



COMMUNITY FIRST CREDIT UNION LTD

ABN 80 087 649 938

Australian Financial Services Licence 231204

Guide for Making Osko Payments

Dated: February 2018

OSKO

We subscribe to Osko under the **BPAY** Scheme, allowing all our customers who satisfy the requirements set out in this Guide to make and receive Osko Payments in near real time.

You will be able to make an Osko Payment or Payment Request through Internet Banking.

Any notifications we need to give you about Osko Payments or Payment Requests will be via messages on our Internet Banking.

We will tell you if, for any reason, we are no longer able to offer you Osko. If we are no longer able to offer you Osko, you will not be able to send or receive Osko Payments through us.

Where we are able to do so we will tell you:

- if there are any delays in processing Osko Payments;
- when your Osko Payment is likely to be completed;
- give you the opportunity to cancel an Osko Payment if it is delayed.

How to use Osko

You can make Osko Payments from your accounts that allow payments such as BPAY, Pay Anyone and external transfers.

You can use Osko to make payments initiated using electronic equipment consistent with the terms and conditions applying to your accounts.

Our Account & Access Facility Terms and Conditions apply to any Osko Payment that you make.

Transaction limits may apply from time-to-time on the amount of Osko Payments that you can make. These transaction limits are set out in our *Summary of Accounts, Availability of Access Facilities & Transaction Limits* brochure available on our web site.

PayID

You do not have to have a registered PayID in order to make an Osko Payment.

When you direct an Osko Payment or Payment Request to a PayID connected to a joint account, other account holders may be able to see the messages and notifications associated with the Payment or Payment Request. Similarly, depending on the settings you choose for your PayID, other account holders on your account may be able to see messages and notifications associated with Payments and Payment Requests addressed to your PayID. You can obtain more information regarding the use of PayIDs by joint accounts on our web site. Customers with an “all to sign” joint account will not be eligible for a PayID.

When initiating a Transaction, you might direct the Transaction to an incorrect account if you get a PayID wrong. To try to avoid this, we will ask you to verify that you have the

right PayID. We will do this by presenting you with the associated PayID Name as an additional confirmation of the intended recipient before you submit a Transaction.

Please refer to our Customer Terms for Creating and Using Your PayID on our web site.

MAKING OSKO PAYMENTS

How Osko Payments work

Osko payments allow customers to make and receive payments in near real time.

You can also use Osko for:

- multiple Osko payments;
- scheduled and recurring Osko payments.

Payment Directions

You must give us the following information when you send us a Payment Direction:

- recipient's PayID
- recipient's name
- amount
- the account the payment is to come from

You should ensure that all information you provide in relation to an Osko Payment is correct as we will not be able to cancel an Osko Payment once it has been processed.

Mistaken payments

If you have made a mistaken payment, either as to the PayID or the amount, please notify us. We will follow the procedures for mistaken payments in the ePayments Section of our Account & Access Facility Terms and Conditions.

Where we and the sending financial institution determine that an NPP Payment made to your Account is either a Mistaken Payment or a Misdirected Payment, we may, without your consent, and subject to complying with any other applicable Terms and Conditions, deduct from your Account, an amount up to the original amount of the Mistaken Payment or Misdirected Payment. We will notify you if this occurs.

Security

You should follow the guidelines in the terms and conditions applying to your account to protect against unauthorised access to your account, including not to:

- disclose your pass code to anyone;
- write the pass code on a device
- select a pass code which represents your date of birth or a recognisable part of your name.

This list is not exhaustive.

Fees and charges

Please see our *Fees & Charges* brochure for current fees and charges in relation to Osko Payments or visit our website.

Complaints about payments

We have a dispute resolution system to deal with any complaints you may have in relation to your Osko payments. Our dispute resolution policy requires us to deal with any complaint efficiently, speedily and sympathetically. If you are not satisfied with the way in which we resolve your complaint, or if we do not respond speedily, you may refer the complaint to our external dispute resolution provider.

If you want to make a complaint, contact our staff at any store and tell them that you want to make a complaint. Alternatively, you can visit our web site.

Our staff have a duty to deal with your complaint under our dispute resolution policy. Our staff must also advise you about our complaint handling process and the timetable for handling your complaint. We also have an easy to read guide to our dispute resolution system available to you on request.

We will keep you informed of the progress of all disputes and investigations. However, we may not notify you or keep you informed of certain investigations and disputes where we reasonably determine that doing so will, or is likely to, compromise the integrity of the investigation or Osko more broadly.

Notifications

We will inform you via SMS and/or email when a transaction you have initiated fails for any reason.

You may also, at any time, access a record of all Transactions which you have been involved with via statements, mobile or online banking.