Account can be opened by	Individuals / Companies Trusts / Super funds Partnerships / Estate of the late Associations / Co-operatives Custodians
Terms available	30 days to 5 years
Method of interest calculation	Daily on closing <i>balance</i>
Frequency of interest payments	For terms of 179 days or less, interest is paid at maturity. If the term of <i>your</i> investment is greater than 179 days an option of <i>monthly</i> interest can also be selected, for terms above 365 days interest can be paid <i>monthly</i> or quarterly, or half yearly or annually. If no interest payment option is selected, interest will be paid at maturity or annually.
Interest payment options	1. Transfer to a nominated Adelaide Bank account; 2. Transfer to a non- Adelaide Bank account (subject to other financial institution deposit requirements); or 3. Reinvested into <i>your account</i> .
Transactions	Deposits are not permitted during the term. Withdrawals can be made during the term subject to an <i>interest rate</i> reduction. Refer to Early withdrawal on the next page.
Statement frequency	Per interest payment frequency and every six months for terms greater than 180 days.
Minimum opening balance	\$5,000

Please refer to part 3.5 of this *Product Guide* for more information about depositing to and withdrawing from *your account*.

We will send *you* a Term Deposit Maturity Notification letter before *your* investment matures. It will contain the following information:

- The current balance of *your* investment; and
- Amount to be reinvested.

Important note: *Interest rates* may change prior to *your* maturity date. *You* should check the current *interest rates* with *us* on the maturity date.

You have a seven day grace period from the date *your* investment matures to change the details of *your* investment (for example, increase the amount of *your* investment or the length of the investment term). *Your account* will continue to be subject to the same terms and conditions.

Investment maturity

- Prior to or on the day of maturity *you* may contact *us* to provide instructions regarding *your* investment. At this time *you* may instruct *us* to roll *your* investment on the terms set out in the Term Deposit Maturity Notification letter, to reinvest *your* funds for a different term, to increase the amount of *your* investment, or *you* may advise *us* *you* wish to close *your account* or withdraw part or all of *your* funds.
- If no instructions are received by *us* prior to or on the day of maturity we will automatically roll *your* principal and interest into the same investment term (or the nearest equivalent term if the previous term is no longer available) at the current *interest rate* for that term. It is important to note that the *interest rate* applicable to the new investment may significantly differ from the *interest rate* applied in the previous investment, due to changes in *interest rates* over time.
- The details of *your* new investment, including the *interest rate* and new maturity date, will be confirmed by *us* on *your statement*.
- If the day *your* investment matures is not a *banking day* *you* will not be able to access *your* funds until the next *banking day*.

Early withdrawal

- If *you* wish to withdraw or transfer *your* funds after the seven days grace period, we may at *our* discretion not permit the withdrawal or transfer for up to 31 days (or the next maturity date if sooner), but we will permit withdrawal or transfer during this period in the case of proven hardship (as determined by *us*). Hardship applications by a *custodian investor* will not be accepted by *us* because a *custodian investor* is not the *account* holder. The 31 day period starts on the day *you* give *us* notice by making the request in writing to *us*. If we decide not to permit *your* withdrawal or transfer during this period, *your* funds will be paid on the *banking day* after the expiry of the period.
- If *you* require access to *your* investment prior to maturity, an early withdrawal *interest rate* reduction will apply.
- The *interest rate* reduction will be calculated as the amount being withdrawn multiplied by the difference between the fixed *interest rate* and the *interest rate* that would have been applicable if the actual term was chosen at the time of investment. This fee is charged on *account* closure or when interest is paid. It is to reimburse *us* to cover the costs incurred by *us* in sourcing replacement deposit funds.
- In the event *your interest rate* is reduced, we may deduct any *interest rate* reduction from the principal *balance* remaining as an adjustment of interest already paid.
- *Your* early withdrawal request will need to be in writing.

Payment

Payment of the principal and any interest will be made to the bank account *you* nominated in *your* application form.

Minimum balance

The minimum opening *balance* for this *account* must be maintained. If in the event the *account* falls below this minimum, *your account* may be closed.

General

Your account is not transferable.

2. Part B - Banking with Adelaide Bank

2.1 How to change *your* details

If *you* change *your* address, telephone number or other relevant details *you* must notify *us* promptly so we can update *your* information. This can be done either through *your adviser* or directly with *us*. Please note that unless *you* give *us* reasonable notification of such changes we cannot be held responsible for any resulting errors or losses.

2.2 Statements

We will provide *you* with a *statement* for each *account* at the frequency indicated in Part A – *Account* features and benefits. *Your statement* is an easy to read record of all transactions *you* have made over the *statement period*.

Every *statement* is worth keeping as it provides an invaluable record of all transactions, interest earned and government charges as well as the current *balance*. *You* should check each *statement* carefully and contact *us* immediately if *you* find any error or unauthorised transaction.

If *you* request a copy of a *statement* that has already been issued to *you*, *you* may incur a fee.

2.3 Communication between *us*

Notices, certificates, consents, approvals and other communications in connection with this *agreement* must be in writing. Communications from *us* may be signed by any of *our* authorised employees.

Communications for *us* may be:

- Given personally to one of *our* employees or *officers* at:
 - any branch we have
 - *our* registered office:
The Bendigo Centre, Bendigo VIC 3550
 - such other places as we advise *you* from time to time
- Sent by post or electronically to any of these places or to GPO Box 1048 Adelaide SA 5001 (as applicable)
- Given by any other means permitted by law.

A power of attorney in connection with a transaction under this *agreement* may be given personally to one of *our* employees or *officers* at *our* registered office.

We may communicate information to any one of *you* (which will be taken to be notice to all of *you*) by:

- Delivering it to *you* personally
- For individuals, leaving it at *your* residential or business address last known to *us*
- For bodies corporate, leaving it at *your* registered office by leaving it with one of *your* officers
- Sending it by post or electronically to any of these places
- Any other means permitted by law.

A notice or other document is taken to be given when:

- Given personally - on the date of the document or the date it is received by the addressee, whichever is the later
- Sent by post - on the date of the document or the date when it would have been delivered in the ordinary course of post, whichever is the later
- Sent by facsimile transmission or some other form of electronic transmission - on the date of the document or the date on which the machine from which the transmission was sent produces a report indicating that the document was sent to the facsimile or other number of the addressee, whichever is the later
- Sent electronically – on the date of the document or the date on which the computer from which the information was sent produces evidence that the document was sent.

Communications given by newspaper advertisement are taken to be received on the date they are first published.

If *you* are a company, all company communications from *you* must be signed by a director.

We may serve any document in a court action (including a writ of summons, other originating process or third or other party notice) on *you* by delivering it to *your* residential or business address last known to *us* or by leaving it there. This does not prevent any other method of service.

We may telephone *you* to confirm any instructions regarding *your account* sent electronically to *us*.

We reserve the right to withhold processing any instructions regarding *your account* sent electronically to *us* until we have confirmed these instructions with *you* by telephone.

2.4 Changes to *your account* or information contained in this *Product Guide*

Changes to *account terms and conditions*

Subject to the following, we may change the terms and conditions that apply to *your account* (including the fees and charges that apply) at any time.

We will notify *you* of changes to *your account* in the following way:

Change	Minimum days notification	Method of notification
Introduce a new fee or charge (other than a government charge)	30 days	In writing
Increase the amount of a fee or charge (other than a government charge)	30 days	In writing or by press advertisement
Vary the method by which interest or a fee or charge is calculated	30 days	In writing
Vary the <i>balance</i> ranges within which <i>interest rates</i> apply	30 days	In writing
Vary the frequency with which interest is debited or credited	30 days	In writing
Introduce or vary any government charge that directly or indirectly affects <i>you</i> , unless the government agency has already publicised the change	Day of change	In writing or by press advertisement
Change an <i>interest rate</i> (except where we have agreed to a fixed <i>interest rate</i> for a given term)	Day of change	In writing or by press advertisement
Change any other term or condition	Day of change	In writing or by press advertisement

You agree that we may notify *you* of these changes by the methods described above.

Other changes

We will advise *you* of any other material changes or significant events affecting *your account* or the content of this *Product Guide*. We will generally notify *you* of such matters before, or as soon as practicable after, the change or event occurs. *You* agree that we may notify *you* of this information in writing or by press advertisement.

For information in this *Product Guide* that is not materially adverse and is subject to change, *you* can obtain up-to-date information by:

- Contacting *your adviser*
- Calling *us* on 1800 224 124.

A copy of any updated information will also be provided free of charge upon request.

2.5 Privacy

We are committed to ensuring *your* privacy is protected and understand *your* concerns regarding the confidentiality and security of personal information *you* provide to *us*.

Our privacy policy and details of how we handle *your* personal information is available from *us*. Please refer to the contacting *us* section at the beginning of this *Product Guide* for *our* contact details.

2.6 Anti-Money Laundering and Counter-Terrorism Financing (AML/CTF)

We are committed to the regulatory requirements for anti-money laundering and counter-terrorism financing.

To comply with these requirements we may:

- Require *you* to provide to *us*, or otherwise obtain, any additional documentation or other information
- Suspend, block or delay transactions on *your account*, or refuse to provide services to *you*
- Report any, or any proposed, transaction or activity to any body authorised to accept such reports relating to AML/CTF or any other law.

If the application does not meet regulatory identification requirements we may decline the application.

2.7 Banking Code of Practice

We have adopted the Banking Code of Practice. The Banking Code of Practice will apply to *your account* if you are an individual or a small business. In this *Product Guide*, and if *you* ask, we will provide *you* with general descriptive information concerning *our* banking services. This includes:

- *Account* opening procedures
- *Our* obligations regarding the confidentiality of *your* information

- Complaint handling procedures
- Bank cheques
- The advisability of *you* informing *us* promptly when *you* are in financial difficulty
- Information on current annual percentage rates and fees and charges
- The advisability of *you* reading this *Product Guide*, which includes terms and conditions relating to *your account*.

If there is any inconsistency between this *agreement* and the Banking Code of Practice we will follow the Banking Code of Practice.

2.8 Other regulations

As well as *your* agreement, industry codes of practice and legislation may provide further rights or obligations.

Key sources of regulation which may apply include:

- Banking Code of Practice – a voluntary code of conduct which sets standards of good banking practice for banks to follow
- Privacy Act 1988 (Cth) - privacy legislation governing activities such as the collection, use and disclosure of personal information
- National Credit Code - legislation which regulates the provision of credit to individuals for consumer purposes
- Corporations Act 2001 (Cth) - legislation which, among other things, regulates a wide range of activities relating to certain financial products
- Australian Securities and Investments Commission Act 2001 (Cth) - legislation which, among other things, prohibits misleading, deceptive and unconscionable conduct in relation to financial services
- Cheques Act 1986 (Cth) – legislation that deals with matters such as payment and collection of cheques as well as fraud and other unauthorised transactions
- Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (Cth) – legislation designed to combat money laundering and the financing of terrorism.

2.9 Our relationship

Your agreement with us will govern our relationship. As well as the express written terms in your agreement, there may be implied terms relating to everyday banking matters. The type of banking service you request is also relevant. For example, it is a debtor and creditor relationship with a loan or a deposit account. For a deposit account, this means we owe you your deposit and for a loan account you owe us.

Your agreement will usually start when your account is opened, however it may be earlier - for example when we first become bound to provide banking services to you.

Your relationship with us may also automatically stop in some cases. For example, if you close your account, if you become bankrupt or insolvent, or if you die. If we wish to end our relationship, in most cases we will give you reasonable notice. However, sometimes this may not occur (such as where an overdraft must be immediately repaid).

2.10 If you have a complaint or concern

If you have a query or concern regarding your account, your agreement or our service you can either speak to your adviser, or contact our Customer Help Centre on:

- Telephone 1300 361 911
8.30am – 5.00pm (AEST / AEDT)
Monday to Friday; or
Fax: 1300 367 615; or
Email: feedback@bendigobank.com.au

Experience tells us that most concerns or complaints can be fixed at this level. If, however, your concern or complaint requires specialist attention, the appropriate staff member will respond to you within five business days of receipt of the concern or complaint, either providing an immediate answer or advising of action to be taken and an expected reply date.

Within 21 days of receiving your complaint we will advise you in writing of either:

- The outcome of our investigation; or
- The need for more time to complete our investigation.

If you are not satisfied with the response provided you have the option of referring the matter to the Customer Advocate who will impartially assess your complaint, keep you informed of the progress and provide you with a response.

Telephone: 1300 139 572 (+61 3 5485 79190)

Email: customer.advocate@bendigoadelaide.com.au

Post/Letter - Customer Advocate, PO Box 480,
Bendigo, VIC 3552

Australian Financial Complaints Authority (AFCA)

We do not anticipate a situation where we cannot resolve a concern or complaint to your satisfaction. However, should this happen, you have the option of referring the matter to the Australian Financial Complaints Authority.

The Australian Financial Complaints Authority is an independent person appointed to help individual customers and small businesses resolve problems and disputes with their bank. You do not have to pay if you ask AFCA to help you.

AFCA's role is to investigate matters only after customers have fully exhausted the established complaint procedures of their bank.

You may obtain further information about this service by contacting AFCA at:

The Australian Financial Complaints Authority

GPO Box 3

Melbourne VIC 3001

Telephone: 1800 931 678

Website: www.afca.org.au

Email: info@afca.org.au

2.11 Brokerage

We may pay brokerage to your adviser based on the deposit balance of your account and the percentage of brokerage charged. Brokerage is a type of commission, and is deducted from the total interest we pay on your account. Your adviser determines and instructs us on the amount of brokerage you will be charged. The amount of brokerage charged by your adviser directly affects the interest rate received by you on your account.

As an example:

We offer an 'all-up' (total) interest rate of 5.00% p.a. on the account to your adviser. If your adviser charges 0.15% p.a. brokerage the interest rate received by you will be 4.85% p.a. If your adviser charges 0.25% p.a. brokerage the interest rate received by you will be 4.75% p.a.

Please note: examples are used for illustrative purposes only.

Your adviser may give you further information about benefits received by them (such as brokerage) when providing you with financial product advice or arranging for your account to be opened.

Where prohibited by law, including the Corporations Amendment (Future of Financial Advice) Act 2012 (Cth), we will not pay any commissions, fees or soft dollar benefits to advisers and related parties.

Brokerage may also be payable to a custodian as described above.

2.12 Risk

All financial products carry risk and different products may carry different risks depending on the nature of that product. You should consider your level of risk tolerance prior to investing and should have regard to your own investment objectives, circumstances and needs, and consider the need for professional advice, including taxation and legal advice.

The most significant risk associated with this account is as follows:

Interest rate risk

Because the interest rate is fixed there is a risk that interest rates applying to alternative investments may increase during the term of your investment in which case you may forgo potential higher returns on your funds.

2.13 Financial Claims Scheme

The Financial Claims Scheme protects depositors through the provision of a guarantee on deposits (up to a cap) held in authorised deposit-taking institutions (ADI) in Australia and allows quick access to their deposits if an ADI becomes insolvent.

As such please note the following information:

- You may be entitled to a payment under the Financial Claims Scheme in the event of us becoming insolvent;
- Accessibility to the Financial Claims Scheme is subject to eligibility criteria; and
- Information about the Financial Claims Scheme can be found at www.fcs.gov.au

3. Part C - Using your account

3.1 How to open an account

An application must be made through your adviser or by a custodian.

When your adviser opens an account on your behalf, you will only be able to access this account through your adviser.

If you would like to operate your account along with or instead of your adviser, you will need to provide us with authorisation for this to occur, and you will need to meet identification requirements.

Your adviser will conduct the required identification process on our behalf.

An account may be opened in the name of an individual, company, partnership, trust, association, co-operative, a self managed superannuation fund or a custodian.

Eligible Investors

You must be 18 years or over to open an account. Investments are only available to persons receiving an up to date (electronic or otherwise) copy of this Product Guide within Australia. Applications from outside Australia will not be accepted. The individual(s) or entities in whose name in which the investment is made in and all signatories to the account must reside in Australia.

3.2 How to identify yourself

If you wish to operate your account opened by your adviser we will need to obtain proof of your identity, as required by law, including Know Your Customer requirements under anti-money laundering and counter-terrorism financing legislation. This will include information such as, for an individual, name, residential address and date of birth and for a business entity information such as details of directors and shareholders. Where the customer is a trust, details of the trustee and beneficiaries may be required. We may also require other information such as information about beneficial owner(s), and information about your activities and reason for opening an account in Australia.

3.3 Joint accounts

If you have a joint *account* with another *person* or *persons*, you will each be liable for any amount due to us on the *account* and any other obligation under your agreement, unless your agreement with us states otherwise.

Under the terms of this *Product Guide* you are liable both separately on your own and jointly with any one or more other *persons* named as *account* holders of your *account*. This includes your successors and assigns. This means we can ask all of you or any one of you for the whole of the amount owing.

In some cases (for example loan *accounts*) you may be able to limit your liability on a joint *account*. A request to limit your liability to us will only apply in relation to future advances and not to money already owing. You should direct any requests to limit your liability in writing to us. Requests are only effective upon written acceptance from us.

Joint liability for amounts owing to us may also be limited as a result of family law property proceedings, for example following a Family Court decision to transfer the mortgage and title on a jointly owned home.

Upon the death of one or more of you, we shall be entitled to treat the survivor(s) as having title to your *account*. However, we will normally treat all authorities for operating the joint *account* as cancelled once we know of your death (and certain conditions have been met) or of your bankruptcy. We must be notified as soon as practicable if one of you dies.

It will be up to you and the other joint *account* holders to say how many of you must sign in order to operate the *account*. This arrangement will be part of your agreement with us, and may be altered at the request of you and the other joint *account* holders. If we receive no other instructions we will assume 'any one of us to sign' is selected.

Regardless of any arrangement with us, any holder of a joint *account* can require us to operate the *account* only on the signature of all parties. This might be done if there is a dispute between the joint *account* holders.

Unless we agree otherwise the signatures of all of you are required:

- On any notice or request for withdrawal of monies
- On receipt for monies paid
- To appoint or remove an *operator* on your *account*
- To end this *agreement* at your request.

If there is more than one of you, you authorise us to accept for the credit of your *account* any cheque payable to any one or more of you.

You agree that where you hold an *account* jointly with another *person* or *persons*, you appoint the other *account* holder(s) as your agent for the purposes of receiving a copy of this *Product Guide*, *statements* of *account*, transaction confirmations and any other information relating to the *account* that is required to be provided to each *account* holder. You can obtain copies of any of this information at any time by contacting us.

3.4 Giving someone access to your *account*

We may allow any *person* nominated by you who is aged 18 years or older to be an *operator* on your *account*. An *operator* is able to use your *account* in any way we allow, subject to any restrictions that we agree to. Each use of your *account* by an *operator* is subject to this *agreement* as if you had used the *account*.

Allowing someone else to operate your *account* enables that *person* to access any financial information about your *account*, including:

- The *balance* of your *account*
- Any payments due on your *account* including the amount, due date and details of the payment
- Copies of documents issued by us such as *statements*
- Details of any transaction on your *account*.

When you open an *account* through your *adviser*, your *adviser* will automatically be provided with limited access to operate your *account*.

When you allow an *operator* to use your *account* you are liable for any such use as if your *account* had been used by you. However, you will not be liable if the *operator's* rights to use your *account* were previously withdrawn. An *operator's* rights to use your *account* will be withdrawn from when you have notified us in writing when you want that to happen.

Appointing an authorised operator

Who you can appoint

You may appoint any of the following to be an authorised *operator* on your *account*:

- A *person* aged 18 years or older
- A company
- A partnership
- Your financial *adviser*.

Level of authority

The types of functions *your* authorised operator(s) can perform on *your* investment will depend on the level of authority *you* grant them. *You* may opt for *your* authorised operator to have either 'limited' or 'full' access to *your* investment.

Your adviser

You can advise *us* of the level of authority of *your* adviser by completing section 15 of the application form. Please note if the application is signed on *your* behalf by *your* adviser they are automatically authorised as a *Full Access Operator* on *your* behalf.

If *you* wish, *you* may change the level of authority of *your* adviser by notifying *us* in writing.

Functions your authorised operator can perform

Refer to the table below which explains the functions which may be performed by *Limited* and *Full Access Operators*:

Access	Limited Access	Full Access
Access personal and financial information relating to <i>your</i> account	✓	✓
View brokerage details ¹	✓	✓
View <i>your</i> account details online. This product does not have online transactional capabilities ³	✓	✓
Receive copies of periodic statements ²	✓	✓
Advise <i>us</i> of <i>your</i> TFN	✓	✓
Instruct <i>us</i> to change <i>your</i> personal details	✗	✓
Advise <i>us</i> as to maturity instructions on <i>your</i> account	✓	✓
Order and incur charges for statements ²	✗	✓
Withdraw some or all of <i>your</i> funds or close <i>your</i> account to <i>your</i> nominated transaction account or via cheque to the account name	✓	✓
Close <i>your</i> account	✗	✓
Change <i>your</i> nominated transaction account details	✗	✓

¹ This function is only available to *your* financial adviser or stockbroker.

² Charges apply to requests for interim and duplicate statements, closing details and transaction summaries. Refer to the Fees and Charges section of this *Product Guide* for further information.

³ Online banking services are not available to *your* financial adviser or stockbroker.

Authorised operators, whether *Limited Access Operator* or *Full Access Operators*, are not able to appoint or remove other authorised operators on *your* account.

Cancelling authorised operator status

If *you* open *your* investment through *your* adviser, they are unable to opt out of being a *Limited Access Operator* if they wish to be noted on *your* account.

You may cancel an authority to operate at any time. If *you* remove *your* adviser as an operator of *your* account, *you* will be required to manage *your* term deposit directly. The features and services applicable to *you* when directly managing *your* account differ to the features and services applicable to a customer using an authorised operator.

Authorised operators may also cancel their own authorised operator status at any time (subject to the rules relating to advisers outlined in the paragraph above).

Authorised operators will automatically have their status revoked, once *we* receive confirmation (to *our* satisfaction) that the authorised operator is subject to an *insolvency event*. If the authorised operator is an adviser and their relevant professional licence is suspended, revoked or cancelled, their authorised operator status may be revoked at *our* discretion without notice. Upon revocation of the authorised operator status, the account will either be transferred to an authorised operator of the same financial adviser firm or transferred to *you* to be operated as a direct customer.

How to appoint an Authorised Operator

If *you* wish to appoint an authorised operator on *your* account or if *you* would like *your* financial adviser or stockbroker to have *Full Access Operator* status, *you* should forward to Adelaide Bank *your* completed and signed Authorised Operator Form available from *your* financial adviser or by contacting *us*.

3.5 How to make deposits and withdrawals

Deposits

Your initial deposit, and subsequent deposits can be made by:

- Cheque payable to 'Adelaide Bank - *your* name'; or
- Electronically by using *your* direct debit/credit number which can be confirmed by *your* adviser; or
- Electronically via direct debit.

Deposits into *your* account

Cheques deposited to *your* account are not available to be drawn against until the funds have been cleared and paid into *your* account.

If *you* wish to dispute the amount of a cheque deposit recorded into *your account*, contact us with *your* deposit receipt. We will make any necessary adjustments to the *account* once we have verified the amount that was deposited.

Please note that deposits made in foreign currency will incur conversion fees.

Deposits via Clearing accounts

Advisers utilising *our* clearing accounts must submit their application within 48 hours of funds received. Deposits must be made with clear references and corresponding applications must indicate that the deposit was made to the clearing account.

Deposits via direct debit

Any request for a direct debit must be signed by the end client/*account* holder. Only where the end client/*account* holder has signed the original application can a direct debit request be accepted and processed. Both account names (account being debited and Adelaide Bank *account* being credited) must be held in the same name. This form must be signed by *you* or *your* power of attorney. Authorisation given by companies must be signed in one of the following ways:

- i. by two directors of the company
 - ii. by a director and by a secretary of the company
 - iii. for a proprietary company that has a sole director who is also the sole company secretary – by the director
 - iv. by a duly authorised attorney
 - v. under seal (if required), accounts held jointly must be signed by, or on behalf of, all account holders.
- We may vary any details of this *agreement* or direct debit request at any time by giving *you* at least fourteen days written notice. *You* may change, stop or defer a debit payment, or terminate this *agreement* by providing *us* with at least fourteen days notification by writing to *your adviser* or Adelaide Bank.
 - Direct debit dishonour may occur where both accounts are not held in the same name. Direct debit dishonour will occur where funds are not cleared and available in the corresponding institution. Direct debit dishonour fees may be charged by the corresponding institution where funds are not cleared and available or where *accounts* vary in name.
 - The *account* will only generate interest from the day the funds are deposited (please allow minimum three days).

- If the debit day falls on a day that is not a *banking day*, we may direct *your* financial institution to debit *your* account on the following *banking day*. If *you* are unsure about which day *your* account has or will be debited *you* should ask *your* financial institution.
- It is *your* responsibility to ensure that there are sufficient clear funds available in *your* account to allow a debit payment to be made in accordance with the direct debit request. If there are insufficient clear funds in *your* account to meet a debit payment:
 - *you* may be charged a fee and/or interest by *your* financial institution;
 - *you* may also incur fees or charges imposed or incurred by *us*;
 - *you* must arrange for the debit payment to be made by another method or arrange for sufficient cleared funds to be in *your* account by an agreed time so that we can process the debit payment; and
 - *you* should check *your* account *statement* to verify that the amounts debited from *your* account are correct.
- *You* should check:
 - with *your* financial institution whether direct debiting is available from *your* account as direct debiting is not available on all accounts offered by financial institutions;
 - *your* account details which *you* have provided to *us* are correct by checking them against a recent account *statement*; and
 - with *your* financial institution before completing the direct debit request if you have any queries about how to complete the direct debit request.
- We will keep any information (including *your* account details) in *your* direct debit request confidential. We will make reasonable efforts to keep any such information that we have about *you* secure and to ensure that any of *our* employees or agents who have access to information about *you* do not make any unauthorised use, modification, reproduction or disclosure of that information. We will only disclose information that we have about *you*:
 - to the extent specifically required by law; or
 - for the purposes of this *agreement* (including disclosing information in connection with any query or claim).

- We will also accept and promptly process any complaint from *you* that a direct debit payment transaction was unauthorised or irregular. In the case of direct debit transaction, again, we may suggest that *you* also contact the debit user.

Lost deposits

To the full extent permitted by law we are not liable for any loss (including consequential loss arising from our negligence) arising from the loss or theft of any cheque, payment order, bill of exchange or bank draft deposited with *us*. In addition to other rights, we may recover the amount of any such cheque, payment order, bill of exchange or bank draft by debiting an *account* to which the amount of the cheque, payment order, bill of exchange or bank draft had been credited. If we do, we will notify *you* as soon as possible.

Withdrawals

Withdrawals without an *interest rate* reduction can only be made at maturity. When available, funds can be withdrawn by:

- Bank cheque
- Electronic transfer to another account.

If *you* withdraw funds from *your account* prior to maturity, an *interest rate* reduction will apply. Please refer to Part A – *Account* features and benefits of this *Product Guide* for further details.

We may decline any transaction which will result in *your account balance* being less than the minimum opening *balance*.

Information about bank cheques

You must take care of all bank cheques and inform *us* promptly if any bank cheque is lost, stolen, forged or fraudulently altered.

Any request to stop payment of a bank cheque must be made in writing to *us* and *you* may be charged a fee.

You may only request to stop payment of a bank cheque in limited circumstances.

3.6 Interest rates

When deciding whether an account is the best account for *you*, it is important to not only know how the interest *you* earn is calculated, but also how often the interest is paid. Please refer to Part A – *Account* features and benefits of this *Product Guide* to find out when interest is paid on *your account*.

The current *interest rates* applicable to *your account* are available from *your adviser*.

Interest is calculated daily on the closing *balance* of *your account*. Unless indicated otherwise in Part A – *Account* features and benefits of this *Product Guide*, interest is paid on the last day of each *statement period* and when *your account* is closed.

Interest is calculated on the daily closing *balance* of *your account* using the following formula:

Daily closing balance X **Daily percentage rate**

The *daily percentage rate* is the *annual percentage rate* for that day divided by the number of calendar days in the year.

Fixed interest rates

The Adelaide Money Market Term Deposit *Account* operates on a fixed *interest rate* for the term of the investment.

3.7 Amounts which can be debited to *your account*

You agree that we may debit to *your account* without notifying *you* and *you* agree to pay *us*:

- Each drawing *you* or an *operator*, make or authorise on *your account*
- Fees and charges debited as described in this *Product Guide*
- Any other amount *you* must pay in connection with this *agreement* on the date it becomes due.

3.8 Minimum deposit balances

You must ensure that *your account* is maintained consistently with any minimum balances described in Part A – *Account* features and benefits of this *Product Guide*, and if *you* do not:

- We will not pay interest on a deposit balance less than that minimum.

The minimum opening balance for this *account* must be maintained. If in the event the *account* falls below this minimum, *your account* may be closed.

3.9 Unused accounts

If *your account* does not meet the minimum operating requirements we have the authority to close *your account*. For the minimum requirements, please refer to Part A – *Account* features and benefits of this *Product Guide*.

3.10 How *accounts* may be closed or suspended

You or any other authorised *person* may close, or suspend access to, *your account* at any time through *your adviser*, or if *you* have direct access to *your account* *you* can instruct *us*. Upon *your* request, another financial institution may close *your account* on *your* behalf by mail.

We may exercise *our* discretion to close, or suspend access to, *your account* due to unsatisfactory conduct or for any other reason (e.g. if we reasonably consider it necessary to prevent fraud or other losses to *you* or *us*). If we close *your account*, we will notify *you* as soon as possible.

If *your account* has a *deposit balance* we will pay the *deposit balance* to *you* or as *you* direct.

If *our* relationship with *you* ends, *your* liabilities (including the obligations to make any payment and *your* liability for any interest charges and fees and charges) continue even if we pay *you* any *deposit balance* in *your account*. If *your account* is in credit when closed, where applicable, any interest will be credited to the *balance*. If any accrued fees or charges, or government charges are due on the *account* up to the closing day, these may be deducted from the *account balance*. *Monthly* fees may still apply where the *account* is closed part way through the *month*. If there are uncleared funds in the *account* we will not make these funds available to *you* until the funds are cleared.

If *your account* has a debit *balance* on closing *you* must pay *us* the *balance* owing plus any accrued interest charges, other fees or charges and any government charges applicable to the day of closing.

4. Part D – General matters

4.1 Insolvency and bankruptcy

If *you* are a body corporate and *you* become *insolvent*, in administration, or liquidation occurs, or steps are taken to make *you* so, then *you* must immediately notify *us* of this fact.

If *you* are an individual and *you* are declared bankrupt or steps are taken to make *you* so, then *you* must immediately notify *us* of this fact.

If *you* become bankrupt, or an administrator is appointed, or *you* are in liquidation or otherwise subject to an *insolvency event*, we will stop *your account*, thus denying *you* access to *your* money, and we will act on instructions from *your* administrator or similar official.

If *you* have a partnership *account* or a joint *account* and one of the *account* holders or partners is subject to an *insolvency event*, once we receive notification of the *insolvency event*, we will stop the *account* and deny all the *account* holders access to the *account* and we will act on instructions from *your* administrator or similar office the *person* or entity employed to oversee the *insolvency event*.

4.2 Default

You will be in default if *you* breach any term of this *agreement* or any other *agreement* *you* have with *us*, or if any information *you* give *us* in connection with this *agreement* is, in *our* opinion, false or misleading.

You must notify *us* immediately if *you* become aware that *you* are in default under this *agreement*.

What can happen then?

If *you* are in default, we may give *you* a notice stating that *you* are in default.

If *you* do not correct the default within any period given in the notice then, at the end of that period and without further notice to *you*, the total amount owing becomes immediately due for payment (to the extent it is not already due for payment). We may then sue *you* for that amount.

In limited circumstances set down by law (such as if we are unable to locate *you*), we need not give the notice or wait until the end of any period given in a notice. In such a case, the *total amount owing* becomes immediately due for payment without notice and we may then immediately sue *you* for that amount.

If *you* are in default, we may use any money *you* have in this *account*, or in another *account* with *us* towards repaying the total amount owing (this is known as a contractual right to 'combine accounts'). We may combine *accounts* without giving *you* any notice but we will advise *you* afterwards. This provision does not affect any rights we have to combine *accounts* which arise by operation of law.

Your obligation to pay on time is not cancelled by these provisions. Further information on combining *accounts* is in the following paragraphs.

4.3 Combining *accounts* and set-off

We can combine the *balances* of two or more of *your* *accounts*. For example, if *your* cheque account is overdrawn we might use money in *your* savings account to reduce the amount *you* owe on *your* cheque account.

When *you* have an existing account with *us* and *you* open a new *account* covered by this *Product Guide*, the new account can be combined with *your* existing account.

However, this would not happen where, for example:

- We know the accounts are not held by *you* in the same capacity (for example where *you* have a personal account and also an account as trustee for *your* child)
- *Your* debt to *us* arises from some business other than banking
- We have specifically agreed to keep *your* accounts separate or *your* dealings with *us* suggest such an agreement.

When combining accounts we will comply with any applicable requirements of the Code of Operation for Department of Human Services and Department of Veteran's Affairs Direct Credit Payments.

We will not exercise *our* right to combine *your* accounts in connection with amounts *you* owe in respect of any credit facility which *you* hold with *us* that is regulated by the National Credit Code;

- While we are actively considering *your* financial situation as a result of *your* hardship application (we may ask *you*, as a condition of not exercising *our* right to combine *your* accounts, to agree to retain funds in an account until *our* decision on *your* hardship application has been made); or
- While *you* are complying with an agreed arrangement with *us* resulting from *our* consideration of *your* hardship application.

We will promptly tell *you* if we have combined any of *your* accounts, but we are not liable to do so beforehand. *You* cannot presume an overdrawn account will be combined by *us* with an account which is in credit (for example in order to cover cheques *you* have drawn on the overdrawn account) unless we have agreed to this.

Subject to any statutory right of set-off which we cannot exclude by agreement, *you* must pay *us* all amounts due under this *agreement* in full without setting off amounts *you* believe we owe *you* and without counterclaiming amounts from *us*. We may set off any amounts we owe *you* against money *you* owe *us*.

4.4 Taxation and Social Security

All income that *you* receive in relation to *your* *account* will be assessable income for taxation purposes unless *you* are exempt from income tax. *You* may wish to seek independent taxation advice before choosing to open *our* *account*.

Tax File Number (TFN) notification

You are not obliged to provide *us* with *your* TFN, however if *you* do not supply *us* with *your* TFN or claim a valid exemption for each *account* holder we will be required to deduct tax from interest payments made to *you*. Tax will be deducted at the highest marginal rate plus the Medicare Levy in accordance with Australian Taxation Office requirements.

Australian companies and certain other business entities may supply an ABN instead of a TFN.

Please note if the correct TFN is not provided at the opening of this *account* and withholding tax is deducted, then we cannot refund the tax deducted and *you* are required to contact the Australian Taxation Office to obtain any refund.

Social Security

Bank accounts are subject to both income and assets tests, and therefore a deposit with *us* may affect *your* entitlement to a social security benefit. We recommend that *you* seek independent advice from a financial adviser or Centrelink before choosing to make a deposit.

4.5 Incapacity

If we are satisfied that:

- You have become of unsound mind or incapable of managing *your* affairs through age or infirmity or any other reason; and
- No committee, receiver or guardian has been appointed although the contrary may be the fact,

We may permit a withdrawal by any *person* who appears, to *our* satisfaction, to have the care or custody of *you* or the management of *your* affairs of the whole or any portion of the *deposit balance* of *your account*.

Such withdrawal shall be taken to be a valid act by *you* and the receipt of funds by such *person* shall be binding upon *you*. We shall not be liable to any *person* including *you* in respect of any such withdrawal.

4.6 Equitable interests

Except as required by court order or this *agreement* and although *our* records may indicate that money deposited with *us* is held on trust, we may not recognise any beneficial interest in that money.

4.7 Adjustments

We may subsequently adjust debits and credits to *your account* so as to accurately reflect the legal obligations of *you* and *us* (for example, because of an error or a dishonour). If we do this we may make consequential adjustments (including to interest charges).

4.8 End of day

A day of the week ends for any purpose under this *agreement* at 5.00pm Central Standard Time (CST).

4.9 Variations and waivers

A provision of this *agreement*, or a right created under it, may not be waived except in writing signed by the party or parties to be bound.

We may agree to change this *agreement* or defer or waive any of these terms and conditions without creating a new *agreement*.

4.10 Time

A reference to a time in this *Product Guide* is a reference to Central Standard Time (CST).

4.11 How we may exercise *our* rights

Acting reasonably at all times, we may exercise a right or remedy or give or refuse *our* consent in any way we consider appropriate including by imposing reasonable conditions. If we do not exercise a right or remedy fully or at a given time, we can still exercise it later. *Our* rights and remedies under this *agreement* are in addition to other rights and remedies provided by law independently of it or by any other *agreement*. *Our* rights and remedies under this agreement may be exercised by any of *our* employees or any other *person* we authorise.

To the full extent permitted by law, we are not liable for loss (including consequential loss) caused by the exercise or attempted exercise of, failure to exercise, or delay in exercising, a right or remedy to the extent it was not caused by the negligence, fraud or wilful misconduct of *us*, our employees or agents or a receiver approved by *us*.

4.12 *Our* certificates

We may give *you* a certificate about a matter or about an amount payable in connection with this *agreement*. The certificate is sufficient evidence of the matter or amount, unless it is proved to be incorrect.

4.13 Assignment

We may assign *our* rights under this *agreement*. *You* agree that we may disclose any information or documents we consider desirable to help *us* exercise this right. *Your* rights are personal to *you* and may not be assigned without *our* written consent.

4.14 Inconsistent legislation

Where legislation applies to this *agreement* then if that legislation would otherwise make a provision of this *agreement* illegal, void or unenforceable, or a provision of this *agreement* would otherwise contravene a requirement of that legislation, or impose an obligation or liability that is prohibited by legislation, then this *agreement* is to be read as if that provision were varied to the extent necessary to comply with that legislation or, if necessary, omitted.

To the extent allowed by law and subject to the paragraph above, this *agreement* prevails to the extent it is not inconsistent with any relevant law.

4.15 Applicable law

This *agreement* is governed by the law in force in Victoria. *You* and we submit to the non-exclusive jurisdiction of the courts of that place.

5. Part E – Fees and charges

5.1 Fees and charges payable

You agree to pay us:

- All fees and charges as described in this *Product Guide* plus any new fees and charges we impose under the terms of this *Product Guide*
- Government charges
- Any expenses we incur in enforcing this *agreement*.

You authorise us to debit any of these amounts to *your account*. We may do so on or after the date we pay them or the date they become due or payable by you or us (whichever is earlier). We can at any time choose not to collect a fee or charge from you. This does not prejudice our right to collect the fee or charge in the future.

The amount or frequency or time of payment of a fee or charge may change or a new fee or charge may be imposed under the terms of this *Product Guide*. Refer to part 2.4 of this *Product Guide* for further details on how we may change the fees and charges that apply to *your account*.

The fees and charges in this *Product Guide* are debited to *your account*, at the frequency stated in the description of the fee and charge. If no frequency is stated then the fees and/or charges will be debited to *your account* after the event or *your request* has occurred.

Information about fees and charges is available on request by contacting us. Our contact details can be found in the contact details section of this *Product Guide*.

5.1.1 Cheque fees

Cheque fees			
Bank cheque withdrawal	Charged for each bank cheque that you request	\$10	Charged immediately to your account
Cheque special clearance	Charged when you request special clearance of funds from a cheque drawn on an Australian bank account and deposited into your account. We cannot guarantee a reduced clearance time for this service	\$15	
Foreign cheque clearance	Charged when you deposit a cheque drawn from a foreign bank, where the amount is greater than \$100,000 Australian dollars	\$100	
Foreign currency cheque fee	Charged for each cheque that is in a foreign currency that you deposit into your account	\$10	
Cheque search fee	Charged when you request us to provide you with a copy of, or access to, a cleared personal or bank cheque drawn on your account	\$60 per hour (min charge \$15)	
Stop payment of bank cheque	Charged when you request that a stop payment be placed on a bank cheque, which prevents anyone from cashing the cheque (only available in limited circumstances)	\$20	

5.1.2 Other fees

Other fees			
Swift	Charged when <i>you</i> request a same-day transfer of funds to be made electronically to a non-Adelaide Bank account	\$30	Charged immediately to <i>your account</i>
Telegraphic transfer	Charged when <i>you</i> request <i>us</i> to electronically transfer foreign or Australian currency overseas	\$30	
Inward telegraphic transfer (domestic)	Acceptance of payment of an Australian financial institution for fast transfer to any Adelaide Bank account	\$2	
Inward telegraphic transfer (international)	Acceptance of payments in foreign currency for transfer to any Adelaide Bank account	\$10	
Interbank credit transfer	Charged when <i>you</i> request a <i>branch</i> transfer of funds to a non-Adelaide Bank account	\$4	
Special service	Charged when <i>you</i> require <i>us</i> to perform a special service on <i>your</i> behalf. For example, this may be charged for non-standard time-consuming activities that <i>you</i> request <i>us</i> to undertake	\$60 per hour (min charge \$30)	

5.1.3 Documentation and search fees

Documentation and search fees			
Interim <i>statement</i> fee	Charged when <i>you</i> request an <i>account statement</i> to be produced before <i>your</i> next regularly scheduled <i>statement</i>	\$5 per <i>statement</i>	Charged immediately to <i>your account</i>
Duplicate <i>statement</i> fee	Charged when <i>you</i> request a copy of a <i>statement</i> that we have previously provided to <i>you</i> , per <i>statement</i>	\$5 per <i>statement</i>	
Closing details	Charged if <i>you</i> request a copy of details on a closed <i>account</i>	\$5 per request	
Transaction summary	Charged when <i>you</i> request a summary of transactions performed on <i>your account</i>	\$5	

5.1.4 Default and dishonour fees

Default and dishonour fees			
Direct Debit dishonour	Charged when there are insufficient funds in <i>your account</i> to cover an inward direct debit	\$40	Charged immediately to <i>your account</i>
Inward cheque dishonour	Charged when <i>you</i> deposit a cheque from another party into <i>your account</i> and there are insufficient funds in the <i>account</i> to cover that cheque	\$12	

6. Part F – Glossary

In this *Product Guide* the following expressions have the following meanings:

account means an *account* for recording all transactions in connection with this *agreement*.

adviser includes an Accountant, Solicitor, or Australian Financial Services Licence holder, with whom we have an arrangement.

agreement means the terms and conditions contained in this *Product Guide*.

balance means the amount standing to the credit or debit of *your account*.

balance owing on your account means, at any time, the excess of all amounts debited over all amounts credited to *your account* under this *agreement* at the time. When this amount is to be calculated at the end of a day, it includes all debits and credits assigned to that day.

banking day means a day other than a Sunday or national holiday in Australia.

costs means charges and expenses, including charges and expenses in connection with legal and other advisers.

custodian means a custodial arrangement such as a master trust, wrap account or other investor directed portfolio service.

custodian investor means a person whose investment in the Adelaide Money Market Term Deposit Account is made through a *custodian*.

daily percentage rate for a day is the *annual percentage rate* for that day under this *agreement* divided by 365 or 366 in a leap year.

deposit balance means, at any time, the excess of all amounts credited over all amounts debited to *your account* under this *agreement* at that time. When this amount is to be calculated at the end of a day, it includes all debits and credits assigned to that day.

Full Access Operator means an authorised representative with full access to *your* investment who is able to perform the functions set out in section 3.4.

insolvency event means where:

- a. a receiver, receiver and manager, liquidator, provisional liquidator, trustee, administrator, controller, or inspector is appointed under any legislation, or similar official is appointed in respect of *you* or any of *your* property, or where any security over any substantial part of *your* assets are enforced;
- b. *you* cease to carry on all or substantially all of *your* business, are unable to pay *your* debts when due, or are deemed unable to pay *your* debts under any law, or make an assignment for the benefits of, or

enter into or make any arrangements or compromise with, *your* creditors or threaten to do so, or stop payments to *your* creditors generally;

- c. *you* become, or are deemed to be *insolvent* or bankrupt; and
- d. a distress, attachment or other execution is levied or enforced upon or commenced against any substantial part of *your* assets and is not stayed within 14 days.

insolvent means being unable to pay debts when they fall due.

interest rate means a per annum rate of interest.

Limited Access Operator means an authorised representative with limited access to *your* investment who is able to perform the functions set out in section 3.4.

month or **monthly** means calendar *month*.

officer means any one of *our* directors, secretaries or managers and any other *person* empowered by the directors or this *agreement* to give directions in relation to the management of *our* business.

operator means any *person* who is able to operate *your account* as described in this *Product Guide*.

person includes an individual, a firm, a body corporate, an unincorporated association or an authority.

Product Guide means this booklet.

statement of account means a *statement of account* issued to *you* by *us*, as described in this *Product Guide* and *statement* has a corresponding meaning.

statement period means the period described on a *statement of account* as the period to which the *statement of account* relates.

we means Adelaide Bank a Division of Bendigo and Adelaide Bank Limited (ABN 11 068 049 178) and its successors and assigns and *our* and *us* has a corresponding meaning.

you means the *person(s)* or entity (this includes joint *account* holders and partners in a partnership) who is the *account* holder and *your* as a corresponding meaning. The singular includes the plural and vice versa. Where the investment in the Adelaide Money Market Term Deposit Account is made through a *custodian*, *you* means the *custodian* and not the person on whose behalf the investment is made by the *custodian*.

A reference to:

- a. a document includes any variation or replacement of it
- b. law means common law, principles of equity, and laws made by parliament (and laws made by parliament include regulations and other instruments under them, and consolidations, amendments, re-enactments or replacements of them)
- c. any thing includes the whole and each part of it
- d. a clause or part is to a clause of or part of this *Product Guide*.

This page has been intentionally left blank.

When *you* complete the form please:

- Use a black pen
- Write in CAPITAL LETTERS
- Answer all questions
- Sign the back page

Options available to submit your completed application and any additional documentation:

Email: moneymat@adelaidebank.com.au

or

post to:

Adelaide Bank Cash Solutions
GPO Box 1048 Adelaide SA 5001

Other information

Your personal details

Your personal information is collected to assess *your* application and to provide *you* with the product or service that *you* have requested. *Your* personal information may also be used to carry out marketing activities, research and product development.

Your personal information is treated as confidential and is only disclosed to others where necessary. For example, we would usually disclose *your* information to each other, to organisations to whom functions are outsourced such as mailing and printing houses, to IT providers, *account* holders and *operators*, *your* financial adviser (including their *authorised service providers*) and other financial institutions or *persons* nominated by *you*.

Your information may also be disclosed to related companies within the Bendigo and Adelaide Bank Group, where its confidentiality is maintained at all times. We do not sell, rent or trade *your* personal information.

In most cases *you* can gain access to *your* personal information. Please telephone 1800 224 124 if *you* have any queries about *your* personal information.

Anti-Money Laundering and Counter-Terrorism Financing (AML/CTF)

The anti-money laundering and counter-terrorism financing laws within Australia may require *us* to obtain additional information to verify the identity of a client, any beneficial owner of units in a fund or trust and the source of any payment. Where we request this information, the processing of applications may be delayed until we receive the requested information in a satisfactory form.

Identification

Your adviser will identify *you* on *our* behalf and request the appropriate identification documents. No additional identification documentation is required to be sent to *us*.

Adelaide Money Market Term Deposit Account

Application Form (via Adviser or Custodian ONLY)



Instructions

What type of account are you applying for?

Please mark the relevant box with a cross (X) and complete the appropriate sections of this form

- Individual / Joint **(Complete Sections 1, 2 and 9 to 16)**
- Individual / Joint - Trust / Super fund **(Complete Sections 1, 2, 5 and 8 to 16)**
- Company **(Complete Sections 1 to 4 and 8 to 16)**
- Company - Trust / Super fund **(Complete Sections 1 to 5 and 8 to 16)**
- Association / Co-operative **(Complete Sections 1, 2, 6 and 8 to 16)**
- Partnership **(Complete Sections 1, 2 and 7 to 16)**
- Estate of the late **(Complete Sections 1, 2, 5, 8 to 16, and the Authorised Operator Form)**

Section 1 - Important Customer Information

Please consider the information below before investing in a Term Deposit with us:

- If you require immediate access to your funds in the future, please consider whether or not a Term Deposit is appropriate for you. We have other deposit products available which may be more suitable to your needs.
- By opening a Term Deposit, you consent to us automatically renewing your investment at maturity. If no instructions are received by us prior to, or on the day of maturity, we will automatically roll your principal and interest into an account with the same investment term (or nearest equivalent term if the previous investment term is no longer available) at the prevailing interest rate for that term. Due to interest rate movements over time, the interest rate applicable to the new investment may be lower than the rate applied in the previous investment.
- Whenever you invest with us you have a 7 days grace period, starting on the day after maturity, to make any changes to your investment. For instance, you may wish to withdraw funds from your account, increase your investment amount or change the length of your investment term. During the grace period, you can make any such changes to your investment without incurring an interest rate reduction.
- If you wish to withdraw or transfer your funds after the grace period and before maturity, we may at our discretion not permit the withdrawal or transfer for up to 31 days (or until maturity if sooner), but we will permit withdrawal or transfer during this period in the case of proven hardship. A reduced interest rate may be applied to your funds.

By ticking this box I/we acknowledge I/we have read and consent to the information above.

Section 2 - Customer Information

(A) Account Name

(B) Applicant(s) - Individual / Joint / Sole Trader / Director(s) / Trustee(s)

All signatories to this account must complete this section. If there are more than two customers please attach additional page(s).

Customer 1. Full legal name (title, given name, middle name(s), family name)

Residential address **(PO Box is not acceptable)**

Suburb

State

Postcode

Work

Home

Mobile

Date of birth (DD/MM/YYYY)

Occupation

Email

Customer 2. Full legal name (title, given name, middle name(s), family name)

Residential address (**PO Box is not acceptable**)

Suburb

State

Postcode

Work

Home

Mobile

Date of birth (DD/MM/YYYY)

Occupation

Email

(C) Mailing Address (optional)

Mailing address / PO Box details

Suburb

State

Postcode

Section 3 - Australian Company / Sole Trader / Business

(A) Company Structure

Proprietary / Private

Public listed
(listed on a financial market such as ASX)

Public unlisted

Majority owned subsidiary of
a domestic listed company

Other - please specify

(B) Full Name of Company / Business

Registered office address (**PO Box is not acceptable**)

Suburb

State

Postcode

Principal place of business address (**PO Box is not acceptable**)

Suburb

State

Postcode

Industry type (e.g. primary business activity)

ACN

ABN

Is the company regulated? A company whose activities are subject to the oversight of a Commonwealth, State or Territory regulator. This means supervision beyond that provided by ASIC as a company registration body. For example: Australian Financial Services Licensees (AFSL); Australian Credit Licensees (ACL); Registrable Superannuation Entity (RSE) Licensees.

No Yes (if Yes, please complete the details below)

Regulator name

Licence details (e.g. AFSL / ACL number)

Section 4 - Australian Proprietary / Private / Public Unlisted Company Details

(A) Details of Director(s)

Each director who is a signatory to this account must also complete Section 2B AND provide their individual customer identification. Please provide the names of each director below. If there are more than two directors please attach additional page(s).

Director 1. Full legal name (title, given name, middle name(s), family name)

Director 2. Full legal name (title, given name, middle name(s), family name)

(B) Details of Shareholders (if applicable)

Provide details of all individuals who own through one or more shareholdings (direct or indirect) 25% or more of the issued capital of the company. If there are more than two shareholders please attach additional page(s).

Shareholder 1. Full legal name (title, given name, middle name(s), family name)

% of shareholding

Shareholder 2. Full legal name (title, given name, middle name(s), family name)

% of shareholding

Each shareholder listed above must complete the beneficial owner details in Section 8 AND provide their individual customer identification.

(C) Entity Control Details (only complete if no shareholders are listed in Section 4B above)

(i) Provide details of all individuals who control 25% or more of the voting rights, including power of veto. If there are more than two individuals please attach additional page(s).

Individual 1. Full legal name (title, given name, middle name(s), family name)

% of voting rights

Individual 2. Full legal name (title, given name, middle name(s), family name)

% of voting rights

Each individual listed above must complete the beneficial owner details in Section 8 AND provide their individual customer identification.

If unable to complete (i) above, then complete section (ii) below

(ii) Provide the details of the senior managing official(s) – the 'senior managing official' is an individual who makes decisions affecting a substantial part of the business (e.g. Chief Executive Officer, Financial Controller). If there are more than two senior managing officials please attach additional page(s).

Officer 1. Full legal name (title, given name, middle name(s), family name)

Position title

Officer 2. Full legal name (title, given name, middle name(s), family name)

Position title

Each senior managing official listed above must complete the beneficial owner details in Section 8 AND provide their individual customer identification.

Section 5 - Australian Trust / Super Fund

(A) Type of Trust

- Individual / Family Regulated trust (Super fund / SMSF) Registered management investment
 Government super fund Other - please specify

(B) Full Name of Trust / Super Fund

Country in which trust was established (if any country other than Australia your application will not be accepted)

Settlor of trust - Not required if a regulated trust, registered managed investment scheme or government super funds or initial sum to establish the trust is less than \$10,000; or the settlor of trust is deceased. The 'settlor' is the person / entity who established the trust by contributing the initial assets or amount, often called the 'settled sum'.

Full legal name (title, given name, middle name(s), family name) / Registered business name

(C) Details of Trustee(s)

Each individual trustee who is a signatory to this account must complete Section 2B AND provide their individual customer identification. All corporate trustees must complete Section 3. Please provide the names of each trustee below. If there are more than two trustees please attach additional page(s).

Trustee 1. Full legal name (title, given name, middle name(s), family name) / Registered business name

Trustee 2. Full legal name (title, given name, middle name(s), family name) / Registered business name

(D) Details of Beneficiaries

Trusts licensed and subject to Australian regulatory oversight do not need to complete this section (e.g. managed investment scheme, super funds). If there are more than two beneficiaries please attach additional page(s).

Beneficiary 1. Full legal name (title, given name, middle name(s), family name) / Registered business name

Beneficiary 2. Full legal name (title, given name, middle name(s), family name) / Registered business name

If the Trust is referenced by membership of a class(es), please provide details of the type of class(es) below.

Class(es) of beneficiaries:

Section 6 - Association / Co-operative

(A) Association / Co-operative Type

Incorporated association Unincorporated association Co-operative

(B) Full Name of Association / Co-operative

Identifying number(s) (issued upon incorporation / registration)

Nature of business (e.g. industry type)

Principal place of administration / Registered office address (**PO Box is not acceptable**)

Suburb

State

Postcode

(C) Details of Office Holder(s) / Entity Control

All individual office holders listed below must complete Section 2B AND provide their individual customer identification.

Please provide the names of each office holder below. If there are more than three office holders please attach additional page(s).

Office holder 1. (e.g. Chairman or equivalent) Full legal name (title, given name, middle name(s), family name)

Office holder 2. (e.g. Secretary or equivalent) Full legal name (title, given name, middle name(s), family name)

Office holder 3. (e.g. Treasurer or equivalent) Full legal name (title, given name, middle name(s), family name)

Please provide the details of any individual who directly or indirectly controls the organisation, including those entitled to 25% or more of assets upon termination, voting rights of 25% or more or power to veto.

Full legal name (title, given name, middle name(s), family name)

The individual listed above must complete the beneficial owner details in Section 8 AND provide their individual customer identification.

Section 7 - Partnership

(A) Full Name of Partnership

Registered business name of partnership (if applicable)

Country in which partnership was established
(if any country other than Australia your application will not be accepted)

Nature of business (e.g. industry type)

(B) Partnership Details

Is the partnership a member of a professional association (e.g. law society)?

No Yes - please specify

(C) Details of Partner(s)

Where the partnership is a member of a professional association (e.g. law society) at least one partner must complete Section 2B AND provide their individual customer identification. All individual partners with 25% or more of the partnership must complete Section 2B.

In all other cases, all individual partners must complete Section 2B AND provide their individual customer identification. All corporate partners must complete Section 3. If there are more than two partners please attach additional page(s).

Partner 1. Full legal name (title, given name, middle name(s), family name) / Registered business name % share of partnership

Partner 2. Full legal name (title, given name, middle name(s), family name) / Registered business name % share of partnership

If no partner holds 25% or more of the partnership then please complete the section below:

Provide the details of the senior managing official(s) - the 'senior managing official' is an individual who makes decisions affecting a substantial part of the business (e.g. Chief Executive Officer, Financial Controller). If there are more than two senior managing officials please attach additional page(s).

Officer 1. Full legal name (title, given name, middle name(s), family name)

Position title

Officer 2. Full legal name (title, given name, middle name(s), family name)

Position title

Each senior managing official listed above must complete the beneficial owner details in Section 8 AND provide their individual customer identification.

Section 8 - Beneficial Ownership or Control

Each beneficial owner must provide their individual customer identification. If there are more than two beneficial owners please attach additional page(s).

Beneficial owner 1. Full legal name (title, given name, middle name(s), family name)

Residential address (**PO Box is not acceptable**)

Suburb

State

Postcode

Date of birth (DD/MM/YYYY)

Beneficial owner 2. Full legal name (title, given name, middle name(s), family name)

Residential address (**PO Box is not acceptable**)

Suburb

State

Postcode

Date of birth (DD/MM/YYYY)

Section 9 - Foreign Tax Details

Adelaide Bank is required to collect information in compliance with OECD Common Reporting Standard (CRS) and the Foreign Account Tax Compliance Act (FATCA).

If an individual investor or controlling person of an Entity (e.g. a Company, Trust, Association or Co-operative) has a connection to countries other than Australia, Adelaide Bank may be required to report information in relation to the investor or controlling person and the investment for CRS and FATCA purposes. If you are uncertain of your status you should seek specialist taxation advice.

Foreign Accounts Tax Compliance Act (FATCA) - Completion of all questions is mandatory

Are any applicants citizens or residents of the US for tax purposes? No Yes (please complete the Foreign Tax Details form)

Is the Entity/s created in the US, established under the laws of the US or a US taxpayer? No Yes (please complete the Foreign Tax Details form)

Is the Entity a Financial Institution? No Yes (please complete the Foreign Tax Details form)

Are any controlling person(s)* of an Entity citizens or residents of the US for tax purposes? No Yes (please complete the Foreign Tax Details form)

**For companies, trusts and partnerships a controlling person is an individual who is a shareholder, trustee, beneficiary, settlor or partner AND who owns 25% or more of the Entity, controls 25% or more of the voting rights including a power of veto, or holds the position of senior managing official of the Entity. For associations and co-operatives a controlling person is also an individual who is entitled to 25% or more of the assets of the Entity upon dissolution.*

Common Reporting Standard (CRS) - Foreign Tax - Completion of all questions is mandatory

Are any individual applicants residents of any country other than Australia or US? No Yes (please complete the Foreign Tax Details form)

Is the Entity created in any country other than Australia or US? No Yes (please complete the Foreign Tax Details form)

Is the Entity Account Holder a Passive Non-Financial Entity?^ No Yes (please complete the Foreign Tax Details form)

^ For foreign tax terminology please refer to the Foreign Tax Glossary which is available with the Foreign Tax Details form located on ABL Connect (User access required).

Section 10 - Term Deposit Details

(A) Account Details

Detail the source of funds for this investment (select all applicable options)

- Investments (rollover / sale) Accumulated surplus Working capital Prize money Redundancy payment
 Legal settlement Inheritance Sale of property Gift Shareholder reserve
 Superannuation payout Other - please specify

(B) Investment Details

Term (days / years) Investment amount (\$) Interest rate (client rate) % Maturity date - optional (DD/MM/YYYY)

Interest payment options: Monthly Quarterly Half yearly Maturity

(C) Initial Deposit Method

- Deposit via Adelaide Bank clearing account (610-101 / 070963351) Reference
 Initial deposit via direct debit (complete following details)

(NB: Customers must also sign Section 15B if direct debit option is being used)

Account name (if nominating a Credit Union or Building Society, the account must be held in exactly the same name)

Financial institution BSB number - Account number

Other deposit method

(D) Interest Details (optional)

Reinvest Credit my account **(Interest will be automatically reinvested if no box is ticked)**

Account name (if nominating a Credit Union or Building Society, the account must be held in exactly the same name)

Financial institution BSB number - Account number

(E) Nominated Transaction Account (optional)

This is **not** for interest proceeds or direct debit purposes

Account name (if nominating a Credit Union or Building Society, the account must be held in exactly the same name)

Financial institution

BSB number

Account number

Section 11 - Investment Operating Instructions (optional)

Please indicate how you wish to operate your account: Any one of us to sign All to sign

If you select 'all to sign', you will not be able to operate your account independently. You can change the account operating authority at any time by written request signed by all account holders. For accounts in the name of a company or other incorporated body, we may require appointment of authorised signatories and directions as to operating instructions to be under common seal or authenticated by minutes of a resolution of your directors or governing body. Please note that any of the individuals signing this application for the company or incorporated body will be able to operate the account on behalf of the body without affixing the common seal in the future.

If no box is ticked the method of operation will be 'any one of us to sign'.

Section 12 - Tax File Number (TFN) or Australian Business Number (ABN)

Please provide your TFN and/or ABN for your Business / Company / Trust / Super Fund / Partnership

It is not an offence if you decide not to supply us with your TFN or ABN. However, if you do not supply us with your TFN or ABN we will be required to deduct withholding tax from distribution returns paid to you, calculated at the highest marginal tax rate plus the Medicare Levy, and forward it to the Australian Taxation Office.

Person / Entity 1. Name in which TFN / ABN is registered

TFN (or exemption code)

ABN (if applicable)

Reason for exemption (if applicable)

Person / Entity 2. Name in which TFN / ABN is registered

TFN (or exemption code)

ABN (if applicable)

Reason for exemption (if applicable)

Section 13 - Your Personal Information

Collection of your personal information

We, Adelaide Bank, collect your personal information to assess your application, to provide you with the product or service that you have requested and to assess any future applications for products or services you may make to us or our related entities. Collection of some of this information is required by the Anti-Money Laundering and Counter-Terrorism Financing Act 2006. If you provide incomplete or incorrect information we may be unable to provide you with the product or service you are applying for.

Collection of personal information about third parties

We may need to collect personal information about a third party from you as part of this application. If we do this, you agree you will advise that person that we have collected their information and that in most cases they can access and seek correction of the information we hold about them.

Use and disclosure of your personal information

We may use your personal information to perform our business functions (for example internal audit, operational risk, product development and planning). We may also use your personal information to confirm your details (for example contacting your employer to confirm your employment and income details). We treat your personal information as confidential and only disclose it to others where necessary. For example, we usually disclose your information to organisations to whom we outsource functions such as mailing and printing houses, IT providers, our agents and specialist advisers such as accountants and solicitors. Other disclosures usually include joint account holders, account operators and account applicants, insurers, intermediaries and government authorities. Your information may also be disclosed to our related entities, our joint venture partners and Community Bank® companies where its confidentiality is maintained at all times.

Disclosure of personal information to overseas organisations

Some of the organisations we disclose your personal information to may be located overseas. Where an organisation is located overseas we will either take reasonable steps to ensure that it complies with Australian privacy laws or we will seek your consent to the disclosure.

Access to and correction of your personal information

In most cases you can gain access to and seek correction of your personal information. Should you wish to do so or if you have any queries about your information please contact us on 1300 652 220.

Privacy policy

You should also read our privacy policy. Our privacy policy contains information about:

- how you can access and seek correction of your personal information;
- how you can complain about a breach of the privacy laws by us and how we will deal with a complaint;
- if we disclose personal information to overseas entities, and where practicable, which countries those recipients are located in.

Our privacy policy is available on our website www.adelaidebank.com.au or by contacting us on 1300 652 220.

Direct marketing

We may use your personal information to inform you about financial products and services that are related to those you have with us or other products and services we think you may be interested in. These may be products and services provided by us, our related entities or other entities we are associated with. If you do not wish to receive any marketing material from us you can mark the box below or contact us on 1300 652 220.

If you do not wish to receive marketing material from Adelaide Bank please tick here

Section 14 - Declaration

I/We apply to open the account described on this form. I/We acknowledge that I/we have read the Product Guide and agree to be bound by the terms and conditions. I/We warrant that the details on this form are true and complete. I/we acknowledge that if a limited or full access operator has been appointed they may operate this account through their partners, officers, employees, agents and service providers. I/We agree that I/we will notify you of any changes to this arrangement and accept that additional documentation may be required. I/We authorise Adelaide Bank to provide an adviser, who is appointed as limited or full access operator, access to any personal or financial information that relates to my/our application or account including copies of documents issued in relation to the account (this is in addition to other powers that the adviser may have as an authorised operator). If the adviser is a company or partnership, I/we authorise Adelaide Bank to provide such information to any officer, employee or partner of the company or partnership. Should this account be marked 'For Settlement Purpose Only', Adelaide Bank will not exercise any right of set off in respect of the account. If the account is to be held in a trust, details of the trustee and beneficiaries of the trust have been submitted with this application form.

Section 15 - Complete (A) and (B) / (C)

(A) Appointment of Your Financial Adviser Firm

Would you like to appoint your financial adviser firm whose stamp appears on this form, and their partners, officers, employees, agents and service providers to have 'Limited Access' or 'Full Access' operator status on your account?

- Full Access:** I/we wish to appoint my/our financial adviser firm whose stamp appears on this form to fully operate this account through their partners, officers, employees, agents and service providers.
- Limited Access:** I/we wish to appoint my/our financial adviser firm to have limited account access. They may receive information over phone, roll my account and transact and close to the nominated transaction account in Section 10E.

(B) Customer Signature(s)

Customer 1

Full Name

Corporate title (if applicable)

Signature

Date (DD/MM/YYYY)

Customer 2

Full Name

Corporate title (if applicable)

Signature

Date (DD/MM/YYYY)

(NB: You must indicate what level of authority you would like to provide your financial adviser firm in this section)

(C) Adviser Signing on Behalf of Customer(s)

Full Name

Corporate title (if applicable)

Signature

Date (DD/MM/YYYY)

Adviser Stamp

Section 16 - Know Your Customer Details (MANDATORY ADVISER SECTION)

Adviser name

Dealer group / Firm name

Broker code

Client reference number

State

By signing this section, I acknowledge and confirm that I have identified the customer(s) in accordance with the applicable 'Know Your Customer' requirements.

Signature

Date (DD/MM/YYYY)

Office use ONLY - For non-individual applicants please specify the Entity Structure

Simple Complex (e.g. more than 2 levels of ownership)

ADM Date (DD/MM/YYYY)





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