



Important information about changes to your Delphi Bank products.

Foreign Currency Accounts

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 or please visit 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 and 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 or 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 or 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 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.

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.

You can now also bank at Bendigo Bank branches, Australia-wide. For a list of all Bendigo Bank branches, visit 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 or visit delphibank.com.au.

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

Call 1300 BENDIGO (1300 236 344)

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

9am - 4pm Saturday (Local hours)

9am - 4pm Sunday (Local hours)

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.

Call 1800 035 383

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

Enquire online

You can visit the Contact Us pages on delphibank.com.au and bendigobank.com.au to make an online enquiry.

For answers to commonly asked questions, you can visit the Help sections on delphibank.com.au and bendigobank.com.au.

Additional Resources

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

Call 1300 361 911

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

Part 2 – Notice of changes to your Delphi Bank Foreign Currency Savings Account or Delphi Bank Foreign Currency Fixed Term Deposit Terms and Conditions

As part of transitioning your Delphi Bank Foreign Currency Savings Account or Delphi Bank Foreign Currency Fixed Term Deposit, the terms and conditions that apply to your account are changing. This part of this booklet gives you information about the changes that are being made.

The changes will apply to your Delphi Bank Foreign Currency Savings Account or Delphi Bank Foreign Currency Fixed Term Deposit from your transition date as stated in the letter we sent you with a copy of this booklet. That letter also tells you which Bendigo Bank product your Delphi Bank Foreign Currency Savings Account or Delphi Bank Foreign Currency Fixed Term Deposit is transitioning to.

This part is divided into two sections:

- **Section 1** describes the changes that affect your account if it is transitioning to a Bendigo Foreign Currency At Call Deposit Account (FCACD); and
- **Section 2** describes the changes that affect your account if it is transitioning to a Bendigo Foreign Currency Term Deposit Account (FCTD).

It is important that you read this notice, and the terms and conditions documents referred to in this notice carefully, and contact us if you have any questions.

Section 1: Changes if you are transitioning to a Bendigo Foreign Currency At Call Deposit Account

A. Changes to terms and conditions

If your account is transitioning to a Bendigo Foreign Currency At Call Deposit Account, the terms and conditions set out in the ***Bendigo Foreign Currency At Call Deposit Account Product Disclosure Statement (1 July 2019)*** (including Part 2 which is the Schedule for Bendigo Foreign Currency At Call Deposit Account dated 16 October 2019) (PDS) and the relevant details set out in this notice will apply to your account from your transition date, and will replace your current terms and conditions.

In addition, the ***Bendigo Bank e-banking Telegraphic Transfer Terms & Conditions (4 March 2020)*** will apply in relation to telegraphic transfers from your account from your transition date.

Copies of the Bendigo Foreign Currency At Call Deposit Account Product Disclosure Statement (1 July 2019) and the Bendigo Bank e-banking Telegraphic Transfer Terms & Conditions (4 March 2020) have been published on our website at www.delphibank.com.au/disclosure-documents/ and copies are also available on request by contacting us.

B. Changes to fees and charges

From your transition date, the following fees and charges will be payable by you in relation to your account:

Fee	Fee Amount (in AUD)
<p>Account keeping fee – A six-monthly fee of AUD50 applies to your FCACD account each March 31 and September 30, if the minimum balance over that period is less than AUD100,000 equivalent.</p>	<p>\$50.00</p>
<p>Telegraphic transfers (international) – This fee is payable when you ask us to transfer funds by telegraphic transfer. The accepting bank may charge a handling or acceptance fee which may be deducted from the total of funds on receipt.</p>	<p>\$30.00 (unless you are a Bendigo and Adelaide Bank shareholder, in which case the fee is \$15.00)</p>
<p>Return of telegraphic transfer (international) – This is payable when you request the return payment of a telegraphic transfer.</p>	<p>\$25.00</p>
<p>Transaction fees – A transaction fee of AUD20 applies to all transfers to and from your FCACD.</p>	<p>\$20.00</p>
<p>Overdrawn account fee and interest – This fee is payable where your account is overdrawn or exceeds its credit limit without prior arrangement with us. You will be charged this fee each day you perform a transaction on your account and your account remains overdrawn at the end of the day.</p>	<p>\$27.50</p>
<p>Cash handling fee – Australian currency cash deposits – AUD cash deposits greater than AUD10,000 will be subject to a cash handling fee of AUD2.50 per AUD1,000 or part thereof deposited to the account. This fee is payable at the time of the deposit.</p>	
<p>Cash handling fee – foreign currency cash deposits – This fee is payable if we agree, in our discretion, to accept a cash deposit in a currency other than AUD to a foreign currency deposit account and is equal to 3.00% of the foreign currency cash deposit amount subject to a minimum fee of 10.00 in the currency of the account (for example USD, EURO, GBP).</p>	

Cash handling fee – Australian currency cash withdrawals

– AUD cash withdrawals greater than AUD10,000 will be subject to a cash handling fee of AUD2.50 per AUD1,000 or part thereof withdrawn from the account. This fee is payable at the time of the withdrawal.

Cash handling fee – foreign currency cash withdrawals

– This fee is payable in relation to foreign currency cash withdrawals (subject to the availability of that foreign currency cash at the relevant branch) and is equal to 3.00% of the foreign currency cash withdrawal amount subject to a minimum fee of 10.00 in the currency of the account (for example USD, EURO, GBP).

Details about current Bendigo Bank fees and charges can be obtained at any time on the Bendigo Bank website, and from your transition date also on the Delphi Bank website, or upon request.

Where are fees and charges debited

Fees and charges payable by you will be debited to your account as and when they become payable.

C. Changes to interest

Interest rate

The interest rate on your account is based on the prevailing foreign currency market cash rate for the relevant foreign currency which may be either positive or negative. The foreign currency market cash rate is adjusted by a margin that reflects the following factors:

- the amount you are depositing (for the day the account is opened) and the balance of the account (for each day thereafter) and, in particular, the interest tier into which the account falls;
- an allowance for our business costs;
- any risks associated with the account; and
- our profit margin.

The margin may vary from time to time due to changing market conditions and the liquidity of the foreign currency held. The prevailing foreign currency market cash rate may also vary from time to time due to changing market conditions.

The interest tiers are currently (Australian dollar equivalent of the foreign currency amount):

- less than \$9,999.99
- \$10,000 - \$49,999.99
- \$50,000 - \$99,999.99
- \$100,000 - \$249,999.99
- \$250,000 - \$999,999.99
- \$1 million +

You can find out the current interest rates that apply to your account at any time by contacting us.

How interest is calculated and when is interest credited

Interest will be calculated by applying the applicable daily percentage rate to the balance of your account at the end of each day. The daily percentage rate is the relevant interest rate divided by the day count convention applicable to the relevant foreign currency in which your account is denominated.

Interest will be credited to your account monthly on the first business day of each month.

See clause 5 and Part 2 of the Bendigo Foreign Currency At Call Deposit Account Product Disclosure Statement (1 July 2019) for more information about how and when interest is calculated and credited.

D. Changes to Minimum Balance Requirement and Eligibility Criteria

From your transition date, you will be required to maintain a minimum account balance equivalent to AUD10,000. However, if you are not meeting this requirement at your transition date, we will waive this requirement for six months commencing on your transition date.

E. Changes to how you may access your account

From your transition date, how you can access your account, including how you can make deposits and withdrawals, will change.

See clause 3 of the terms and conditions in the Bendigo Foreign Currency At Call Deposit Account Product Disclosure Statement (1 July 2019) for information about how you can access your account and make deposits and withdrawals from your transition date.

IMPORTANT! From your transition date, you will no longer be able to make in-branch foreign currency cash deposits or withdrawals in relation to your account. Please contact your dedicated Delphi Bank Relationship Manager, or local Delphi Bank branch to discuss alternate deposit and withdrawal options that will be available from your transition date.

From your transition date, there are no daily limits on the amount you can withdraw from your account. However, daily limits do apply to telegraphic transfers in Bendigo e-banking. We will allow you to set your telegraphic transfer limit in Bendigo e-banking when you access Bendigo e-banking for the first time.

F. Changes to accepted foreign currencies

The currency of your account will not change as part of the transition.

G. Changes to your statements

From your transition date, we will provide you with a statement of account every month.

From your transition date, if we have an email address recorded for you, your statements of account will be issued to you electronically to your email address. Please ensure the email address we have recorded for you is current.

We will provide you with a receipt each time you make a deposit into your account.

H. Future changes to terms and conditions

We may make changes to your account and the terms and conditions that apply to your account after your transition date as set out in the following clause:

Changes

Acting reasonably, we may change these terms and conditions at our absolute discretion at any time. If any law regulates that change, we will only make the change to the extent permitted by, and subject to, the requirements of that law.

You agree that we can give notice of changes to these terms and conditions, any material change to, or any significant event that affects any of the matters specified in the PDS (including changes to fees and charges and interest rates) in writing, by an advertisement in a major daily newspaper or in any other way permitted by law.

The Notice of Change table sets out how and when we will notify you of changes.

If a Government charge payable directly or indirectly by you is introduced or varied, we will notify you by advertisement in the national media or local media or in writing unless the introduction or variation is publicised by the Government.

Notice of Change

Type of change	Minimum notice period	Notification method
Impose a fee or charge (other than a Government charge).	30 days	In writing
A variation of the method by which interest is calculated.	30 days	In writing
A variation of the frequency with which interest is debited or credited.	30 days	In writing

Any other charges including a change to any other term or condition (that is not caught by the above).	If the change is unfavourable to you, 30 days. Otherwise no later than the day on which the variation takes effect.	In writing, by an advertisement in a major daily newspaper or in any other way permitted by law or agreed by you.
Any change that is an increase.	30 days	In writing, by an advertisement in a major daily newspaper or in any other way permitted by law or agreed by you.

I. Changes to how we will communicate with you

From your transition date, subject to the requirements of any law, communications for you in relation to your account may be:

- given to you personally or left at:
 - any address specified by you; or
 - your residential or business address last known to us or your registered office;
- sent by prepaid post to any of these places; or
- sent by facsimile to your residential or business facsimile number last known to us;
- given by any other means permitted by law.

Section 2: Changes if you are transitioning to a Bendigo Foreign Currency Term Deposit Account

A. Changes to terms and conditions

If your account is transitioning to a Bendigo Foreign Currency Term Deposit, the terms and conditions set out in the ***Bendigo Foreign Currency Term Deposit Account Product Disclosure Statement (1 July 2019)*** (including Part 2 which is the Schedule for Bendigo Foreign Currency Term Deposit Account dated 14 May 2013) (PDS) and the relevant details set out in this notice will apply to your account from your transition date and will replace your current terms and conditions.

In addition, the ***Bendigo Bank e-banking Telegraphic Transfer Terms & Conditions (4 March 2020)*** will apply in relation to telegraphic transfers from your account from your transition date.

Copies of the Bendigo Foreign Currency Term Deposit Account Product Disclosure Statement (1 July 2019) and the Bendigo Bank e-banking Telegraphic Transfer Terms & Conditions (4 March 2020) have been published on our website at www.delphibank.com.au/disclosure-documents/ and copies are also available on request by contacting us.

B. Changes to fees and charges

From your transition date the following fees and charges will be payable by you in relation to your account:

Fee	Fee Amount (in AUD)
Telegraphic transfers (international) – This fee is payable when you ask us to transfer funds by telegraphic transfer. The accepting bank may charge a handling or acceptance fee which may be deducted from the total of funds on receipt.	\$30.00 (unless you are a Bendigo and Adelaide Bank shareholder, in which case the fee is \$15.00)
Return of telegraphic transfer (international) – This is payable when you request the return payment of a telegraphic transfer.	\$25.00
Issue of bank draft	\$10.00 (unless you are a Bendigo and Adelaide Bank shareholder, in which case the fee is \$5.00)
Refund of bank draft	\$10.00
Repurchase and reissue of bank draft	\$20.00
Stop payment on bank draft	\$25.00
Early withdrawal fee – If you withdraw funds prior to the maturity date (the end of the investment term) you may be charged an early withdrawal fee. This fee is payable immediately before you withdraw the funds. We only charge this fee to the extent we estimate that we make a loss as a result of the withdrawal.	We calculate this fee by calculating the value, as at the date of the withdrawal, of the income stream forgone by us as a result of you making the early withdrawal.
Cash handling fee – Australian currency cash deposits – AUD cash deposits greater than AUD10,000 will be subject to a cash handling fee of AUD2.50 per AUD1,000 or part thereof deposited to the account. This fee is payable at the time of the deposit.	

Cash handling fee – foreign currency cash deposits – This fee is payable if we agree, in our discretion, to accept a cash deposit in a currency other than AUD to a foreign currency deposit account and is equal to 3.00% of the foreign currency cash deposit amount subject to a minimum fee of 10.00 in the currency of the account (for example USD, EURO, GBP).

Cash handling fee – Australian currency cash withdrawals – AUD cash withdrawals greater than AUD10,000 will be subject to a cash handling fee of AUD2.50 per AUD1,000 or part thereof withdrawn from the account. This fee is payable at the time of the withdrawal.

Cash handling fee – foreign currency cash withdrawals – This fee is payable in relation to foreign currency cash withdrawals (subject to the availability of that foreign currency cash at the relevant branch) and is equal to 3.00% of the foreign currency cash withdrawal amount subject to a minimum fee of 10.00 in the currency of the account (for example USD, EURO, GBP).

Details about current Bendigo Bank fees and charges can be obtained at any time on the Bendigo Bank website, and from your transition date also on the Delphi Bank website, or upon request.

Where are fees and charges debited

Fees and charges payable by you will be debited to your account when they become payable.

C. Changes to interest

Interest rate

The current interest rate that applies to your term deposit for the remainder of your current investment term will not change as a result of the transition, and the same interest rate will continue to apply.

How interest is calculated and when is interest credited

Interest will be calculated by applying the applicable daily percentage rate to the balance of your account at the end of each day. The daily percentage rate is the relevant interest rate divided by the day count convention applicable to the relevant foreign currency in which your account is denominated.

Interest will be credited to your account at the end of each investment term (on the maturity date).

See clause 5 and Part 2 of the Bendigo Foreign Currency Term Deposit Account Product Disclosure Statement (1 July 2019) for more information about how and when interest is calculated and credited.

D. Changes to what happens when your investment term ends

From your transition date, when an investment term for your Bendigo Foreign Currency Term Deposit Account ends the follow clauses will apply:

Clause 7 – Your investment options

7.1 We will not provide notice to you of the impending or actual expiry of the investment term.

7.2 Before the maturity date you may contact us to provide instructions regarding your investment. At this time, you may instruct us to renew your investment, or you may advise us that you wish to close the account or withdraw the balance of your account.

Clause 8 – What happens on the maturity date

8.1 On the maturity date, we will automatically renew your investment (that is the balance standing to the credit of your account on that day) for a period equal to that of the previous investment term, unless we receive written instructions to the contrary before this date.

8.2 If you instruct us to renew your investment or your investment is automatically renewed in accordance with clause 8.1 above, it will be renewed from the maturity date. You will be advised of your new interest rate (which will be the interest rate prevailing at that time for the relevant foreign currency adjusted in accordance with clause 5.2) in the confirmation letter we will provide you at the time your investment is renewed. Your interest rate will then be fixed for that investment term.

8.3 If your investment is renewed (either in accordance with clause 8.1 or 8.2 above), the terms and conditions in the PDS will apply as if the amount of the investment that is renewed, and the renewal were an initial deposit.

E. Changes to Minimum Balance Requirement and Eligibility Criteria

From your transition date, you will be required to maintain a minimum account balance equivalent to AUD10,000. However, if you are not meeting this requirement at your transition date, we will waive this requirement until the end of your current investment term.

F. Changes to when and how you may access your account

You may only withdraw the balance standing to the credit of your account on the maturity date.

Withdrawals prior to the maturity date are generally not permitted. You can ask us if you can make a withdrawal before the maturity date, however we do not have to agree to your request. Any such withdrawal will be at our absolute discretion.

We will not process the withdrawal until the next business day if we:

- receive your instructions to make a withdrawal on the maturity date; or
- agree to allow you to make a withdrawal prior to the maturity date, after the cut-off time relevant to the foreign currency in which your account is denominated. The cut-off time relevant to each foreign currency is set out in Part 2 of the Bendigo Foreign Currency Term Deposit Account Product Disclosure Statement (1 July 2019).

If we agree to a withdrawal prior to the maturity date, we may charge you an early withdrawal fee (see 'Changes to fees and charges' above).

From your transition date, how you can access your account, including how you can make deposits and withdrawals, will change.

See clause 3 of the terms and conditions in the Bendigo Foreign Currency Term Deposit Account Product Disclosure Statement (1 July 2019) for more information about how you can access your account and make deposits and withdrawals from your transition date.

IMPORTANT! From your transition date, you will no longer be able to make in-branch foreign currency cash deposits or withdrawals in relation to your account. Please contact your dedicated Delphi Bank Relationship Manager, or local Delphi Bank branch to discuss alternate deposit and withdrawal options that will be available from your transition date.

Some transactions (such as withdrawing funds in AUD) may require an associated Bendigo Bank deposit account in AUD in order to facilitate the transaction. If you do not have a Bendigo Bank deposit account in AUD, you may be required to establish one prior to undertaking that transaction.

From your transition date, there are no daily limits on the amount you can withdraw from your account. However, daily limits do apply to telegraphic transactions in Bendigo e-banking. We will allow you to set your telegraphic transfer limit in Bendigo e-banking when you access Bendigo e-banking for the first time.

G. Changes to accepted foreign currencies

The currency of your account will not change as part of the transition.

H. Changes to your statements and maturity/investment term notifications

From your transition date, we will provide you with a statement of account every six months.

From your transition date, if we have an email address recorded for you, your statements of account will be issued to you electronically to your email address. Please ensure the email address we have recorded for you is current.

We will provide you with a receipt each time you make a deposit into your account.

We will **not** provide you with a notice before the expiry of your investment term. However, we will issue you with a confirmation letter shortly after:

- you make an early withdrawal; or
- the maturity date.

The confirmation letter will include details of your investment and information such as the date and amount of the deposit, the maturity date, the investment term, and the interest rate.

I. Future changes we may make

We may make changes to your account and the terms and conditions that apply to your account after your transition date as set out in the following clause:

Changes

Acting reasonably, we may change these terms and conditions at our absolute discretion at any time. If any law regulates that change, we will only make the change to the extent permitted by, and subject to, the requirements of that law.

If we give you notice of a change that causes detriment to you (excluding any changes to Government charges or any changes we are required to make to comply with our legal obligations), you may opt-out of the change by written notice to us within 30 days of the date the notice is given. If you do so, that change will not apply to you until your next review date.

You agree that we can give notice of changes to these terms and conditions, any material change to, or any significant event that affects any of the matters specified in the PDS (including changes to fees and charges and interest rates) in writing, by an advertisement in a major daily newspaper or in any other way permitted by law.

The table below sets out how and when we will notify you of changes.

If a Government charge payable directly or indirectly by you is introduced or varied, we will notify you by advertisement in the national media or local media or in writing unless the introduction or variation is publicised by the Government.

Notice of Change

Type of change	Minimum notice period	Notification method
Any charge that is an increase in a fee or charge (other than a Government charge).	30 days	In writing
A variation of the method by which interest is calculated.	30 days	In writing
A variation of the frequency with which interest is debited or credited.	30 days	In writing
Other charges including change to any other term or condition (that is not caught by the above).	If the change is unfavourable to you, 30 days. Otherwise, no later than the day on which the change takes effect.	In writing, by an advertisement in a major daily newspaper or in any other way permitted by law or agreed to by you.

J. Changes to how we will communicate with you

From your transition date, subject to the requirements of any law, communications for you in relation to your account may be:

- given to you personally or left at:
 - any address specified by you; or
 - your residential or business address last known to us or your registered office;
- sent by prepaid post to any of these places; or
- sent by facsimile to your residential or business facsimile number last known to us;
- given electronically;
- given by any other means permitted by law.



To find out more
1300 660 550
delphibank.com.au