



Important information about changes to your Delphi Bank products.

## **Business Lending**

August 2021

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# Foreword

## **A message from Jim Sarris, General Manager Delphi Bank**

This is an exciting time in Delphi Bank's proud history of more than 20 years.

When we joined our Bendigo and Adelaide Bank family in 2012, we did so in the knowledge it would better position us for future success, and for the ultimate benefit of our loyal customers and communities.

Now, as we take this latest step in Delphi Bank's continual evolution, we look forward to continuing to deliver on our shared purpose – to help our customers, partners and communities succeed.

Not only do these changes bring us closer to our Bendigo and Adelaide Bank family, they ensure we continue to meet your banking needs with greater access to a wider range of products and services.

Whilst our products have changed and look different, your relationship with Delphi Bank remains the same.

Having a shared cultural experience, and the same values as you, has always defined us at Delphi Bank, and that is not changing. Just as we have done over the past 20 years, we remain dedicated to building meaningful, long-term relationships with you, your family, business, and community.

Thank you for your continued support of Delphi Bank, and we look forward to providing you with new opportunities as our journey continues.



**Jim Sarris**

## **A message from Marnie Baker, Managing Director Bendigo and Adelaide Bank**

At Bendigo and Adelaide Bank, we provide banking services to more than 2 million customers across Australia, supporting them in every aspect of their financial lives.

Since 2012, this has also included you, our Delphi Bank customers.

Delphi Bank, along with our other brands which make up Bendigo and Adelaide Bank, represent the diversity of both our business and the communities we serve. However, together, they all share a common purpose – to help our customers, partners and communities succeed.

The Bank's vision is to be Australia's bank of choice. It is a bold ambition, but one we believe our capabilities and deep commitment to doing good can help us achieve.

Our fundamental purpose – to feed into prosperity, not off it – remains the same today, as the day we were founded more than 163 years ago. It is part of our DNA and is what sets us apart.

We aim to provide you – our customers – with a seamless, exceptional experience to better achieve your lifestyle and financial aspirations.

As we reduce organisational complexity and you gain access to a wider range of Bendigo Bank products and services, rest assured we will continue to invest in new capabilities, partnerships and technologies which will allow us to become even more innovative and agile in responding to your everchanging banking needs, and those of your communities.

We thank you for your ongoing support as we continue to strive to be Australia's bank of choice.



**Marnie Baker**

# How to use this booklet

This booklet is one of four, each relating to a different set of products being:

- 1. Deposits;**
- 2. Consumer Loans (Home and Investment Loans);**
- 3. Business Loans; and**
- 4. Foreign Currency Accounts.**

This booklet outlines the specific changes we will make to your products and services, fees and charges and terms and conditions. These changes will take effect for you from your transition date which is disclosed in the cover letter accompanying this booklet.

We encourage you to read this booklet and the cover letter carefully, and other communications we send you, as they will assist you in understanding the important changes that will take place.

We realise this is a lot of information to digest, so if you are unsure about anything in this booklet, or more generally in regards to the upcoming changes, please visit your local Delphi Bank branch, contact your dedicated Delphi Bank Relationship Manager, or call us on 1300 664 089.

# Introduction

As part of the Bendigo and Adelaide Bank family, Delphi Bank customers have always enjoyed the benefits of belonging to one of Australia's biggest banks, and most trusted brands.

Now, Delphi Bank customers will also be able to enjoy access to a wider range of products and services.

You will now have the opportunity to apply for personal loans, credit cards, and some homeowners will have access to offset accounts. Plus, you can enjoy the benefits of Apple Pay and the flexibility of sending Telegraphic Transfers via Bendigo e-banking.

You can also look forward to banking at new local Bendigo Bank branches near you – and of course, continue to enjoy the familiarity that our Delphi Bank branches offer.

This is an exciting time in our proud 20-year history, as we remain committed to helping you, your family, business, and community grow and prosper.

To achieve the above benefits, most Delphi Bank customer products and accounts will be transitioned to equivalent Bendigo Bank products and accounts. As part of this transition, the terms and conditions that apply to your current products will be changing.

Business Loan Products being Business Overdrafts, Business Loans, Commercial Loans and Bank Guarantees will effectively remain as is, but moved to Bendigo Bank's core banking platform. The result of which may mean some changes in the way the products operate. This is discussed in Part 2 of the Business Loans version of this booklet. At a later stage these will be transitioned to new Bendigo Bank products.

This booklet provides you with information about the changes to products and is divided into two parts:

- **Part 1** contains important information about changes to how you can access your accounts; and
- **Part 2** tells you which terms and conditions will apply to your products once your products and accounts have transitioned, and other important information you need to know about the changes to your terms and conditions that will take effect for you on your transition date.

- Note, all products other than Business Overdrafts, Business Loans, Commercial Loans and Bank Guarantees, will transition to Bendigo Bank products and will be governed by the respective Bendigo Bank Terms and Conditions as set out in Part 2 of each booklet. The four Business Loans products mentioned above will remain governed by their existing Delphi Bank Terms and Conditions subject to certain changes which are set out and described in Part 2 of the Business Loans version of this booklet.

If you have any questions at all, please do not hesitate to contact your dedicated Delphi Bank Relationship Manager. Alternatively, you can also contact our dedicated Customer Care team on 1300 664 089, via email at [customercare@delphibank.com.au](mailto:customercare@delphibank.com.au) or please visit [delphibank.com.au](http://delphibank.com.au).

# Part 1 – Information for all Delphi Bank customers

## Changes to how you access your accounts

From your transition date, there will be some differences to the way you access your accounts.

This part of this booklet gives you a summary of the changes you will notice from your transition date in relation to accessing your accounts. Further information is provided in later parts of this booklet and the Terms and Conditions documents that are referred to in this booklet which are either provided with this booklet or published on our Delphi Bank website.

## Accounts

### **BSB & Account Numbers**

- Your new BSB will be 633 000.
- You will also receive a new account number for each account held. We will write to you again before your transition date to advise you of your new account number for each of your accounts.

## Electronic

### **Online Banking**

- On your transition date we will remove your ability to conduct any further transactions via Delphi Bank Online Banking. You will not be able to use Delphi Bank Online Banking to access any transactions that occur after your transition, or any updated details about your account.
- From your transition date, Online Banking will now be referred to as Bendigo e-banking and can be accessed via both [delphibank.com.au](http://delphibank.com.au) and [bendigobank.com.au](http://bendigobank.com.au)
- If you are looking for the best mobile e-banking experience on your smartphone or tablet device, visit your App Store or Google Play to download the free Bendigo Bank app for iOS or Android.

## **Logging into Bendigo e-banking**

- If you currently have access to Online Banking and do not currently have access to Bendigo e-banking, we will issue you with access to Bendigo e-banking from your transition date and you will be provided with a new Access ID and temporary password.
- When logging into Bendigo e-banking for the first time, you will be directed to create your own permanent password.
- If you are a current Bendigo e-banking user, from your transition date, you will see your transitioned accounts automatically in Bendigo e-banking and we will not issue you with a new Access ID or password.
- You must be at least 12 years of age to be eligible for Bendigo e-banking.

## **Bendigo Bank app**

- The Bendigo Bank app is free to download for iOS or Android. Visit your App Store or Google Play and search for “Bendigo Bank”.
- You can setup the app after your transition date to allow you to logon quickly and securely using Four-digit PIN (Personal Identification Number), FaceID or Fingerprint.
- View your balances quickly from your app home screen.
- Find your nearest branch using the Branch Locator.

## **Payments to other financial institutions**

- “Contacts” in Bendigo e-banking is equivalent to what you have known as a “Payee” in Delphi Bank Online Banking and can be accessed through the “Move Money” menu in Bendigo e-banking.
- Bendigo e-banking offers multiple types of Pay Anyone payments:
  - Faster Payments – Osko and Fast Payments are near real-time payments (to participating financial institutions); and
  - Direct Entry – traditional overnight payments made to financial institutions.
- Your Pay Anyone limit can be adjusted by contacting or visiting your local Delphi Bank or Bendigo Bank branch. You can also decrease your Pay Anyone limit via Bendigo e-banking.
- To set a daily limit greater than \$30,000, you must visit your local branch.

- Your saved Payees in Delphi Bank Online Banking (now Contacts for Personal customers) will automatically be transferred across to your new Bendigo e-banking, including your future dated payment instructions. This means all your existing future dated payments (including recurring payments) will still be processed from your account after your transition date.
- Please note that Bendigo e-banking offers different frequency of payment options than Delphi Bank Online Banking, so we recommend that you review all available options for your payments.
- Pay Anyone payments, excluding Osko and Fast Payments, made before 7:00pm AEST on business banking days will be processed that night. Pay Anyone payments made after 7:00pm AEST, or on a weekend, public holiday or bank holiday will be processed on the next business banking day.

### **BPAY®**

- Your saved BPAY (Bill Payments) billers will automatically be transferred across to your new Bendigo e-banking, including your future dated BPAY payments. This means all your existing future dated BPAY payments (including recurring payments) will still be processed from your account after your transition date.
- You will now have access to BPAY View®, which is a free service that allows you to opt out of paper bills and instead receive, view, and pay your bills with participating billers through Bendigo e-banking.
- BPAY payments made before 6:30pm AEST on business banking days will be processed that night. BPAY payments made after 6:30pm AEST, or on a weekend, public holiday or bank holiday will be processed on the next business banking day.

### **PayID**

- PayID is a simpler way to receive payments. It replaces the need to provide financial account details, such as BSB and account number, when receiving payments.
- Instead, PayID allows you to use something that you already remember, such as your email address or phone number.

### **Statements (new Bendigo Bank statements)**

- Paper Statements will continue for most accounts (see Part 2 of this booklet), however if you have Bendigo e-banking you may elect to instead receive e-statements (electronic statements in PDF format) via Bendigo e-banking. E-statements are a convenient, environmentally friendly alternative to paper.
- An email address must be provided to enable you to elect to receive e-statements. This email address is used to notify you when you have a new e-statement available for viewing in Bendigo e-banking.
- Part 2 of this booklet sets out how frequently we will give you statements. If you wish to receive statements more frequently, please contact us.

### **Statements (previous Delphi Bank statements)**

- Your existing access to Delphi Bank Online Banking will be retained until mid-2022 to allow you to extract any historical records.
- In addition to the above, your previous statements will be made available to you when you log in to your Delphi Bank Online Banking.

### **Telegraphic Transfers**

- Where available for your account type, you will now be able to perform domestic and overseas Telegraphic Transfers in Australian and foreign currencies via Bendigo e-banking.
- Telegraphic Transfer payments made after 3:00pm AEST, or on a weekend, public holiday or bank holiday will be processed on the next business banking day.

### **Bendigo Phone Banking**

- The Bendigo Phone Banking service gives you a range of options including transferring funds, accessing account balances, and paying bills.
- Once registered, you can access Bendigo Phone Banking by calling 1300 BENDIGO (1300 236 344) and entering your Access Number and PIN.

# Cheque Books, Cards & Passbooks

## Cheque Books

- Cheque books will no longer be available for Personal accounts but will remain available for Business accounts.
- If you have a Delphi Bank cheque book and are a Business Account holder, your existing Delphi Bank cheque book will be replaced with a new Bendigo Bank cheque book before your transition date. From your transition date you will not be able to use your Delphi Bank cheques.
- Please return unused cheque books to your branch at your convenience for secure destruction.
- After your transition date, cheque books will be reordered on a “trigger” system.” Once a pre-determined number of cheques have been presented, a new book will be automatically issued and mailed out to your address.
- In the event you require an additional cheque book, this can be arranged via a secure e-mail from within Bendigo e-banking or by contacting your local Delphi Bank or Bendigo Bank branch.

## Cards

- If you currently have a Visa Debit card it will be cancelled on your transition date and will be replaced with a Debit Mastercard® which provides easy and secure access to your own money, no matter where you are.
- Your Debit Mastercard® will be sent to you by post prior to your transition date. You will need to activate the card and select a PIN before you use it. This is different to your prior Delphi Bank experience where you would receive a PIN by mail and call to activate. Now you can both activate your card and select a PIN in one call.
- Instructions to activate the card and set the PIN will be sent with your new card but can be done via Bendigo e-banking, by phone (Interactive Voice Response or by speaking to your Delphi Bank Relationship Manager) or by visiting your local Delphi Bank branch. When we issue the card, we will provide clear instructions to assist you.
- Verified by Visa will no longer be available and will be replaced with Mastercard Identity Check.
- If you wish to receive a list from us of recurring payments that have been processed to your account for the past 13-months, then please call us.

## **Passbooks**

- If you currently have a Delphi Bank Passbook and your account is transitioning to a Bendigo Bank Retirement Account, a new Bendigo Bank Passbook will be issued to you after your transition date.
- A new Bendigo Bank Passbook will be available from your local Delphi Bank and Bendigo Bank branches after your transition date. We ask that you please bring your existing Delphi Bank Passbook into your local branch, at your convenience after your transition date, so that we can update it and simultaneously issue your new Bendigo Bank Passbook.
- New Passbooks are not available and will not be issued to you if you do not currently have a Delphi Bank Passbook or if your account is transitioning to an account that is not a Bendigo Bank Retirement Account.

## **Payments**

### **Direct debits from and direct credits to your account**

- Where possible, we will arrange for direct debits and direct credits to be redirected to your new account for a limited time. However, some suppliers may require your authorisation to make this change. In this instance we will contact you and advise when you need to update your details.
- Any payment authorised prior to your transition date will be redirected to your new Bendigo Bank account number.
- Your new BSB and account number must be used to establish any new direct debits or direct credits in the future.
- Your new card number must also be used to establish any regular payments with merchants in the future.
- If you wish to receive a list from us of direct debits and direct credits that have been processed to your account for the past 13-months, then please call us.

### **Cheque and card payments**

- Any cheques that have not been presented for payment by your transition date will be redirected to your new Bendigo Bank account when presented.
- Your new Debit Mastercard® number must be used to establish any regular card payments with merchants in the future.

- From your transition date, you must use your new Debit Mastercard® and /or new cheque book (if one is issued to you) and cease using your existing cards and cheque books.

### **New mobile payment options**

- There are now more ways to connect to your digital wallet for mobile payments on the go.
- Mobile payments supported by Bendigo Bank include:
  - Apple Pay – Upload your card to your Apple device via the Bendigo Bank app. No more worries about leaving your wallet in the car, no more waiting for a plastic card to arrive. Just easy, secure payments using Apple Pay.
  - Google Pay – Google Pay is the fast, simple way to pay with your Bendigo Bank card in stores and online.
  - Samsung Pay - Access your favourite cards on your Samsung phone to make payments on the go, just by tapping your device.
  - Fitbit Pay – Fitbit Pay™ is the easy way to make purchases at millions of stores around the globe - right from your watch, no phone or wallet necessary.
  - Garmin Pay – Garmin Pay™ lets you make purchases quickly and effortlessly with nothing needed but your watch.
  - To learn more please visit [delphibank.com.au](http://delphibank.com.au) or [bendigobank.com.au](http://bendigobank.com.au), speak with your dedicated Delphi Bank Relationship Manager, or visit your local Delphi Bank or Bendigo Bank branch.

### **Open Banking**

- Open Banking is part of the broader Consumer Data Right (CDR) legislation, introduced by the Australian Government, to give you more access to your data and make it easier to:
  - compare products and services; and
  - access new and improved services.
- It enables you to share your data with accredited providers via a simple, easy to use and secure automated process.
- From 1 July 2021, eligible Bendigo Bank customers have been able to authorise the sharing of their data with CDR accredited service providers.

# Mortgages

## Interest rates

- If you have a Home or Investment Loan it will transition at its current interest rate. Note in Bendigo Bank there are different Reference Rates from which a margin is added / deducted to arrive at your interest rate. Part 2 of the Consumer Loans version of this booklet provides more details about which reference rates apply and how to calculate your margin, and we will also write to you again before your transition date to confirm the reference rate and margin that will apply to your Home or Investment Loan from your transition date.

## Offset

- For customers transitioning to a Bendigo Complete Home Loan, an offset account may be available. An Offset account can help you reduce the amount of interest you pay on your home loan.
- Full offset is available on fixed and variable Complete Home Loans.
  - To learn more please visit [delphibank.com.au](http://delphibank.com.au) or [bendigobank.com.au](http://bendigobank.com.au), speak with your dedicated Delphi Bank Relationship Manager, or visit your local Delphi Bank or Bendigo Bank branch.

# Business Lending Products

## Terms and Conditions

- Unlike the other products, if you have a Business Loan product it will remain on your existing Delphi Bank Terms and Conditions subject to certain changes which are set out and described in Part 2 of the Business Loans version of this booklet. The products this applies to include Business Overdrafts, Business Loans, Commercial Loans and Bank Guarantees. Over time we will work with you to move to Bendigo Bank products.

## Comprehensive Credit Reporting

After your transition date, if you have any credit facilities with us, (including any new credit facilities you apply for after your transition date) we will be participating in comprehensive credit reporting in relation to your credit products which will result in changes to the information we disclose about you and your credit facilities, or credit facilities that you guarantee, to credit reporting bodies.

In addition to the information we currently disclose, we will also be regularly disclosing:

- Information about your current consumer credit facilities with us including the type of credit, the credit limit and the open and close dates of the related account(s); and
- Information about whether your repayments have been paid on time (allowing a 14-day grace period).

The Delphi Bank website includes a Credit Reporting Statement of Notifiable Matters which sets out important information about credit reporting including the name and contact details of the credit reporting bodies we are likely to disclose your credit information to, how you can obtain a copy of our Credit Reporting Policy or the credit reporting bodies' Credit Reporting Policies, and information about certain rights you have.

Go to [delphibank.com.au/privacy-policy/credit-reporting-policy](https://delphibank.com.au/privacy-policy/credit-reporting-policy) to view this information in our Credit Reporting Statement of Notifiable Matters. You can also request a copy of the information in our Credit Reporting Statement of Notifiable Matters in an alternative form (such as a printed hard copy) by contacting us.

You can also find out more information about credit reporting online at [www.creditsmart.org.au](https://www.creditsmart.org.au).

# How to get in contact

## Visit a branch

Whilst your accounts have changed and look different, your relationship with Delphi Bank remains just as strong. Just as we have done for more than 20 years, we remain dedicated to building meaningful, long-term relationships with you, your family, business, and community.

You can continue to access face-to-face banking at your local Delphi Bank branch, and with your dedicated Delphi Bank Relationship Manager. For a list of all Delphi Bank branches, visit [delphibank.com.au](http://delphibank.com.au).

You can now also bank at Bendigo Bank branches, Australia-wide. For a list of all Bendigo Bank branches, visit [bendigobank.com.au](http://bendigobank.com.au).

## Call us

For over the phone support, you can continue to speak with our friendly Delphi Bank Customer Service team on 1300 660 550. Alternatively, please contact our dedicated Customer Care Team on 1300 664 089, via email at [customercare@delphibank.com.au](mailto:customercare@delphibank.com.au) or visit [delphibank.com.au](http://delphibank.com.au).

**For after-hours support, our Bendigo Bank team is also here to help.**

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Call 1300 BENDIGO (1300 236 344)

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8am - 8pm Monday to Friday (Local hours)

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9am - 4pm Saturday (Local hours)

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9am - 4pm Sunday (Local hours)

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**Alternatively, the After-Hours Hotline is available seven days a week for e-banking and phone banking emergencies, or for support with lost or stolen cards.**

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Call 1800 035 383

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If you're located outside Australia, call +61 3 5485 7872

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## Enquire online

You can visit the Contact Us pages on [delphibank.com.au](http://delphibank.com.au) and [bendigobank.com.au](http://bendigobank.com.au) to make an online enquiry.

**For answers to commonly asked questions, you can visit the Help sections on [delphibank.com.au](http://delphibank.com.au) and [bendigobank.com.au](http://bendigobank.com.au).**

## Additional Resources

**For complaints, compliments or suggestions, please call our Customer Help Centre.**

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Call 1300 361 911

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8.30am – 7.30pm Monday to Friday (Local Hours)

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# Part 2 – Notice of changes to Delphi Bank Business Loan, Delphi Bank Commercial Loan, Delphi Bank Business Overdraft and Delphi Bank Guarantee Facility Terms and Conditions

As part of transitioning your Delphi Bank Business Loan, Delphi Bank Commercial Loan, Delphi Bank Business Overdraft and/or Delphi Bank Guarantee Facility (as applicable) to Bendigo Bank systems, some terms and conditions that currently apply to your loan facility are changing (or being added to) so that the terms and conditions applying to your loan facility accurately reflect the way that the Bendigo Bank systems will manage your loan facility once the transition is completed.

This part is divided into four sections:

**Section 1** describes the changes that affect Delphi Bank Business Loans;

**Section 2** describes the changes that affect Delphi Bank Commercial Loans;

**Section 3** describes the changes that affect Delphi Bank Business Overdrafts; and

**Section 4** describes the changes that affect Delphi Bank Guarantee Facilities.

To the extent that your current terms and conditions in respect of your Delphi Bank Business Loan, Delphi Bank Commercial Loan, Delphi Bank Business Overdraft and/or Delphi Bank Guarantee Facility (as applicable) are inconsistent with the terms and conditions set out in this notice, the terms and conditions in this notice will prevail.

The changes will apply to your Delphi Bank Business Loan, Delphi Bank Commercial Loan, Delphi Bank Business Overdraft or Delphi Bank Guarantee Facility from your transition date as stated in the letter we sent you with a copy of this booklet.

It is important that you read this notice carefully and contact us if you have any questions.

From your transition date, reference to a **Business Day** in any terms and conditions which govern your loan facility means each day which is not a Saturday, Sunday or public or bank holiday in Victoria, Australia.

# Section 1: Changes that affect your Delphi Bank Business Loan

If you have a Delphi Bank Business Loan, from your transition date the following changes will apply:

Relevant item	Varied or additional terms and conditions which apply from your transition date
Dates on which recurring principal and interest payments are due and will be debited	<p>The payment due date (<b>Payment Due Date</b>) on which you are required to pay your applicable recurring monthly, and if applicable, quarterly principal and/or interest payments in respect of your Delphi Bank Business Loan in any month is the same day of the month as the initial draw down date for your Delphi Bank Business Loan. However, if your Delphi Bank Business Loan was drawn down on the 29th, 30th or 31st of a month, your Payment Due Date in any month not having a 29th, 30th or 31st (as the case may be) is the last day of that month. If your Payment Due Date would fall on a non-Business Day, that Payment Due Date will be determined in accordance with the terms set out in the 'Where a day is not a Business Day' row of this table below.</p> <p>Your required recurring payments of principal (if applicable) and interest will be debited to your Delphi Bank Business Loan account on each Payment Due Date in arrears.</p>

<p>Dates on which recurring principal and interest payments are due and will be debited</p>	<p>The transition will not result in any change to:</p> <ul style="list-style-type: none"> <li>• the length of payment periods or interest periods applicable to your loan, except for minor changes to ensure that recurring principal and/or interest payments fall due on the adjusted Payment Due Dates above;</li> <li>• the frequency at which your principal repayments or interest payments become due for payment;</li> <li>• the date(s) on which you are required to make any other types of principal or interest payments (such as any specific scheduled reductions, final payments or residual payments on maturity of your loan); or</li> <li>• whether you are required to make principal and interest payments or interest-only payments.</li> </ul>
<p>Where a day is not a Business Day</p>	<p>If a Payment Due Date or the last day of an interest period would fall on a day that is not a Business Day, that Payment Due Date or the last day of that interest period, as applicable, will instead be:</p> <ul style="list-style-type: none"> <li>(a) the next following Business Day if that is in the same calendar month; or</li> <li>(b) otherwise (i.e. if the next following Business Day is not in the same calendar month) the last Business Day in the same calendar month.</li> </ul>
<p>Recalculation of repayment amounts, notional payments, and residual balances</p>	<p>If your existing repayment amounts, notional payments, or residual balances which currently apply to your Delphi Bank Business Loan will change on the transition date, we will notify you separately before your transition date of the new repayment amounts, notional payments, and residual balances which will apply on and from your transition date.</p>

Dates on which recurring fees and charges are due and will be debited

From your transition date, any fees which you are currently required to pay at a monthly, quarterly, or annual frequency in respect of your Delphi Bank Business Loan (whether called an “account service fee”, “line fee”, “package fee” or other name), will instead be payable and debited to your loan account on a monthly basis on each Payment Due Date in arrears.

For fees which are currently payable quarterly, the equivalent monthly fee will be an amount equal to the quarterly fee which would have otherwise been payable in respect of the relevant period, divided by 3.

For fees which are currently payable annually, the equivalent monthly fee will be an amount equal to the annual fee which would have otherwise been payable in respect of the relevant period, divided by 12.

After your transition date, the recurring fees above (however currently described) will be referred to as “service fees” in any communications we give you.

If your Delphi Bank Business Loan ends on a day that is not a Payment Due Date, a pro rata amount of the relevant recurring fee will be payable and debited to your account on the day your Delphi Bank Business Loan ends, in respect of the part period up to that day.

The changes to the timing and frequency at which fees are due and debited under this item will not result in any increase in the amount of the fees you are currently required to pay under your Delphi Bank Business Loan.

If you are currently paying any other fees on a non-recurring basis (for example, fees which are only payable if certain circumstances arise), the dates when or circumstances in which those fees are due and debited to your loan account will not change on your transition date.

Prepayments	<p>If you are entitled to make a prepayment under the terms and conditions of your Delphi Bank Business Loan, we will not charge you an additional early payment fee for doing so.</p> <p>This does not affect your obligation to pay break costs, indemnified losses, or other amounts which may be payable under your existing terms and conditions if you make an early prepayment.</p>
Redraws	<p>If you are entitled to redraw on your Delphi Bank Business Loan under your existing terms and conditions, from your transition date:</p> <ul style="list-style-type: none"> <li>• the minimum redraw amount is \$1 per redraw and the maximum redraw amount is the amount that you have prepaid less one repayment;</li> <li>• you will not be charged redraw fees; and</li> <li>• you can make a redraw through Bendigo e-banking or by completing a Bendigo Bank Loan Redraw Request Form (available by contacting your dedicated Relationship Manager).</li> </ul>
Interest calculations	<p>Interest will be calculated on daily balances, at a daily rate based on a 365-day year or 366 days (in a leap year) unless we inform you otherwise.</p> <p>Interest rates for your Delphi Bank Business Loan are rounded up and expressed to the nearest two decimal places.</p>

Reference rates forming part of your annual interest rate

**If your interest rate is currently fixed**

If, on your transition date, the annual percentage rate for your Delphi Bank Business Loan is fixed, the annual percentage rate will not change until the end of the current fixed rate period. After the end of the current fixed rate period, the annual percentage rate of interest that applies to your Delphi Bank Business Loan will be the aggregate of the Bendigo Bank reference rate that applies based on the reference rate table below and the margin which we advise you applies to your loan. We will contact you before the end of your current fixed rate period to advise you of the variable rate that will apply at the end of your fixed rate period.

**If your interest rate is currently variable**

If, on your transition date, the annual percentage rate for your Delphi Bank Business Loan is not fixed (i.e. it is a variable rate), the reference rate that applies to your Delphi Bank Business Loan is determined in accordance with the following reference rate table and the margin that is applied to the reference rate to determine the annual percentage rate that applies to your Delphi Bank Business Loan is the margin required, if any, so that the actual annual percentage rate for your loan on your transition date does not change.

**We will write to you again before your transition date to confirm the reference rate and margin (if any) that applies to your Delphi Bank Business Loan.**

## Reference Rate Table

If...	Your reference rate from your transition date will be the Bendigo Bank...
Your Delphi Bank Business Loan currently uses the Delphi Bank Business Loans – Residential Security base rate	Small Business Residential Secured Rate (currently, 3.54%p.a.)
Your Delphi Bank Business Loan currently uses the Delphi Bank Business Loans – Commercial Security base rate	Small Business Non-Residential Secured Rate (currently, 4.39%p.a.)
Your Delphi Bank Business Loan currently uses the Delphi Bank Business Loans – Other Security base rate	Small Business Non-Residential Secured Rate (currently, 4.39%p.a.)

Each of the above reference rates are published on the Bendigo Bank website and in any Bendigo Bank branch. From your transition date, the reference rates will also be published on the Delphi Bank website and in each Delphi Bank branch. Future changes to the reference rates will be notified to you as set out in the applicable terms and conditions that apply to your Delphi Bank Business Loan.

Time of day for payment

If your Delphi Bank Business Loan is a term loan facility, you must pay each amount due on a date, before 4pm (Victorian time) on that date.

If your Delphi Bank Business Loan is any other type of loan facility, you must pay each amount due on a date, before 3pm (Victorian time) on that date.

When we receive a payment	Any amount received by us on a non-Business Day or after the time stated above on a Business Day may be treated by us as if it were received on the next Business Day.
Order of application of payment	We have the right to apply a payment from you or anyone on your behalf in any order we choose (subject to any overriding law).
Break costs formula	<p>If the terms and conditions of your Delphi Bank Business Loan currently require you to pay us a break fee or break cost (however described) (<b>Break Costs</b>) in relation to a payment (<b>Break Amount</b>) upon the occurrence of certain circumstances or events (<b>Break Event</b>), those Break Costs will be calculated using the Bendigo Bank formula below (<b>New Formula</b>) in relation to any Break Event which occurs during a fixed rate period that commences on or after your transition date.</p> <p>The current method for calculating Break Costs under your Delphi Bank Business Loan will continue to apply for Break Costs which are payable in relation to a Break Event that occurs during a fixed rate period which commenced prior to your transition date.</p> <p>The New Formula for calculating Break Costs is complex and is available upon request.</p> <p>Break Costs may be incurred following a Break Event if the Wholesale Swap Rate falls between the Fixed Rate Commencement Date of your Delphi Bank Business Loan and the date of the Break Event ("<b>Break Date</b>").</p>

Break costs formula

Break Costs represent the present value of notional additional interest cost that may be incurred by us in re-lending the Break Amount to another customer on the Break Date using money that we arranged to fund your Delphi Bank Business Loan at the earlier Fixed Rate Commencement Date. The additional interest cost is estimated by reference to the difference between the Fixed Rate Commencement Date Wholesale Swap Rate and the Break Date Wholesale Swap Rate.

Break costs are calculated in 5 steps:

Calculate in respect of the Break Amount the present value of each notional wholesale interest cost to us (interest calculated at the Fixed Rate Commencement Date Wholesale Swap Rate) (“**Step 1**”).

This involves calculating as at the Break Date the present value of each notional wholesale interest cost to us (using the Break Date Wholesale Swap Rate as the discount factor to obtain present values as at the Break Date), in respect of each future Interest Period and Required Payment payable by you from the Break Date and for the remainder of the Fixed Rate Period.

This represents the present value of the notional wholesale interest amounts payable by us for the remainder of the Fixed Rate Period (as if the Break Event had not occurred). The amounts are calculated using the following:

- your current Delphi Bank Business Loan account balance;
- the timing and dollar amounts of your Required Payments;
- any unpaid interest you owe;

Break costs formula

- the Fixed Rate Commencement Date Wholesale Swap Rate (available on request); and
- the Break Date Wholesale Swap Rate (available on request).

Calculate in respect of the Break Amount the present value of each notional wholesale interest cost to us (interest calculated at the Break Date Wholesale Swap Rate) (“**Step 2**”).

This involves calculating as at the Break Date the present value of wholesale interest cost to us (using the Break Date Wholesale Swap Rate as the discount factor to obtain present values as at the Break Date), in respect of each future Interest Period and Required Payment payable by you from the Break Date and for the remainder of the Fixed Rate Period.

This represents the present value of the notional wholesale interest amounts payable by us for the remainder of the Fixed Rate Period (as if the Break Amount was notionally lent by us to another customer on the Break Date). The amounts are calculated using the following:

- the current Facility Account balance;
- the timing and dollar amounts of your Required Payments;
- any unpaid interest you owe; and
- the Break Date Wholesale Swap Rate (available on request).

Aggregate the present values of all notional interest payments calculated at Step 1 (“**Step 3**”).

This involves aggregating the present values of all notional interest payments determined in Step 1 above as at the Break Date.

Break costs formula

Aggregate the present values of all notional interest payments calculated at Step 2 (“**Step 4**”).

This involves aggregating the present values of all notional interest payments determined in Step 2 above, as at the Break Date.

Calculation of Break Costs (“**Step 5**”).

The Break Costs is the amount determined in Step 3 above less the amount determined in Step 4 above, subject to a minimum of zero. A simplified version of the Break Costs formula is:

$$\begin{array}{r} \text{Aggregate of present values of our} \\ \text{interest payments calculated at the Fixed} \\ \text{Rate Commencement Date Wholesale} \\ \text{Swap Rate} \\ \text{(Step 3)} \\ \text{LESS} \\ \text{Aggregate of present values of our} \\ \text{interest payments calculated at the Break} \\ \text{Date Wholesale Swap Rate} \\ \text{(Step 4)} \\ \text{EQUALS} \\ \text{Break Costs (Step 5)} \end{array}$$

There is uncertainty and risks associated with Break Costs. Break Costs may be substantial if the Break Date Wholesale Swap Rate is substantially less than the Fixed Rate Commencement Date Wholesale Swap Rate. It is not possible to accurately predict whether the Wholesale Swap Rate will go up or down, by how much and when. However, we can provide you with an estimate of the likely Break Costs if you are seeking to prepay all or part of your Delphi Bank Business Loan before the end of a Fixed Rate Period.

Break costs formula

For the purposes of applying the New Formula:

**ASX** means ASX Limited (ABN 98 008 624 691) or the securities market operated by it, as the context requires.

**Break Date Wholesale Swap Rate** means the Wholesale Swap Rate at the time at which Break Costs are calculated on the date of the Break Event for a period equal to the remaining duration of the Fixed Rate Period.

**Facility Details** means the section of your existing letter of offer for your Delphi Bank Business Loan which sets out (amongst other things) the key commercial details applicable to your Delphi Bank Business Loan from time to time.

**Fixed Rate Commencement Date** means the date on which your Fixed Rate Period commences.

**Fixed Rate Commencement Date Wholesale Swap Rate** means the Wholesale Swap Rate at the Fixed Rate Commencement Date (as updated on that date) for a period equal to the duration of the Fixed Rate Period.

**Fixed Rate Period** means an Interest Period during which the interest rate for your Delphi Bank Business Loan is fixed.

**Interest Period** means the period of time nominated as such in the Facility Details, or a period of time that we agree with you, or the period of time we set in relation to the determination of interest rates from time to time if no period of time is stated in the Facility Details or agreed with you (in each case, as amended in order to comply with the adjustments to interest periods referred to in this table).

Break costs  
formula

**Required Payment** means a payment or repayment nominated, or the calculation of which is described, in the Facility Details, and required to be paid under the terms and conditions of your Delphi Bank Business Loan (as amended from time to time).

**Wholesale Swap Rate** means the applicable wholesale swap rate utilised by us at the relevant time, being a rate, which is updated by us at least once on each ASX Trading Day, to reflect the wholesale market swap rate available to us.

**Trading Day** means a trading day within the meaning of the ASX Listing Rules as amended from time to time.

# Section 2: Changes that affect your Delphi Bank Commercial Loan

If you have a Delphi Bank Commercial Loan, from your transition date the following changes will apply:

Relevant item	Varied or additional terms and conditions which apply from your transition date
<p>Dates on which recurring principal and interest payments are due and will be debited</p>	<p>The payment due date (<b>Payment Due Date</b>) on which you are required to pay your applicable recurring monthly and, if applicable, quarterly principal and/or interest payments in respect of your Delphi Bank Commercial Loan in any month is the same day of the month as the initial draw down date for your Delphi Bank Commercial Loan. However, if your Delphi Bank Commercial Loan was drawn down on 29th, 30th or 31st of a month, your expected Payment Due Date in any month not having a 29th, 30th or 31st (as the case may be) is the last day of that month. If your Payment Due Date would fall on a non-Business Day, that Payment Due Date will be determined in accordance with the terms set out in the ‘Where a day is not a Business Day’ row of this table below.</p> <p>Your required recurring payments of principal and interest in respect of your Delphi Bank Commercial Loan must be paid on each Payment Due Date in arrears.</p> <p>Except to the extent stated otherwise in this table, the transition will not result in any change to:</p> <ul style="list-style-type: none"> <li>the length of payment periods or interest periods applicable to your loan, except for minor changes to ensure that your recurring principal and interest payments fall due on each adjusted Payment Due Date referred to above;</li> </ul>

<p>Dates on which recurring principal and interest payments are due and will be debited</p>	<ul style="list-style-type: none"> <li>• the frequency at which your recurring principal repayments or interest payments become due for payment;</li> <li>• the date(s) on which you are required to make any other types of principal or interest payments (such as any specific scheduled reductions, final payments or residual payments on maturity of your loan); or</li> <li>• whether you are required to make principal and interest payments, or interest-only payments will not change as a result of the transition.</li> </ul>
<p>Where a day is not a Business Day</p>	<p>If a Payment Due Date or the last day of an interest period would fall on a day that is not a Business Day, that Payment Due Date or the last day of that interest period as applicable, will instead be:</p> <ul style="list-style-type: none"> <li>(a) the next following Business Day if that is in the same calendar month; or</li> <li>(b) otherwise (i.e. if the next following Business Day is not in the same calendar month) the last Business Day in the same calendar month.</li> </ul> <p>* Note: This method is for consistency with Bank Bill Swap Rates, to which our Bendigo Bank Base Rates are tied.</p>
<p>Recalculation of repayment amounts, notional payments, and residual balances</p>	<p>If your existing repayment amounts, notional payments, or residual balances which currently apply to your Delphi Bank Commercial Loan will change on the transition date, we will notify you separately before your transition date of the new repayment amounts, notional payments, and residual balances which will apply on and from your transition date.</p>
<p>Available interest periods</p>	<p>On and from your transition date, if you are entitled to select interest periods for your Delphi Bank Commercial Loan, the duration of those interest periods may be either 30, 60, 90 or 180 days.</p>

Dates on which recurring fees and charges are due and will be debited

From your transition date, any fees which you are currently required to pay on a monthly frequency in respect of your Delphi Commercial Loan other than rollover fees (whether called a “line fee”, “service fee” or other name), will be payable and debited to your loan account on each Payment Due Date in arrears.

In addition, any rollover fees which you currently pay on a monthly or quarterly frequency will, after the transition date, also be payable and debited to your loan account on each Payment Due Date monthly in arrears. For rollover fees which are currently payable quarterly, the equivalent monthly rollover fee will be an amount equal to the quarterly fee which would have otherwise been payable in respect of the relevant period, divided by 3.

After your transition date, all fees above (however currently described) will be collectively referred to as “service fees” in any communications we give you.

If your Delphi Commercial Loan ends on a day that is not a Payment Due Date, a pro rata amount of the relevant recurring fee will be payable and debited to your account on the day your Delphi Commercial Loan ends, in respect of the part period up to that day.

The changes to the timing and frequency at which fees are due and debited under this item will not result in any increase in the amount of the fees you are currently required to pay under your Delphi Commercial Loan.

If you are currently paying any other recurring fees (other than rollover fees) on a non-monthly frequency (for example, quarterly or annual fees or fees which are payable if certain circumstances arise), the dates when or circumstances in which those fees are due and debited to your loan account will not change on your transition date.

Prepayments	<p>If you are entitled to make a prepayment under the terms and conditions of your Delphi Bank Commercial Loan, we will not charge you an additional early payment fee for doing so.</p> <p>This does not affect your obligation to pay break costs, indemnified losses or other amounts which may be payable under your existing terms and conditions if you make an early prepayment.</p>
Redraws	<p>If you are entitled to redraw your Delphi Bank Commercial Loan under your existing terms and conditions, from your transition date:</p> <ul style="list-style-type: none"> <li>• the minimum redraw amount is \$1 per redraw and the maximum redraw amount is the amount that you have prepaid less one repayment;</li> <li>• you will not be charged redraw fees; and</li> <li>• you can make a redraw through Bendigo e-banking or by completing a Bendigo Bank Loan Redraw Request Form (available by contacting your dedicated Relationship Manager).</li> </ul>
Interest calculations	<p>Interest will be calculated on daily balances, at a daily rate based on a 365-day year or 366 days (in a leap year) unless we inform you otherwise.</p> <p>Interest rates for your Delphi Bank Commercial Loan are rounded up and expressed to the nearest 3 decimal places.</p>
Time of day for payment	<p>If your Delphi Bank Commercial Loan is a term loan facility, you must pay each amount due on a date, before 4pm (Victorian time) on that date.</p> <p>If your Delphi Bank Commercial Loan is any other type of loan facility, you must pay each amount due on a date, before 3pm (Victorian time) on that date.</p>
When we receive a payment	<p>Any amount received by us on a non-Business Day or after the time stated above on a Business Day may be treated by us as if it were received on the next Business Day.</p>

Order of application of payment	We have the right to apply a payment from you or anyone on your behalf in any order we choose (subject to any overriding law).
Break costs formula	<p>If the terms and conditions of your Delphi Bank Commercial Loan currently require you to pay us a break fee or break cost (however described) (<b>Break Costs</b>) in relation to a payment (<b>Break Amount</b>) upon the occurrence of certain circumstances or events (<b>Break Event</b>), those Break Costs will be calculated using the Bendigo Bank formula below (<b>New Formula</b>) in relation to any Break Event which occurs during a fixed rate period that commences on or after your transition date.</p> <p>The current method for calculating Break Costs under your Delphi Bank Commercial Loan will continue to apply for Break Costs which are payable in relation to a Break Event that occurs during a fixed rate period which commenced prior to your transition date.</p> <p>The New Formula for calculating Break Costs is complex and is available upon request.</p> <p>Break Costs may be incurred following a Break Event if the Wholesale Swap Rate falls between the Fixed Rate Commencement Date of your Delphi Bank Commercial Loan and the date of the Break Event ("<b>Break Date</b>").</p> <p>Break Costs represent the present value of notional additional interest cost that may be incurred by us in re-lending the Break Amount to another customer on the Break Date using money that we arranged to fund your Delphi Bank Commercial Loan at the earlier Fixed Rate Commencement Date. The additional interest cost is estimated by reference to the difference between the Fixed Rate Commencement Date Wholesale Swap Rate and the Break Date Wholesale Swap Rate.</p>

Break costs formula

Break costs are calculated in 5 steps:

Calculate in respect of the Break Amount the present value of each notional wholesale interest cost to us (interest calculated at the Fixed Rate Commencement Date Wholesale Swap Rate) (“**Step 1**”).

This involves calculating as at the Break Date the present value of each notional wholesale interest cost to us (using the Break Date Wholesale Swap Rate as the discount factor to obtain present values as at the Break Date), in respect of each future Interest Period and Required Payment payable by you from the Break Date and for the remainder of the Fixed Rate Period.

This represents the present value of the notional wholesale interest amounts payable by us for the remainder of the Fixed Rate Period (as if the Break Event had not occurred). The amounts are calculated using the following:

- your current Delphi Bank Commercial Loan account balance;
- the timing and dollar amounts of your Required Payments;
- any unpaid interest you owe;
- the Fixed Rate Commencement Date Wholesale Swap Rate (available on request); and
- the Break Date Wholesale Swap Rate (available on request).

Calculate in respect of the Break Amount the present value of each notional wholesale interest cost to us (interest calculated at the Break Date Wholesale Swap Rate) (“**Step 2**”).

Break costs formula

This involves calculating as at the Break Date the present value of wholesale interest cost to us (using the Break Date Wholesale Swap Rate as the discount factor to obtain present values as at the Break Date), in respect of each future Interest Period and Required Payment payable by you from the Break Date and for the remainder of the Fixed Rate Period.

This represents the present value of the notional wholesale interest amounts payable by us for the remainder of the Fixed Rate Period (as if the Break Amount was notionally lent by us to another customer on the Break Date). The amounts are calculated using the following:

- the current Facility Account balance;
- the timing and dollar amounts of your Required Payments;
- any unpaid interest you owe; and
- the Break Date Wholesale Swap Rate (available on request).

Aggregate the present values of all notional interest payments calculated at Step 1 (“**Step 3**”).

This involves aggregating the present values of all notional interest payments determined in Step 1 above as at the Break Date.

Aggregate the present values of all notional interest payments calculated at Step 2 (“**Step 4**”).

This involves aggregating the present values of all notional interest payments determined in Step 2 above, as at the Break Date.

Break costs formula

Calculation of Break Costs (“**Step 5**”).

The Break Costs is the amount determined in Step 3 above less the amount determined in Step 4 above, subject to a minimum of zero. A simplified version of the Break Costs formula is:

Aggregate of present values of our interest payments calculated at the Fixed Rate Commencement Date Wholesale Swap Rate

(Step 3)

LESS

Aggregate of present values of our interest payments calculated at the Break Date Wholesale Swap Rate

(Step 4)

EQUALS

Break Costs (Step 5)

There is uncertainty and risks associated with Break Costs. Break Costs may be substantial if the Break Date Wholesale Swap Rate is substantially less than the Fixed Rate Commencement Date Wholesale Swap Rate. It is not possible to accurately predict whether the Wholesale Swap Rate will go up or down, by how much and when. However, we can provide you with an estimate of the likely Break Costs if you are seeking to prepay all or part of your Delphi Bank Commercial Loan before the end of a Fixed Rate Period.

For the purposes of applying the New Formula:

**ASX** means ASX Limited (ABN 98 008 624 691) or the securities market operated by it, as the context requires.

**Break Date Wholesale Swap Rate** means the Wholesale Swap Rate at the time at which Break Costs are calculated on the date of the Break Event for a period equal to the remaining duration of the Fixed Rate Period.

Break costs  
formula

**Facility Details** means the section of your existing letter of offer or other similar document which sets out (amongst other things) the key commercial details applicable to your Delphi Bank Commercial Loan from time to time.

**Fixed Rate Commencement Date** means the date on which your Fixed Rate Period commences.

**Fixed Rate Commencement Date Wholesale Swap Rate** means the Wholesale Swap Rate at the Fixed Rate Commencement Date (as updated on that date) for a period equal to the duration of the Fixed Rate Period.

**Fixed Rate Period** means an Interest Period during which the interest rate for your Delphi Bank Commercial Loan is fixed.

**Interest Period** means the period of time nominated as such in the Facility Details, or a period of time that we agree with you, or the period of time we set in relation to the determination of interest rates from time to time if no period of time is stated in the Facility Details or agreed with you (in each case, as amended in order to comply with the adjustments to interest periods referred to in this table).

**Required Payment** means a payment or repayment nominated, or the calculation of which is described, in the Facility Details, and required to be paid under the terms and conditions of your Delphi Bank Commercial Loan (as amended from time to time).

**Wholesale Swap Rate** means the applicable wholesale swap rate utilised by us at the relevant time, being a rate, which is updated by us at least once on each ASX Trading Day, to reflect the wholesale market swap rate available to us.

**Trading Day** means a trading day within the meaning of the ASX Listing Rules as amended from time to time.

# Section 3: Changes that affect your Delphi Bank Business Overdraft

If you have a Delphi Bank Business Overdraft, from your transition date the following changes will apply:

Relevant item	Varied or additional terms and conditions which apply from your transition date
<p>Dates on which interest is due and will be debited</p>	<p>The interest period which applies to your Delphi Bank Business Overdraft is changing and will be monthly commencing on the first day of each month.</p> <p>Your accrued interest is due and will be debited to your Delphi Bank Business Overdraft account on the first day of each month in arrears in respect of the previous interest period.</p>
<p>Dates on which recurring fees and charges are due and will be debited</p>	<p>From your transition date, any fees you are currently required to pay at a monthly or quarterly frequency in respect of your Delphi Bank Business Overdraft (whether they are called a “rollover fee”, “line fee”, “facility fee”, “service fee” or another name), will be payable and will be debited to your loan account on the first day of each month or each quarter (as applicable to the frequency) in arrears and on the day that your Delphi Bank Business Overdraft expires or is terminated. After your transition date, the recurring fees above (however currently described) will be referred to as “line fees” in any communications we give you.</p> <p>If your Delphi Bank Business Overdraft facility starts or ends on a day mid-way through a month, a pro-rated amount of the line fee will be debited to your account on the first day for payment of the line fee or the day your Delphi Bank Business Overdraft facility ends (as applicable), in respect of the part period up to that day.</p>

<p>Dates on which recurring fees and charges are due and will be debited</p>	<p>The changes to the timing and frequency at which fees are due and debited under this item will not result in any increase in the amount of the fees you are currently required to pay under your Delphi Bank Business Overdraft.</p> <p>If you are currently paying any other fees (for example, annual fees or fees which are payable if certain circumstances arise), the dates when or the circumstances in which those fees are payable and debited to your loan account will not change on your transition date.</p>
<p>Interest calculations</p>	<p>Interest will be calculated on daily balances, at a daily rate based on a 365-day year or 366 days (in a leap year) unless we inform you otherwise.</p> <p>Interest rates for your Delphi Bank Business Overdraft are expressed and rounded up to the nearest 2 decimal places on the Bendigo Bank system.</p>
<p>Reference rates forming part of your annual interest rate</p>	<p>The reference rate that applies to your Delphi Bank Business Overdraft facility is determined in accordance with the following reference rate table and the margin that is applied to the reference rate to determine the annual percentage rate that applies to your Delphi Bank Business Overdraft facility is the margin required, if any, so that the actual annual percentage rate for your Delphi Bank Business Overdraft on your transition date does not change.</p> <p><b>We will write to you again before your transition date to confirm the reference rate and margin (if any) that applies to your Delphi Bank Business Overdraft.</b></p>

Reference rates forming part of your annual interest rate	<b>Reference Rate Table</b>	
	<b>If...</b>	<b>Your reference rate from your transition date will be the Bendigo Bank...</b>
	Your Delphi Bank Business Overdraft currently uses the Delphi Bank Business Overdraft – Residential Security base rate	Small Business Resi Secured Overdraft Rate (currently, 6.24%p.a.)
	Your Delphi Bank Business Overdraft currently uses the Delphi Bank Business Overdraft – Commercial Security base rate	Small Business Non-Resi Secured Overdraft Rate (currently, 7.54%p.a.)
	Your Delphi Bank Business Overdraft currently uses the Delphi Bank Business Overdraft – Other Security base rate	Small Business Non-Resi Secured Overdraft Rate (currently, 7.54%p.a.)
	Each of the above Bendigo Bank reference rates are published on the Bendigo Bank website and in any Bendigo Bank branch. From your transition date, the reference rates will also be published on the Delphi Bank website and in each Delphi Bank branch.	
Time of day for payment	You must pay each amount due on a date, before 3pm (Victorian time) on that date.	
When we receive a payment	Any amount received by us on a non-Business Day or after the time stated above on a Business Day may be treated by us as if it were received on the next Business Day.	
Order of application of payment	We have the right to apply a payment from you or anyone on your behalf in any order we choose (subject to any overriding law).	

# Section 4: Changes which affect your Delphi Bank Guarantee Facility

If you have a Delphi Bank Guarantee Facility, from your transition date the following changes will apply:

Relevant item	Varied or additional terms and conditions which apply from your transition date
No further issues	<p>We will not be required to issue or renew any bank guarantees, letters of credit or other performance securities under your Delphi Bank Guarantee Facility on and from your transition date.</p> <p>If you require any new bank guarantee, letters of credit or other performance security after your transition date, you will need to apply for a new Bendigo Bank bank guarantee facility on our then current terms and conditions.</p>
Dates on which line fees are due and will be debited	<p>From your transition date, all recurring line fees payable in respect of your Delphi Bank Guarantee Facility are due and will be debited to your nominated Bendigo Bank transaction account on the Payment Due Date in each month in which they currently fall due. There is no change to the frequency at which your recurring line fees are due and will be debited.</p> <p>The payment due date (<b>Payment Due Date</b>) in any month is the same day of the month that your Delphi Bank Guarantee Facility originally settled. However, if your Delphi Bank Guarantee Facility settled on the 29th, 30th or 31st of a month, your expected Payment Due Date in any month not having a 29th, 30th or 31st is the last day of that month.</p>

<p>Account to which fees will be debited</p>	<p>All fees and charges payable by you in respect of your Delphi Bank Guarantee Facility will be debited to the account which you have nominated for the purpose of fees being debited.</p> <p>If you have not nominated an account with us for the purpose of debiting fees and charges payable by you in respect of your Delphi Bank Guarantee Facility, we may nominate any account you hold with us for this purpose and debit fees and charges to it unless and until you nominate another account for this purpose. If you do not hold another account with us, we will contact you to discuss the debiting of fees and charges in relation to your account.</p>
<p>Time of day for payment</p>	<p>You must pay each amount due on a date, before 3pm (Victorian time) on that date.</p>
<p>When we receive a payment</p>	<p>Any amount received by us on a non-Business Day or after the time stated above on a Business Day may be treated by us as if it were received on the next Business Day.</p>
<p>Order of application of payment</p>	<p>We have the right to apply a payment from you or anyone on your behalf in any order we choose (subject to any overriding law).</p>





To find out more  
1300 660 550  
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