

## Notice of Variation to RACQ Bank Terms and Conditions

These changes form part of and must be read in conjunction with your existing Terms and Conditions. These changes are effective from 5 October 2021. It is important that you read this notice carefully and retain it for your records.

### Interpretation of this Notice

1. If a section or sub section is not specifically mentioned in this document, it remains unchanged.
2. Section numbers as listed in this notice relate directly to the section numbers in your terms and conditions.

You can get a copy of the full RACQ Bank Terms and Conditions at [racq.com/downloads](https://racq.com/downloads) or by contacting 13 1905.

### Summary of Changes to your Terms and Conditions

Changes to the RACQ Bank Terms and Conditions from the previous version dated 19 August 2021 include:

- 10.12 Resolving errors or disputed EFT transactions – amended complaints wording.

## Table of Changes to your Terms and Conditions

Pursuant to section 5.1 of the RACQ Bank Terms and Conditions, all variations will apply to new and existing accounts effective 5 October 2021.

Section	Previous Wording	New Wording
<b>10.12 Resolving errors or disputed EFT transactions</b>	<p>10.21 Resolving errors or disputed EFT transactions</p> <p>(a) If you believe an EFT transaction is wrong or unauthorised, or your account statement contains any instances of unauthorised use or errors, immediately notify us. We are solely responsible for resolving your complaint. You must give us the following information as soon Page 21 of 33 as possible:</p> <ul style="list-style-type: none"> <li>• your name, account number and card number</li> <li>• the error or the transaction you are unsure about</li> <li>• a copy of the account statement in which the unauthorised transaction or error first appeared</li> <li>• an explanation, as clearly as you can, as to why you believe it is an unauthorised transaction or error</li> <li>• the dollar amount of the suspected error.</li> </ul> <p>We will acknowledge the notification by giving a reference number. Please retain this number as evidence of the date and time of contacting RACQ Bank.</p> <p>If your complaint concerns the authorisation of an EFT transaction, we may ask you or your nominee to provide further information.</p> <p>(b) We will investigate your complaint and if we are unable to settle your complaint immediately to your and our satisfaction, we will advise you in writing of the procedures for further investigation and resolution, and may request further relevant details from you.</p> <p>(c) Within 21 days of receipt from you of the details of your complaint, we will:</p> <ul style="list-style-type: none"> <li>• complete our investigation and advise you in writing of the results of the investigation or</li> <li>• advise you in writing if we require further time to complete our investigation.</li> </ul> <p>We will complete our investigation within 45 days of receiving your complaint unless there are exceptional circumstances.</p>	<p>10.21 Resolving errors or disputed EFT transactions</p> <p>(a) If you believe an EFT transaction is wrong or unauthorised, or your account statement contains any instances of unauthorised use or errors, immediately notify us. We are solely responsible for resolving your complaint. You must give us the following information as soon Page 21 of 33 as possible:</p> <ul style="list-style-type: none"> <li>• your name, account number and card number</li> <li>• the error or the transaction you are unsure about</li> <li>• a copy of the account statement in which the unauthorised transaction or error first appeared</li> <li>• an explanation, as clearly as you can, as to why you believe it is an unauthorised transaction or error</li> <li>• the dollar amount of the suspected error.</li> </ul> <p>We will acknowledge the notification by giving a reference number. Please retain this number as evidence of the date and time of contacting RACQ Bank.</p> <p>If your complaint concerns the authorisation of an EFT transaction, we may ask you or your nominee to provide further information.</p> <p>(b) Once we have received your complaint we will acknowledge it within 24 hours (1 business day). We will attempt to resolve your complaint as quickly and fairly as possible.</p> <p>(c) We have a dedicated internal dispute resolution process where we will work with you to resolve your complaint within 30 days.</p> <p>(d) For credit related complaints regarding requests to postpone enforcement proceedings, hardship or default notices we will work towards a resolution within 21 days.</p> <p>(e) RACQ understands some people may experience vulnerability at some point in their lives and may require special help or care. Our team are trained to support you, see our website for more information <a href="http://racq.com/support/supporting-vulnerability">racq.com/support/supporting-vulnerability</a></p>

Section	Previous Wording	New wording
<p><b>10.12 Resolving errors or disputed EFT transactions</b></p>	<p>(d) If we are unable to resolve your complaint within 45 days, we will let you know the reasons for the delay and provide you with monthly updates on the progress of the investigation and its likely resolution date, except where we are waiting for a response from you and you have been advised we require such a response.</p> <p>(e) If we find that an error was made, we will make the appropriate adjustments to your linked account including interest and charges (if any) and will advise you in writing of the amount of the adjustment.</p> <p>(f) When we advise you of the outcome of our investigations, we will notify you in writing of the reasons for our decision by reference to these electronic banking Terms and Conditions and the ePayments Code, and advise you of any adjustments we have made to your linked account. If you are not satisfied with the outcome, you may refer your complaint to the Australian Financial Complaints Authority.</p> <p>Australian Financial Complaints Authority Online: <a href="http://www.afca.org.au">www.afca.org.au</a> Email: <a href="mailto:info@afca.org.au">info@afca.org.au</a> Phone: 1800 931 678 Mail: Australian Financial Complaints Authority GPO Box 3 Melbourne VIC 3001</p> <p>(g) If we decide you are liable for all or any part of a loss arising out of unauthorised use of the card or PIN, password or code, we will:</p> <ul style="list-style-type: none"> <li>• give you copies of any documents or other evidence we relied upon</li> <li>• advise you in writing whether or not there was</li> </ul> <p>(h) If we fail to carry out these procedures or cause unreasonable delay in resolving your complaint, we may be liable for part or all of the amount of the disputed transaction where that failure or delay has prejudiced the outcome of the investigation</p>	<p>(f) If we find that an error was made, we will make the appropriate adjustments to your linked account including interest and charges (if any) and will advise you in writing of the amount of the adjustment.</p> <p>(g) When we advise you of the outcome of our investigations, we will notify you in writing of the reasons for our decision by reference to these electronic banking Terms and Conditions and the ePayments Code, and advise you of any adjustments we have made to your linked account.</p> <p>(h) If we have not provided a resolution to your satisfaction, or we exceed the timeframe specified above, you can refer your complaint to the Australian Financial Complaints Authority (AFCA). The Australian Financial Complaints Authority provide an independent external dispute resolution service.</p> <p>Australian Financial Complaints Authority Online: <a href="http://www.afca.org.au">www.afca.org.au</a> Email: <a href="mailto:info@afca.org.au">info@afca.org.au</a> Phone: 1800 931 678 Mail: Australian Financial Complaints Authority GPO Box 3 Melbourne VIC 3001</p> <p>(i) If we decide you are liable for all or any part of a loss arising out of unauthorised use of the card or PIN, password or code, we will:</p> <ul style="list-style-type: none"> <li>• give you copies of any documents or other evidence we relied upon</li> <li>• advise you in writing whether or not there was any system or equipment malfunction at the time of the relevant transaction.</li> </ul> <p>(j) If we fail to carry out these procedures or cause unreasonable delay in resolving your complaint, we may be liable for part or all of the amount of the disputed transaction where that failure or delay has prejudiced the outcome of the investigation</p>