

Personal Loan.

General Terms and Conditions.

Effective date 14 April 2023

Important note.

This document does not contain all the terms of this loan agreement or all of the information we are required by law to give you before the agreement is made. Further terms and information are in the BankSA Personal Loan Offer.

About this *loan agreement*.

This loan agreement consists of two documents: the BankSA Personal Loan Offer and the BankSA Personal Loan General Terms and Conditions. They should be read together.

BankSA Personal Loan General Terms and Conditions.

The meaning of words printed like this and some other key words is explained in the section entitled "Meaning of words" at the end of these terms and conditions.

At the back of this booklet (in addition to the terms and conditions of your loan agreement) there is also a description of your major rights and obligations under the National Credit Code.

Separate terms and conditions apply to your use of Internet and Phone Banking. You can obtain a copy of these terms and conditions by:

- visiting any branch;
- calling our Customer Contact Centre on **13 13 76**;
- visiting our website banksa.com.au

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1 What we lend and when.

We agree to lend you the **amount of credit** (by paying it as indicated in the **Offer**).

However, we only have to lend you the **amount of credit** if:

- a. we have received all documents (**including securities** and evidence of any insurances) and information we require, in a form satisfactory to us; and
- b. you are not in default under this **loan agreement** or under a **security**; and
- c. you have not withdrawn from providing a **security**.

You agree to repay the **amount of credit**, with interest, in accordance with this **loan agreement**.

You must borrow the **amount of credit** within seven days of the **disclosure date**.

2 Interest charges.

Interest charges for each day are calculated by applying the daily percentage rate to the **balance owing on your loan account** for the end of that day. (The daily percentage rate is the **annual percentage rate** applying to your loan for that day divided by 365.)

Interest charges accrue daily (this is similar to saying that we are entitled to the interest charges every day) from and **including** the **advance date**. We debit interest charges to the **loan account** (so increasing the **balance owing on your loan account**) every month on the same day of the month as the **advance date**. However, if the **advance date** is the 29th, 30th or 31st, we debit them on the 28th day of each month.

(For a period shorter than a month, the interest charges are debited on the last day of the period.)

Variable interest rate option.

If you are under the variable rate option:

- we may change the **annual percentage rate** at any time;
- the rate shown in the **Offer** is only a guide. The actual rate may change by the **advance date**;

- we will tell you of a change in the **annual percentage rate** no later than the day it takes effect by writing to you or by press advertisement;
- a change in the **annual percentage rate** is reflected in a change to your repayment amount under clause 5.

Fixed interest rate option.

If you are under the fixed interest rate option, the **annual percentage rate** does not change.

Information on the current BankSA **personal** loan interest rates is available on request by calling 13 13 76 or from your nearest branch.

3 Loan Offset.

3.1 If Loan Offset applies to your loan, to calculate your interest charges, each day we divide the **balance owing on your loan account** into the following two parts:

- a. a part equal to the credit balance(s) in the BankSA account(s) nominated by you and linked to this loan ("linked account"). Any interest rate applying to a linked account ceases to apply from the date the account is linked to the loan.

We charge interest on that part at:

- the **annual percentage rate**;
 - less
 - the interest offset rate we set in relation to the credit balances in your linked account(s). That interest offset rate is always less than the **annual percentage rate**; and
- b. the remaining part of the **balance owing on your loan account**. We charge interest on this part at the **annual percentage rate**.

Any reduction in interest charges through Loan Offset is not reflected in a lower repayment amount. Instead, the term of your loan may shorten.

3.2 If the credit balance(s) in your linked account(s) exceeds the balance in your **loan account**, you do not receive any benefit for that excess.

3.3 You do not earn interest on any credit balance in the linked account(s) (even if the credit balance is more than the **balance owing on your loan account**).

4 Security.

Your **Offer** indicates whether **security** is required under this **loan agreement**.

We need not make funds available if we have not received any agreed **security**, related acknowledgment or acceptance, title documents or any other document or information we reasonably require, in a form satisfactory to us. Also, we need not make funds available if any agreed **security** is withdrawn.

5 What you must pay and when.

What you must pay.

You must repay us the amount you borrow from us and you must pay us interest charges, any default interest charges, all government charges, our fees and charges and enforcement expenses.

You must pay all amounts due under this **loan agreement** in full without setting off amounts you believe we owe you and without counterclaiming amounts from us.

Repayments.

You must pay the repayment amounts we require.

We calculate the repayment amounts so that, during the period they are payable:

the **balance owing on your loan account** at the start of the period, and

- all interest charges, and
- any government fees and charges, and
- any loan account fees,

are repaid during the period.

Under this method, the part of each repayment which repays the **balance owing on your loan account** at the start of the period gradually increases throughout the period but repayments are equal as long as the interest rate, and any other fee or amount we notify you as being included in the repayment amount, remains constant. However, the last repayment may be different as it equals the **total amount owing** on the last day of the **loan term**. Principal and interest repayments are rounded up to the nearest cent.

We may change repayment amounts to take account of changes to the **annual percentage rate**. If so, we give you advance notice in writing of the revised repayment amount and when it applies.

When and how you pay.

The **Offer** explains when your first repayment is due.

From then on, repayments are due on the same day as the first repayment in each following month.

If a repayment is due on a non-**banking day**, we suggest that you pay on the preceding **banking day**.

You must pay us the total **amount owing** on the date the final repayment is due or, if you are in default, on the date it becomes due for payment under clause 12.

Regular repayments must be made by automatic transfer from your nominated BankSA transaction account or by Direct Debit from a nominated account you hold at another financial institution. You may not make regular repayments over the counter at any of our branches or by post.

Payments are not treated as made until cleared.

We may assign any date we consider appropriate to a debit or credit to the **loan account** (except that, in the case of a debit, the date must not be earlier than the date on which the relevant transaction occurs). However, we credit payments to the **loan account** as soon as practicable after we receive them. This is not necessarily the same day that you pay.

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

If you register to do so, you may use **Internet and Phone Banking** to debit (redraw) or credit (funds transfers) the **loan account**. Other services are available for other accounts with **Internet and Phone Banking**. You may be automatically registered for Internet and **Phone Banking**. If so, we inform you by letter sent to the address held on our records.

After the first monthly repayment, we may allow you to pay half your monthly repayment every fortnight or one quarter of your monthly repayment every week. This means that over a year you would make one extra monthly repayment and your **loan term** would shorten. If you want to change the frequency of your loan repayments, you must ask us in writing.

6 Other costs and charges.

Enforcement expenses may become payable under this **loan agreement** and under any **security** in the event of a breach.

You must pay us:

- a. all fees and charges as indicated in the **Offer** and any changed or new fee or charge notified to you;
- b. an amount equal to any government charges and duties on receipts or withdrawals under this **loan agreement**, calculated in accordance with the relevant legislation. The charges and duties are payable whether or not you are primarily liable for them;
- c. when we ask, any reasonable expenses we reasonably incur in enforcing this **loan agreement** or a **security** after you are in default (**including**, in the case of a **security**, preserving and maintaining the secured property **such as** by paying insurance, registration fees, rates and taxes for the secured property).

You authorise us to debit any of these amounts to the **loan 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 need not notify you first.

You must pay for anything that you must do under this **loan agreement**.

Variation to fees and charges.

The fees and charges shown in the **Offer** are current at the **disclosure date**.

We may change the amount of any fee or charge or change how often they are charged or impose new fees and charges, at any time.

We give you advance notice (in writing or by newspaper advertisement) of any new fee or charge or change to existing fees or charges. Some changes in government fees and charges are publicised by the government and not us.

7 What happens to payments we receive?

We will use any payment we receive under or in accordance with this **loan agreement** to reduce the **balance owing on your loan account**.

8 Early repayment.

You may prepay any part of the **balance owing on your loan account** at any time before it is due.

If you do this, you must still pay instalments on the dates and in the amounts due.

Note that a fee may be payable – see the fees and charges in the Offer.

9 Goods security.

This clause applies if the **Goods Security** section of the '**Security**' box in the **Offer** is completed with the particulars of the **goods** to be secured under a **security** interest in favour of BankSA to support your obligations under this loan agreement.

By giving this goods security you undertake certain obligations. You also give us rights concerning you and the goods – for example, if you do not comply with your obligations, in certain circumstances we may take possession of the goods, sell them and sue you for any remaining money you owe us.

You declare that you own the **goods** (or are in the process of becoming the owner), that there are no existing or proposed **security interests** (other than this mortgage) affecting the **goods** and that all the information you have given in connection with this **loan agreement (including this goods security)** is correct and not misleading.

For the purpose of securing to us payment of the **total amount owing**, you grant a **security** interest in the **goods** to us. The **security** interest created by this **loan agreement** is a charge.

You do this as beneficial owner unless you have told us that you enter this **loan agreement** as trustee of a trust. In that case, you grant the **security** interest in:

- a. the **goods** comprising the trust fund of the trust, as sole trustee of the trust; and
- b. any other **goods**, as beneficial owner.

To the extent that any law requires that something must be done (**such as** obtaining consent) before you may validly grant a **security** interest over any of the **goods**, this **goods security** only takes effect in relation to those **goods** when the thing required is done. You agree to do anything necessary to ensure that is done.

If a **security** interest in connection with the **goods** in the form of chattel paper (as defined in the **PPSA**) is held by you or arises in your favour (whether or not as a result of a breach by you under this **loan agreement**), you grant a **security** interest in the chattel paper to us for the purpose of securing payment of the **total amount owing**. This **security** interest is a charge and you may not transfer, dispose of or otherwise deal with the chattel paper or allow another **security** interest to exist over it. You must deposit with us all original documents of title comprising the chattel paper and any other documents we request relating to the chattel paper.

You may require us to release the **goods** (and any other property secured by this **goods security** where there is no **total amount owing**).

Possession.

Even though you have granted a **security** interest in the **goods** to us, you may keep possession of them subject to this **goods security**.

Looking after the goods and other obligations.

You must:

- a. notify us in writing of any change in your name at least 14 days before you propose to change your name; and
- b. keep the **goods** in good condition and correct any material defect promptly; and
- c. not do anything that might lower the value of the **goods** (fair wear and tear from use of the **goods** excepted); and
- d. tell us if the **goods** are stolen, lost, seriously damaged or defective; and
- e. pay on time all money payable to any **person** in connection with the **goods** (**including** registration fees); and
- f. keep the **goods** registered; and
- g. comply with all laws and requirements of authorities and your other obligations in connection with the **goods**; and

- h. deliver the **goods** to us if we are entitled to take possession of them under this **goods security**; and
- i. ensure that you are not in default under this **goods security**; and
- j. comply with any reasonable conditions we impose in connection with giving our consent under this **goods security**.

Insurance.

You must maintain the following insurance over the **goods**:

- a. if the **goods** are a motor vehicle or a motorcycle, comprehensive insurance and compulsory third party insurance;
- b. in any other case insurance against fire, theft, accident and any other risk we reasonably require in connection with the **goods**.
- c. You must ensure that:
- d. the insurance cover is not reduced or cancelled and must notify us if it is or could be; and
- e. our interest is noted on any insurance policy over the **goods**.

Insurance claims.

You must do your best to ensure that proceeds from an insurance claim for the **goods**, are:

- a. used to repair the **goods**; or
- b. paid to us at our discretion.

Dealing with the goods.

You must get our written consent before you:

- a. sell or part with possession of the **goods**; or
- b. create another **security** interest over the **goods** or allow one to arise (**including** a lien for repairs or storage); or
- c. alter any identifying marks (**such as** a serial number or identifying plates); or
- d. deal in any other way with the **goods**, this **goods security** or any interest in them.

Administrative matters.

We may at your expense apply for any registration, or give any notification, in connection with this **goods security (including** registration of the power of attorney in this **goods security)**.

You must promptly do anything we reasonably ask (**such as** signing and producing documents, supplying information and getting documents completed and signed):

- a. to provide more effective **security** over the **goods** for the payment of the **total amount owing**; or
- b. to ensure that this **goods security** is enforceable, perfected (**including**, where possible, by control in addition to registration) and otherwise effective;
- c. to enable us to apply for any registration, or give any notification, in connection with this **goods security** so that it has the priority we require;
- d. to enable us to exercise our rights in connection with the **goods (including** the right to take possession of them); or
- e. to enable us to register the power of attorney in this **goods security** or a similar power; or
- f. to enable us (**including** our agents) to inspect the **goods**; or
- g. to show whether you are complying with this **goods security**.

We may complete and fill any blanks in this **loan agreement** or a document connected with it (**such as** Corporations Act forms, financing statements, financing change statements or transfers for the **goods**).

You must pay for anything that you must do under this **goods security**.

Power of attorney.

You appoint us, each of our authorised officers, each of our employees and each receiver under this **goods security**, separately as your attorney. If we ask, you must formally approve anything they do under this power. You may not revoke these appointments.

If you are in default or we have served a notice stating that you are in default, each attorney may:

- a. do anything which you can do as owner of the **goods (including** selling or leasing or otherwise dealing with the **goods** and starting, conducting and defending legal proceedings in your name); and
- b. delegate their powers (**including** this power) and revoke a delegation.

10 Redrawing amounts.

Unless the **Offer** indicates otherwise, this clause applies if your loan is at a variable rate.

Subject to the terms in this clause 10, you may ask us to allow you to redraw amounts which you have prepaid under this **loan agreement** (**for example**, if you have made lump sum payments or repayments more frequently than required or repayments of a greater amount than required).

However you may not redraw an amount if it would result in the **balance owing on your loan account** exceeding the amount which would be owing if you had paid all scheduled repayments on time.

The redraw amount cannot be less than \$500.

You must request redraws:

- a. by completing a redraw request form (available at any branch). Each of you must sign the form. You must submit the completed form to us. If we consent to your request, the redraw amount is available by way of credit to another BankSA bank account; or
- b. by **Internet and phone banking**, if you are both registered for **Internet and phone banking** and registered to redraw on the **loan account** by **Internet and phone banking**. If we consent to your request, the redraw amount is available by way of credit to another BankSA account to which you have **Internet and phone banking** access.

If there are more than one of you and any one of you can make a redraw from your **loan account**, you can ask us to change this so that all of you have to approve the redraw. However, if you do that some of the ways you are allowed to make redraws from the account, and certain features of the account, may no longer be available to you.

Your liability for unauthorised **Internet and phone banking** redraws is determined in accordance with the BankSA Internet and phone banking Terms and Conditions and Important Information.

Each time you complete a redraw request form, you declare to us:

- a. that you have not dealt with any **security** without our consent; and
- b. that you are not relying on any statement or representation by us (**including** our employees) or our agents relating to the taxation effects (if any) of making the redraw. (You should seek your own tax advice).

Fees and charges in connection with redrawing amounts are set out in the **Offer**.

You can find out how much you have prepaid by:

- calling us; or
- asking at any branch; or
- if you are registered, using **Internet and phone banking**.

11 If you are in default.

When are you in default?

You are in default if:

- a. you do not pay on time all amounts due under this **loan agreement** or any **security**; or
- b. you do something you agree not to do, or do not do something you agree to do under this **loan agreement**;
- c. you give, or another **person** gives, us incorrect or misleading information in connection with this **loan agreement** or a **security (including in the Loan Application or Loan Offer)**; or
- d. we reasonably believe that you or another **person** has acted fraudulently in connection with this **loan agreement** or a **security**; or
- e. you are in default under a **security** or withdraw from it; or
- f. you become insolvent or steps are taken to have you declared bankrupt; or
- g. we believe on reasonable grounds that you have removed or disposed of any **secured goods**, without our permission, or that you intend to do so; or
- h. we believe on reasonable grounds that urgent action is necessary to protect any **secured goods**.

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, or cannot, correct the default within any grace period given in the notice or (or if you are in default again for a similar reason at the end of that period), 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, or enforce any **security**, or do both.

If you are in default and

- we believe on reasonable grounds that we were induced to enter into the credit contract or a **security** by fraud on the part of any borrower or a **person** who provides a **security**;
- we have made reasonable attempts to locate you without success;
- a Court authorises us to begin enforcement proceedings; or
- we believe on reasonable grounds that a borrower or a **person** who provides a **security** has removed or disposed of mortgaged **goods** or intends to do so, without our permission or that urgent action is necessary to protect the secured property, the **total amount owing** becomes immediately due for payment without notice. We may then immediately take action to recover that amount, or enforce any **security**, or do both.

Unless the amount owing is genuinely in dispute, we may use any money you have in another account with us towards repaying the **total amount owing** (this is known as “combining accounts”). We may combine accounts without giving you any notice but we will tell you afterwards.

After a default has occurred, we may also do one or more of the following in addition to anything else the law allows us to do as a secured party:

- a. sue you for the **total amount owing**;
- b. take possession of the **goods** as often as we choose;
- c. remove **personal** possessions from the **goods** and either abandon them or store them without being liable to you. (If we store them and you do not reclaim the possessions within one month after we notify you that we intend to sell them, we may dispose of them and use the proceeds towards paying the **total amount owing**);
- d. do anything an owner of the **goods** could do, **including** selling or leasing them on terms we choose;
- e. enter any place we believe the **goods** are held, in order to do any of the above;
- f. appoint one or more receivers to do any of these things.

12 General matters.

Assignment.

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

Confidentiality.

Subject to this clause, each party agrees not to disclose information provided by any other party that is not publicly available or the existence of or contents of, this **loan agreement** except:

- a. to any **person** in connection with an exercise of rights or a dealing with rights or obligations under this **loan agreement (including** preparatory steps **such as** negotiating with any potential assignee of our rights or other **person** who is considering contacting with us or a receiver in connection with this **loan agreement)**;
- b. to each parties' officers, employees, legal and other advisers and auditors;
- c. to any party to this **loan agreement** or any related entity of any party to this **loan agreement**, provided the recipient agrees to act consistently with this clause;
- d. with the disclosing party's consent (not to be unreasonably withheld);
- e. any disclosure the disclosing party reasonably believes is required by any law or stock exchange (except this paragraph does not permit us to disclose any information of the kind referred to in section 275(1) of the **PPSA** unless section 275(7) of the **PPSA** applies).

Our certificates.

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

Variations and waivers.

We may introduce new fees and charges and vary any provision of this agreement relating to:

- annual percentage rate;

- default rate;
- loan amount;
- loan term,
- amount, frequency and number of repayments, and time for repayments or the method of calculation of repayments.
- existing fees and charges and their times for payment; and
- account number.

We may also vary any other term or condition of this **loan agreement**.

We will normally only make changes to the **annual percentage rate** if we apply those generally to a class of customers (**such as** everyone with the same loan purpose) or generally to a product type of feature. These changes may include:

- simple changes to the **annual percentage rate** (other than during a fixed rate period)
- changing or substituting any base rate used to calculate the **annual percentage rate**
- changing or substituting any discount or margin used to calculate the **annual percentage rate**
- adding a new discount or margin.

We will notify you of, or advertise, any changes to this agreement before they are made, as follows.

- Any change in the **annual percentage rate** – we will notify you, or advertise, on or before the day the change happens.
- Any change in the amount of fees or charges – we will notify you, or advertise, at least 30 days before the change takes effect.
- The introduction of any new fees or charges – we will notify you at least 30 days before the change takes effect (if your loan is regulated by a National Credit Code we may advertise the change instead of writing to you)
- In relation to the variation or introduction of a government charge payable directly or indirectly by you – we will notify you of, or advertise, the change at least 30 days before the changes take. However if your loan is not regulated by a National Credit Code and the change is published by a government, governmental agency or representative body, we may not notify you of, or advertise, the change.
- Any other change – we will notify you as soon as reasonably possible (which may be before or after the change is made) or, if we believe the change is unfavourable to you, at least 30 days before the change takes effect.

However, where the change reduces your obligations or extends the time for payment, we will give you notice as soon as reasonably possible (this may be before or when we send you the next statement of account after the change takes effect).

We can also give you a shorter notice period (or no notice) if we believe that it is necessary to avoid, or to reduce, a material increase in our credit risk or our loss.

Unless your Loan **Offer** says otherwise, any advertisements of changes will appear in The Adelaide Advertiser and The Australian. If we advertise a variation, we will give you the details when we send you the next statement of account.

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

Statements of Account.

We send you a statement of the **loan account** every six months.

If you want additional statements, contact one of our branches or phone General Customer Enquiries on 13 13 76. A fee may apply.

Appropriate use of our services.

You must not use the services we provide for any illegal purpose.

Where we consider it necessary for us to meet our regulatory and compliance obligations:

- a. you must provide us with any information we reasonably request;
- b. we will disclose information we hold to regulatory and law enforcement agencies, other financial institutions, third parties and members of the Westpac Group; and
- c. we may delay, block or refuse to provide any of our services.

13 GST.

You must increase the amount ("**original amount**") of any payment due by you at any time under this **loan agreement** by an additional amount sufficient to cover any GST payable by us on your payment, if not already included in the calculation of that original amount.

The total amount received by us, after discounting for the amount of any GST payable by us on that total, must equal the original amount.

We will tell you of any additional GST amount, if it has not already been set out in this **loan agreement**.

You must pay, as requested by us, any additional amount necessary to compensate us for any direct or indirect increase resulting from any GST in the cost to us of:

- a. carrying on the business connected with making, funding, maintaining or administering this **loan agreement** or;
- b. any possession, repair or sale of, or other dealing or action relating to, any property connected with this **loan agreement** or any **security**.

14 National Credit Code.

This clause applies to the extent that the National Credit Code applies to this **loan agreement**.

If:

- a. that Code would otherwise make a provision of this **loan agreement** illegal, void or unenforceable; or
- b. a provision of this **loan agreement** would otherwise contravene a requirement of that Code or impose an obligation or liability which is prohibited by that Code,

this **loan agreement** is to be read as if that provision were varied to the extent necessary to comply with that Code or, if necessary, omitted.

15 Joint Accounts.

If there are more than one of you, then you are jointly and severally bound to comply with this agreement, and are liable for all amounts which are owing to us at any time on the joint account.

Either of you can write to us and terminate your liability for:

- the loan, if the loan has not been drawn; or
- future drawings or redraws if the loan or part of it has been drawn,
- by giving us written notice. However if you do, we will terminate our obligation to provide the loan or allow any further withdrawals.

16 Privacy Statement.

Our Privacy Statement is available at banksa.com.au/privacy/privacy-statement or by calling 13 13 76 and covers how we handle your personal information.

17 Our reporting obligations.

We are required to identify certain US *persons* in order to meet account information reporting requirements under local and international laws.

If you or (where you are an entity) any office bearer* of the entity and/or any individual who holds an interest in the entity of more than 25% (a Controlling Person) are a US citizen or US tax resident, you must telephone 1300 668 155 at the time of accepting these Terms and Conditions. When you contact us you will be asked to provide additional information about your US tax status and/or the US tax status of any Controlling Person which will constitute certification of US tax status for the purposes of the application to which these Terms and Conditions relate.

Unless you notify us that you and/or any Controlling Person are a US citizen or US tax resident as specified above, accepting these Terms and Conditions constitutes certification that you and/or any Controlling Person are not a US citizen or US tax resident.

If at any time after account opening, information in our possession suggests that you and/or any Controlling Person may be a US citizen or US tax resident, you may be contacted to provide further information on your US tax status and/or the US tax status of any Controlling Person. Failure to respond may lead to certain reporting requirements applying to the account.

* Director of a company, partner in a partnership, trustee of a trust, chairman, secretary or treasurer of an association or co-operative.

18 Problems, errors and complaints.

If you believe an error has been made, please notify your nearest BankSA branch. We will correct any error that is found to be ours as soon as possible.

If you have a problem or complaint about the **loan account**, you should speak to our Customer Service personnel. The relevant details are set out on the back of this booklet.

To assist us in resolving your problem or complaint, you should:

- report it promptly;
- state clearly the nature of the problem or your particular grievance; and
- have available all documents and background information.

If you are not satisfied with our response or handling of your complaint, you may be able to lodge a complaint with the free, independent external dispute resolution scheme, the Australian Financial Complaints Authority (AFCA). AFCA's details are set out below.

Australian Financial Complaints Authority

Online: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678 (free call)

Mail: Australian Financial Complaints Authority
GPO Box 3 Melbourne VIC 3001

19 Meaning of words.

advance date means the date we lend you the principal part of the **amount of credit**.

amount of credit is set out in the **Offer**.

annual percentage rate means the per annum rate of interest applying to the loan facility.

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

banking day means a day other than a Saturday or Sunday, or public, special or bank holiday in the State or Territory of the law governing this **loan agreement**.

disclosure date is stated in the **Offer**. It is the date we approve your loan.

goods and **secured goods** mean each one or more of the following which the context allows:

- the **goods** described in the **Goods Security** section of the '**Security**' box in the **Offer**;
- replacements for and accessories and additions fitted to the **goods** at any time;
- your rights at any time in connection with the **goods**.

goods security means the **security** interest the terms of which are set out in clause 9.

GST means any tax imposed on the supply of any **goods**, services, real or **personal** property or other things or similar tax.

including or **such as** or **for example** when introducing an example, does not limit the meaning of the words to which the example relates to that example or examples of a similar kind.

Internet and Phone Banking means any service we offer from time to time through a communication network (**including** telephone and the Internet) to enable you to receive information from us and to transmit instructions to us electronically, in relation to the **loan account** or other matters we specify;

loan account means an account we establish in your name for recording all transactions in connection with this **loan agreement**.

loan agreement includes the **security interests** in clause 9 (if the **Goods Security** section of the '**Security**' box in the **Offer** is completed).

loan term is the period stated in the **Offer** under "Repayments" starting from (and **including**) the **advance date**.

Offer means the BankSA Personal Loan **Offer** which is part of this **loan agreement**.

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

PPSA means the Personal Property Securities Act 2009 (Cwlth)

security means each **security** interest described in the **Offer** under '**Security**' **including** the **goods security** and any substitute or additional **security** interest given in connection with this **loan agreement**.

security interest includes any **security** interest under the **PPSA**, mortgage, pledge, lien, charge, hypothecation, trust arrangement, title retention arrangement or other **security** interest or encumbrance.

small business has the meaning given to in in the Banking Code of Practice.

such as see **including**.

total amount owing means the **balance owing on your loan account** at that time, plus all accrued interest charges, default interest charges and other amounts which you must pay under this **loan agreement** but which have not been debited to the **loan account** at that time.

we, us, our or **BankSA** or **the bank** means BankSA - A Division of Westpac Banking Corporation ABN 33 007 457 141 AFSL 233714.

you means the person or persons named in the **Offer** as 'Borrower'. If there are more than one, you means each of them separately and every two or more of them jointly. You includes your successors and assigns.

The singular includes the plural and vice versa.

A reference to:

- a document includes any variation or replacement of it; and
- anything includes the whole and each part of it.

From 20 March 2013, we will comply with the ePayments Code were it applies. Prior to 20 March 2013 we will comply with the Electronic Funds Transfer Code of Conduct when it applies.

The Australian Banking Association's banking code of practice as updated, and adopted by us, from time to time (Banking Code) sets out the standards of practice and service in the Australian banking industry for individuals and small business customers, and their guarantors who are individuals.

The relevant provisions of the Banking Code apply to the banking services referred to in this document. This means that we will comply with the Banking Code, where it applies to the banking services provided to you.

You can view a copy of the Banking Code on our website or ask us for a hard copy in branch or over the phone.

The following information only applies to you if you are an individual and, at the time you sign the **Offer**, you intend to use the **amount of credit** wholly or predominantly for personal, domestic or household purposes.

Information statement.

Things you should know about your proposed credit contract.

This statement tells you about some of the rights and obligations of yourself and your credit provider. It does not state the terms and conditions of your contract.

If you have any concerns about your contract, contact the credit provider and, if you still have concerns, the AFCA scheme, or get legal advice.

The contract.

1 How can I get details of my proposed credit contract?

Your credit provider must give you a precontractual statement containing certain information about your contract. The precontractual statement, and this document, must be given to you before:

- your contract is entered into; or
- you make an offer to enter into the contract;
- whichever happens first.

2 How can I get a copy of the final contract?

If the contract document is to be signed by you and returned to your credit provider, you must be given a copy to keep. Also, the credit provider must give you a copy of the final contract within 14 days after it is made. This rule does not, however, apply if the credit provider has previously given you a copy of the contract document to keep.

If you want another copy of your contract, write to your credit provider and ask for one. Your credit provider may charge you a fee. Your credit provider has to give you a copy:

- within 14 days of your written request if the original contract came into existence 1 year or less before your request; or
- otherwise within 30 days of your written request.

3 Can I terminate the contract?

Yes. You can terminate the contract by writing to the credit provider so long as: you have not obtained any credit under the contract; or

a card or other means of obtaining credit given to you by your credit provider has not been used to acquire goods or services for which credit is to be provided under the contract.

However, you will still have to pay any fees or charges incurred before you terminated the contract.

4 Can I pay my credit contract out early?

Yes. Pay your credit provider the amount required to pay out your credit contract on the day you wish to end your contract.

5 How can I find out the pay out figure?

You can write to your credit provider at any time and ask for a statement of the pay out figure as at any date you specify. You can also ask for details of how the amount is made up.

Your credit provider must give you the statement within 7 days after you give your request to the credit provider. You may be charged a fee for the statement.

6 Will I pay less interest if I pay out my contract early?

Yes. The interest you can be charged depends on the actual time money is owing. However, you may have to pay an early termination charge (if your contract permits your credit provider to charge one) and other fees.

7 Can my contract be changed by my credit provider?

Yes, but only if your contract says so.

8 Will I be told in advance if my credit provider is going to make a change in the contract?

That depends on the type of change. For example:

- you get at least same day notice for a change to an annual percentage rate.

That notice may be a written notice to you or a notice published in a newspaper.

- you get 20 days advance written notice for:
 - a change in the way in which interest is calculated; or
 - a change in credit fees and charges; or
 - any other changes by your credit provider;

except where the change reduces what you have to pay or the change happens automatically under the contract.

9 Is there anything I can do if I think that my contract is unjust?

Yes. You should first talk to your credit provider. Discuss the matter and see if you can come to some arrangement.

If that is not successful, you may contact the AFCA scheme. The AFCA scheme is a free service established to provide you with an independent mechanism to resolve specific complaints. The AFCA scheme can be contacted at:

Australian Financial Complaints Authority

Online: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678 (free call)

Mail: Australian Financial Complaints Authority
GPO Box 3, Melbourne VIC 3001

Alternatively, you can go to court. You may wish to get legal advice from your community legal centre or Legal Aid.

You can also contact ASIC, the regulator, for information on 1300 300 630 or through ASIC's website at www.asic.gov.au

Insurance.

10 Do I have to take out insurance?

Your credit provider can insist you take out or pay the cost of types of insurance specifically allowed by law. These are compulsory third party personal injury insurance, mortgage indemnity insurance or insurance over property covered by any mortgage. Otherwise, you can decide if you want to take out insurance or not. If you take out insurance, the credit provider cannot insist that you use any particular insurance company.

11 Will I get details of my insurance cover?

Yes, if you have taken out insurance over mortgaged property or consumer credit insurance and the premium is financed by your credit provider. In that case the insurer must give you a copy of the policy within 14 days after the insurer has accepted the insurance proposal.

Also, if you acquire an interest in any such insurance policy which is taken out by your credit provider then, within 14 days of that happening, your credit provider must ensure you have a written notice of the particulars of that insurance.

You can always ask the insurer for details of your insurance contract. If you ask in writing, your insurer must give you a statement containing all the provisions of the contract.

12 If the insurer does not accept my proposal, will I be told?

Yes, if the insurance was to be financed by the credit contract. The insurer will inform you if the proposal is rejected.

13 In that case, what happens to the premiums?

Your credit provider must give you a refund or credit unless the insurance is to be arranged with another insurer.

14 What happens if my credit contract ends before any insurance contract over mortgaged property?

You can end the insurance contract and get a proportionate rebate of any premium from the insurer.

Mortgages.

15 If my contract says I have to give a mortgage, what does this mean?

A mortgage means that you give your credit provider certain rights over any property you mortgage. If you default under your contract, you can lose that property and you might still owe money to the credit provider.

16 Should I get a copy of my mortgage?

Yes. It can be part of your credit contract or, if it is a separate document, you will be given a copy of the mortgage within 14 days after your mortgage is entered into.

However, you need not be given a copy if the credit provider has previously given you a copy of the mortgage document to keep.

17 Is there anything that I am not allowed to do with the property I have mortgaged?

The law says you cannot assign or dispose of the property unless you have your credit provider's, or the court's, permission. You must also look after the property. Read the mortgage document as well. It will usually have other terms and conditions about what you can or cannot do with the property.

18 What can I do if I find that I cannot afford my repayments and there is a mortgage over property?

See the answers to questions 22 and 23.

Otherwise you may:

- if the mortgaged property is **goods**— give the property back to your credit provider, together with a letter saying you want the credit provider to sell the property for you;

- sell the property, but only if your credit provider gives permission first;

OR

- give the property to someone who may then take over the repayments, but only if your credit provider gives permission first.

If your credit provider won't give permission, you can contact the AFCA scheme for help.

If you have a guarantor, talk to the guarantor who may be able to help you.

You should understand that you may owe money to your credit provider even after the mortgaged property is sold.

19 Can my credit provider take or sell the mortgaged property?

Yes, if you have not carried out all of your obligations under your contract.

20 If my credit provider writes asking me where the mortgaged goods are, do I have to say where they are?

Yes. You have 7 days after receiving your credit provider's request to tell your credit provider. If you do not have the **goods** you must give your credit provider all the information you have so they can be traced.

21 When can my credit provider or its agent come into a residence to take possession of mortgaged goods?

Your credit provider can only do so if it has the court's approval or the written consent of the occupier which is given after the occupier is informed in writing of the relevant section in the National Credit Code.

General.

22 What to I do if I cannot make a repayment?

Get in touch with your credit provider immediately. Discuss the matter and see if you can come to some arrangement. You can ask your credit provider to change your contract in a number of ways:

- to extend the term of your contract and reduce payments; or
- to extend the term of your contract and delay payments for a set time; or
- to delay payments for a set time.

23 What if my credit provider and I cannot agree on a suitable arrangement?

If the credit provider refuses your request to change the repayments, you can ask the credit provider to review this decision if you think it is wrong.

If the credit provider still refuses your request you can complain to the AFCA scheme. Further details about this scheme are set out below in question 25.

24 Can my credit provider take action against me?

Yes, if you are in default under your contract. But the law says that you cannot be unduly harassed or threatened for repayments. If you think you are being unduly harassed or threatened, contact the AFCA scheme or ASIC, or get legal advice.

25 Do I have any other rights and obligations?

Yes. The law will give you other rights and obligations. You should also **READ YOUR CONTRACT** carefully.

IF YOU HAVE ANY COMPLAINTS ABOUT YOUR CREDIT CONTRACT, OR WANT MORE INFORMATION, CONTACT YOUR CREDIT PROVIDER. YOU MUST ATTEMPT TO RESOLVE YOUR COMPLAINT WITH YOUR CREDIT PROVIDER BEFORE CONTACTING THE AFCA SCHEME. IF YOU HAVE A COMPLAINT WHICH REMAINS UNRESOLVED AFTER SPEAKING TO YOUR CREDIT PROVIDER YOU CAN CONTACT THE AFCA SCHEME OR GET LEGAL ADVICE.

THE AFCA SCHEME IS A FREE SERVICE ESTABLISHED TO PROVIDE YOU WITH AN INDEPENDENT MECHANISM TO RESOLVE SPECIFIC COMPLAINTS. THE AFCA SCHEME CAN BE CONTACTED AT:

AUSTRALIAN FINANCIAL COMPLAINTS AUTHORITY

ONLINE: WWW.AFCA.ORG.AU

EMAIL: INFO@AFCA.ORG.AU

PHONE: 1800 931 678 (FREE CALL)

**MAIL: AUSTRALIAN FINANCIAL COMPLAINTS AUTHORITY
GPO BOX 3 MELBOURNE VIC 3001**

PLEASE KEEP THIS INFORMATION STATEMENT. YOU MAY WANT SOME INFORMATION FROM IT AT A LATER DATE.

General customer enquiries.

Call 7:30am – 7:30pm, Monday to Saturday on **13 13 76**

Disputes.

If your complaint is not immediately resolved to your satisfaction:

you should speak to us by:

- contacting the branch where the problem arose; or
- phoning Customer Relations on **13 13 76**; or

write to us and:

- send it to the Manager, Customer Relations,
PO Box 399, Adelaide SA 5001; or
- fax it to Customer Relations on **(08) 8113 2503**;

If you are not satisfied with our response or handling of your complaint, you may be able to lodge a complaint with the free, independent external dispute resolution scheme, the Australian Financial Complaints Authority (AFCA). AFCA's details are set out below:

Australian Financial Complaints Authority

Online: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678 (free call)

Mail: Australian Financial Complaints Authority
GPO Box 3 Melbourne VIC 3001.

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