



Important information about changes to your Delphi Bank products.

Consumer Loans

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 Home Loan (including Delphi Bank Owner Occupied Home Loan and Delphi Bank Residential Investment Home Loan) or Delphi Bank Home Equity Loan Terms and Conditions

As part of transitioning your Delphi Bank Home Loan or Delphi Bank Home Equity Loan, the terms and conditions that apply to your loan are changing. This part of this booklet gives you information about the changes that are being made.

The changes will apply to your Home Loan or Home Equity Loan 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 Home Loan or Home Equity Loan is transitioning to.

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.

If your loan is a Delphi Bank Home Equity Loan that was contracted prior to 1 January 2011, in order for your loan to transition as set out in this booklet, we require your consent and agreement. Once you have read this booklet and the relevant terms and conditions document, please contact your dedicated Delphi Bank Relationship Manager to confirm your consent and acceptance. As the Delphi Bank Home Equity Loan will no longer be offered after your transition date, if you do not advise us that you consent and accept the transition of your loan, we will need to cancel your facility, which means you will need to repay the balance. All other loans will automatically transition on your transition date.

If you have any questions or concerns about the product your loan is transitioning to, please contact your dedicated Delphi Bank Relationship Manager to discuss any other options that may be available.

A. New terms and conditions

From your transition date, the following terms and conditions and the details set out in this Part 2 will apply to your Home Loan or Home Equity Loan and will prevail to the extent of any inconsistency with the current terms and conditions that apply to your Home Loan or Home Equity Loan.

For the purposes of the terms and conditions documents referred to in this notice, any reference to “Loan Schedule”, “Letter of Offer”, “Schedule”, “Agreement”, “Contract” or “Facility Agreement” is to be read so as to mean the current contractual terms and conditions that apply to your loan, as varied and supplemented by this notice.

Bendigo Bank Complete Home Loan

If your Home Loan is transitioning to a Bendigo Bank Complete Home Loan, the terms and conditions set out in the ***Bendigo Bank Home Loan Booklet (8 July 2021)*** together with the relevant details set out in this notice will apply to your loan from your transition date. A copy of these terms and conditions is provided to you with this booklet if they are applicable to you.

Bendigo Bank Non-Individual Residential Investment Loan

If your Home Loan is transitioning to a Bendigo Bank Non-Individual Residential Investment Loan, the terms and conditions set out in the ***Bendigo Bank Non-Individual Residential Investment Loan General Terms & Conditions of your Loan(s) (8 July 2021)*** together with the relevant details set out in this notice will apply to your loan from your transition date. A copy of these terms and conditions is provided to you with this booklet if they are applicable to you.

Bendigo Bank Unregulated Term Loan

If your Home Loan is transitioning to a Bendigo Bank Unregulated Term Loan and you are currently required to make principal and interest repayments, the terms and conditions set out in the ***Bendigo Bank Unregulated Term Loan Key General Terms & Conditions – Principal & Interest Repayments (8 July 2021)*** together with the relevant details set out in this notice will apply to your loan from your transition date.

If your Home Loan is transitioning to a Bendigo Bank Unregulated Term Loan and you are currently required to make interest-only repayments, the terms and conditions set out in the ***Bendigo Bank Unregulated Term Loan Key General Terms & Conditions – Interest Only Repayments (8 July 2021)*** together with the relevant details set out in this notice will apply to your loan from your transition date.

If your Home Loan is transitioning to a Bendigo Bank Unregulated Term Loan, a copy of the terms and conditions that are applicable to you is provided to you with this booklet.

Bendigo Bank Home Equity Loan (Regulated)

If your Home Equity Loan is transitioning to a Bendigo Bank Home Equity Loan (Regulated), the terms and conditions set out in the ***Bendigo Bank Home Equity Loan (Regulated) Terms & Conditions (21 February 2020)*** (including the Electronic Banking Conditions of Use set out in that document) together with the relevant details set out in this notice will apply to your loan from your transition date. A copy of these terms and conditions is provided to you with this booklet if they are applicable to you.

In addition, the terms and conditions set out in the ***Bendigo Personal Accounts and Facilities Terms and Conditions (30 July 2021)*** apply in relation to a Bendigo Bank Home Equity Loan (Regulated) as described in the Bendigo Bank Home Equity Loan (Regulated) Terms & Conditions (21 February 2020). The Bendigo Personal Accounts and Facilities Terms and Conditions (30 July 2021) have been published on our website at www.delphibank.com.au/disclosure-documents and are available upon request.

B. Changes to credit fees and charges

Monthly and annual fees

If you are currently paying a Monthly Service Fee of \$8 or more per month in relation to your Home Loan or Home Equity Loan, the amount of your Monthly Service Fee will not change from your transition date.

If you are currently paying a Monthly Service Fee of less than \$8 per month in relation to your Home Loan or Home Equity Loan, you will no longer be required to pay a Monthly Service Fee from your transition date.

If you are currently paying an annual fee in relation to your Delphi Bank Home Loan or Delphi Bank Home Equity Loan, you will no longer be required to pay an annual fee and will instead be required to pay a Monthly Service Fee of \$15 per month from your transition date.

Break costs and prepayment fees

If the Annual Percentage Rate in respect of your Home Loan is currently fixed, the method of determining whether a Break Cost Fee is payable by you and, if so, calculating the amount of the Break Cost Fee will not change until the end of your current fixed rate period.

Break Cost Fees and Prepayment Fees will be payable in respect of any fixed rate period that commences on or after your transition date in accordance with the terms and conditions that apply to your loan from your transition date (as described above in section A).

Other fees and charges - Bendigo Bank Complete Home Loan, Bendigo Bank Non-Individual Residential Investment Loan and Bendigo Bank Unregulated Term Loan

No fees or charges are payable by you on the transition of your Home Loan.

From your transition date, the following fees and charges will be payable by you in relation to your Home Loan and will replace the current fees and charges that apply (except monthly service fees, annual fees and break costs and prepayment fees which are payable as set out above in this section B).

Ongoing and Miscellaneous Fees – Below are the fees and charges that may be applicable to your loan depending on requests you make of the bank over the life of the loan.

Variation Fees	Simple Variation – A request for Consent or Loan Term Extension.	\$150
	Complex Variation – A request to substitute one security for another.	\$300
Repayment Recalculation Fee – Payable when the Bank agrees to your request to recalculate your loan repayments, in the event of a principal reduction, removal of all or part of your advance position which is available for redraw or change in repayment frequency. If your loan repayments are not sufficiently in advance of your scheduled repayments to cover this fee, then you will immediately need to make a sufficient payment to cover the fee, to your loan account.		\$50
Rate Variation Fee – Payable when you ask us to renegotiate a new interest rate.		\$100
Interest Prepayment Fee – Applicable to Interest Only loans; the fee is payable when the Bank agrees to your request to calculate the amount of interest you will be charged over the upcoming financial year and then prepay that amount in one lump sum. This fee is debited from your loan account. If the loan repayments are not sufficiently in advance of your scheduled repayments to cover this fee, then you will immediately need to make a sufficient payment to cover the fee, to your loan account.		\$85
Online Redraw Fee – Charged when completing a redraw.		Free
Manual Redraw Fee – Charged when you complete a redraw from your loan at a branch.		Free
Default Fee[#] – Debited to your account when you are in default. This fee is debited to your loan account every 30 days thereafter for so as you remain in default.		\$35
Discharge Administration Fee – Charged when you ask the Bank to prepare your loan for discharge.		\$350
Duplicate Fee – Payable for each copy of any document you request.		\$16.50
Bank Cheque Fee – Payable for each Bank Cheque drawn.		\$10

External Costs - These are fees and costs that are charged by external parties that you may incur if we provide further lending on your existing loan or change your loan in the future.

Progress Inspection Fee (inclusive of GST) – The amount we have to pay a valuer we appoint to provide us with a valuation for any mortgaged property is payable each time our valuer inspects building works in order to recommend that we make a progress payment and is debited to the loan account at the time of the inspection.

Consent or Production Fees – Fees payable to another security provider for the consent and/or production of a security. Production fee of \$150 is payable per document we produce to any Land Titles Office. For example, a lender has the 1st mortgage, and you consent to obtaining a 2nd mortgage on your property.

Registration Fees and Stamp Duty – Payable to any government body for registration and/or stamp duty. This is debited to your loan account when we become aware that the registration fees and/or stamp duty must be paid and is payable after that as part of your loan account balance.

Solicitor Fees – Fees that may be charged by solicitors when acting on our behalf in preparing security documents and settling your loan.

Solicitor Disbursements – Fees for disbursements that may be payable to solicitors acting for us in preparing the security documents and settling your loan.

Other fees and charges - Bendigo Bank Home Equity Loan (Regulated)

No fees or charges are payable by you on the transition of your Home Equity Loan.

From your transition date, the following fees and charges will be payable by you in relation to your Home Equity Loan and will replace the current fees and charges that apply (except monthly service fees, annual fees and break costs and prepayment fees which are payable as set out above in this section B).

This fee will not be charged where the Bank is notified that all borrowers to the loan are deceased.

Retained Credit Fees and Charges

Bank Cheque Fee: We charge \$10 for each bank cheque we draw. When we draw a bank cheque on settlement, this fee is payable on the settlement date. When we draw a bank cheque after that, the fee will be debited to your overdraft account when we issue the cheque and is payable after that as part of your overdraft account balance.

Discharge Administration Fee: \$350 is payable (a) in relation to each security that you request us to partially or fully release or discharge; and (b) where your overdraft facility is cancelled and no security is released or discharged. The fee will either be (a) included in the amount you must pay us in order to repay your overdraft account balance in full following cancellation of your overdraft facility, or (b) debited to your overdraft account. If it is debited to your overdraft account, the fee will be payable as part of your overdraft account balance.

Duplicate Fee: \$16.50 inclusive of GST for each copy of any document you request (apart from copies of documents you are entitled to obtain under the National Credit Code) is debited to your overdraft account when you make the request. This fee is payable after that as part of your overdraft account balance.

Variation Fee: Simple: \$150 is payable and debited to your overdraft account in each of the following instances: Consent - when (a) we consent to the creation of a subsequent security interest in favour of another person over any security property; (b) consent to enter into a Deed of Priority in relation to a security; or (c) consent to a lease, change or dealing affecting the security property (for example, we consent to a subdivision of the security property). The fee is payable as part of your overdraft account balance. A Production Fee may also apply if we need to produce a document to any Land Titles Office.

Variation Fee: Complex - \$300 is debited to your overdraft account in each of the following instances: · Property Substitution - when you ask us to substitute a new property for a security property. This fee is payable after that as part of your overdraft account balance.

Rate Variation Fee: \$100 is payable and debited to your overdraft account when you ask us to renegotiate a new interest rate. The fee is payable as part of your overdraft account balance.

Additional Document Preparation Fee: \$100 per document is debited to your overdraft account when we produce a Deed of Priority, Deed of Variation, Deed of Covenant or Deed of Ratification.

Non-Retained Credit Fees and Charges

Subsequent Valuation Fee: The amount we have to pay a valuer we appoint to provide us with a valuation for any mortgaged property, inclusive of GST, is payable prior to the ordering of the valuation. If no payment is received, the Valuation Fee will be deducted as part of your overdraft account balance.

Subsequent Registration Fee: The amount we have to pay to the relevant government body to register any additional document we become aware after the disclosure date that we want to register is debited to your overdraft account when we arrange for registration of the document. This fee is payable after that as part of your overdraft account balance.

Registration Fees and Stamp Duty: The amount that must be paid to any relevant government body for registration fees and/or stamp duty payable for or in connection with the contract and/or a security (that we become aware after the disclosure date must be paid) is debited to your overdraft account when we become aware that the registration fees and/or stamp duty must be paid. This fee is payable after that as part of your overdraft account balance.

Legal Fees: The amount of costs and disbursements, inclusive of the Goods and Services Tax, we have to pay to any solicitors acting for us in connection with the contract and/or a security (apart from enforcement expenses and Solicitors Fees and Solicitors Disbursements referred to above) is debited to your overdraft account when we incur these costs and disbursements. This fee is payable after that as part of your overdraft account balance.

Consent or Production Fees: Amounts we have to pay to a holder of a security interest to obtain their consent to registration of a security or production by them of a title at any Land Titles Registration Office to enable registration of a security.

In addition, the relevant fees and charges set out in the ***Bendigo Bank Schedule of Fees, Charges and Transaction Account Rebates (10 March 2021)*** will also apply in relation to transactions performed in respect of your Home Equity Loan from your transition date. A copy of this schedule has been published on our website at www.delphibank.com.au/disclosure-documents and copies are also available upon request.

Where are fees and charges debited

From your transition date, fees and charges payable by you will be debited to your Home Loan or Home Equity Loan account as and when they become payable.

C. Changes to interest and your Annual Percentage Rate

There will be no change to the rate of interest you are currently paying in relation to your loan.

However, we are changing the way in which the Annual Percentage Rate for your loan is determined. It is important that you understand how your Annual Percentage Rate is determined to understand future changes to your Annual Percentage Rate.

From your transition date, your Annual Percentage Rate will be determined by referring to a reference rate, and in some cases, applying a margin.

If your interest rate is currently fixed

If the Annual Percentage Rate for your loan is currently fixed, it 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 loan will be the reference rate that applies based on the Reference Rate Table below. No margin is applied to the reference rate to determine your Annual Percentage Rate. We will contact you before your current fixed rate period ends 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 the Annual Percentage Rate for your loan is not currently fixed (i.e. it is a variable rate), the reference rate that applies to your loan is determined in accordance with the Reference Rate Table set out below and the margin that is applied to the reference rate to determine the Annual Percentage Rate for your loan is the margin required, if any, so that the actual Annual Percentage Rate for your loan on your transition date does not change.

For example, based on the current details in the Reference Rate Table below, if your loan is transitioning to a Bendigo Complete Home Loan, our records indicate the mortgaged

property for your loan is your principal place of residence, you are currently required to make principal and interest repayments of a specified amount and your current Annual Percentage Rate is 4.20%p.a., from your transition date your reference rate would be the Bendigo Bank Residential Variable Rate and the margin would be -0.58%p.a. (so that your actual Annual Percentage Rate 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 loan.

From your transition date, depending on the loan-to-value ratio (LVR) for your loan, you may be eligible for a different margin that results in your Annual Percentage Rate being lower. You should contact your dedicated Delphi Bank Relationship Manager on, or shortly after your transition date, to see if you are eligible for a rate reduction.

What reference rate applies to your loan and where are reference rates published

Reference Rate Table

If...	Your reference rate from your transition date will be the Bendigo Bank...	Current rate (as at 16 July 2021)
If your loan is transitioning to a Bendigo Bank Complete Home Loan, our records indicate that the mortgaged property for your loan is your principal place of residence, and you are required to make principal & interest repayments (or repayments of a specified amount)	Residential Variable Rate	4.78%
If your loan is transitioning to a Bendigo Bank Complete Home Loan, our records indicate that the mortgaged property for your loan is your principal place of residence and you are required to make interest-only repayments	Residential Variable Interest Only Rate	5.19%

If...	Your reference rate from your transition date will be the Bendigo Bank...	Current rate (as at 16 July 2021)
If your loan is transitioning to a Bendigo Bank Complete Home Loan, our records indicate that the mortgaged property for your loan is residential investment property and you are required to make principal & interest repayments (or repayments of a specified amount)	Bendigo Investment Rate	5.36%
If your loan is transitioning to a Bendigo Bank Unregulated Term Loan and you are required to make principal & interest repayments (or repayments of a specified amount)	Bendigo Investment Rate	5.36%
If your loan is transitioning to a Bendigo Bank Complete Home Loan, our records indicate that the mortgaged property for your loan is residential investment property and you are required to make interest-only repayments	Bendigo Investment Interest Only Rate	5.81%
If your loan is transitioning to a Bendigo Bank Unregulated Term Loan and you are required to make interest-only repayments	Bendigo Investment Interest Only Rate	5.81%
If your loan is transitioning to a Bendigo Bank Non-Individual Residential Investment Loan and you are required to make principal & interest repayments (or repayments of a specified amount)	Bendigo Non-Individual Investment Rate	5.56%
If your loan is transitioning to a Bendigo Bank Non-Individual Residential Investment Loan and you are required to make interest-only repayments	Bendigo Non-Individual Investment Interest Only Rate	6.01%

If your loan is transitioning to a Bendigo Bank Home Equity Loan (Regulated) and our records indicate that the mortgaged property for your loan is your principal place of residence	Bendigo Home Equity Loan Variable Rate	5.58%
If your loan is transitioning to a Bendigo Bank Home Equity Loan (Regulated) and our records indicate that the mortgaged property for your loan is residential investment property	Home Equity Investment Rate	6.06%

Each of the above reference rates are published in the Schedule of Interest Rates on the Bendigo Bank website. 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 loan after your transition date (see section A above) which may include by publishing the reference rates in a newspaper.

When interest is debited

From your transition date, interest will be debited to your loan account monthly on or about the same day of the month. Depending on your loan type and circumstances, interest will either be debited on the last day of the month or on the same day of the month as the original date of settlement of your loan (where there is no corresponding day in a month, such as the 29th, 30th, or 31st, we will debit interest on the last day of that month). This may be different to the date on which interest is currently being debited to your account.

D. Changes to your repayments and minimum repayments

Principal & interest repayments for Home Loans

If your loan is transitioning to a Bendigo Bank Complete Home Loan, Bendigo Bank Non-Individual Residential Investment Loan and Bendigo Bank Unregulated Term Loan and you are currently required to make principal and interest repayments (or repayments of a specific amount), there will be no change to your repayment amount, frequency, or due date on your transition date.

However, Bendigo Bank may review your repayment amount and revise the repayment amount after your transition date (for example, if it considers it necessary to do so to ensure you repay your loan over the remaining agreed loan term taking into account your current loan balance and Annual Percentage Rate). You will receive further notice of any change to your repayments if this occurs.

Interest only repayments for Home Loans

If your loan is transitioning to a Bendigo Bank Complete Home Loan, Bendigo Bank Non-Individual Residential Investment Loan or Bendigo Bank Unregulated Term Loan and you are currently only required to make interest only repayments, the amount of each monthly repayment you are required to make each month may increase slightly from your transition date, as the amount of each repayment you are required to pay is calculated as the total of the interest and credit fees and charges debited to your loan account in the previous month (currently, the amount you are required to pay only includes the interest debited and does not include the amount of any credit fees and charges debited). There will be no change to your repayment frequency or due dates on your transition date.

Minimum repayments for Home Equity Loans

If your loan is transitioning to a Bendigo Bank Home Equity Loan (Regulated), we may require that you pay to us the debit balance of your account at any time – see clause 3 of the terms and conditions that will apply to your loan from your transition date. Until we make such a demand you will only be required to make such repayments as are necessary to keep the balance of your account to less than or equal to your approved Credit Limit.

E. Changes to your statements

If your Home Loan is transitioning to a Bendigo Bank Complete Home Loan, Bendigo Bank Non-Individual Residential Investment Loan or Bendigo Bank Unregulated Term Loan, we will continue to provide you with a statement of account every 6 months, unless we agree to provide you with statements more frequently (please contact your dedicated Delphi Bank Relationship Manager if you would like to request more frequent statements). In some circumstances we may not give you a statement of account

(see the terms and conditions that will apply to your loan from your transition date for the circumstances in which a statement may not be given).

If your Home Equity Loan is transitioning to a Bendigo Bank Home Equity Loan (Regulated), we will now issue you with a statement of account at least every 3 months, unless we agree to provide you with statements more frequently (please contact your dedicated Delphi Bank Relationship Manager if you would like to request more frequent statements). In some circumstances we may not give you a statement of account (see the terms and conditions that will apply to your loan from your transition date for the circumstances in which a statement may not be given).

We will continue to give you statements in writing by post, unless you elect to receive electronic statements from us in Bendigo e-banking (e-statements).

After your transition date, we will no longer include your end of financial year tax history in your end of June statement. Instead, this information will be able to be viewed by you online in Bendigo e-banking or provided to you upon request.

F. Future changes to terms and conditions

Bendigo Bank Complete Home Loan, a Bendigo Bank Home Equity Loan (Regulated)

If your loan is transitioning to a Bendigo Bank Complete Home Loan or a Bendigo Bank Home Equity Loan (Regulated), then we may make changes to your loan and the terms and conditions that apply to your loan after your transition date as set out in the following clause:

Changes

Acting reasonably, we can change this contract (such as by varying an existing provision or adding a new provision) at any time without your consent including:

- (a) imposing a new fee or charge;
- (b) changing a reference rate or any other rate that applies to this contract;
- (c) changing the manner in which interest is calculated or applied under this contract;
- (d) changing the way in which repayments are calculated or when they are due;
- (e) changing when we will give you a statement of account.

If any law regulates that change, we may only make the change to the extent permitted by, and subject to, the requirements of that law.

We will notify you of changes as set out below:

Type of change	Minimum notice period*	Notification method**
Introducing or changing fees and charges (including timing)	30 days in advance	In writing or by newspaper advertisement
Interest rate changes (other than those below) (This does not apply to rates linked to money markets or other external rates (which we do not control for which we cannot notify changes in advance.) These changes take effect from the earlier of the date you receive notification, or they are first published.)	No later than the date of the change	In writing or by newspaper advertisement
A change to the: <ul style="list-style-type: none"> • method by which interest is calculated or applied • frequency with which interest is debited or credited 	30 days in advance	In writing
Introducing or changing any government charge or tax (Note: we will only notify you if not publicised by the government separately)	30 days in advance	In writing or by newspaper advertisement
A change to amount of, frequency or time for repayments, the period over which they are to be paid, the manner in which they are to be paid or the method of calculation of repayments	30 days in advance	In writing

Type of change	Minimum notice period*	Notification method**
<p>Changes:</p> <ul style="list-style-type: none"> • of an administrative nature or which we make in order to fix an error, inconsistency or omission • to replace a reference rate or index with a different reference rate or index • to modify our products or services to improve our customer service • to make the contract consistent with our internal processes, including technology improvements • which we consider necessary or desirable to meet best practices in our industry 	<p>30 days in advance, or shorter if the change is not adverse to you</p>	<p>In writing, by newspaper advertisement or on our website, in any other case</p>

* We may not give you advance notice if a change reduces your obligations (for example if the interest rate drops) or if you get longer to pay, but we will nevertheless give you notice with your next statement.

** In addition to the methods described in the table, we will always give you notice of each change in the next statement after the change, and we may also notify you by any other method permitted or required by law. Where we give you notice in writing, we may do so electronically only if you have agreed to us doing so.

***We may give you a shorter notice period, or no notice, of an unfavourable change if:

- It is reasonable for us to manage a material and immediate risk; or
- there is a change to, or introduction of a government charge that you pay directly, or indirectly, as part of your banking service. In that case, we will tell you about the introduction or change reasonably promptly after the government notifies us (however, we do not have to tell you about it if the government publicises the introduction or change).

Bendigo Bank Non-Individual Residential Investment Loan

If your loan is transitioning to a Bendigo Bank Non-Individual Residential Investment Loan, then we may make changes to your loan and the terms and conditions that apply to your loan after your transition date as set out in the following clause:

Changes

Acting reasonably, the Bank can change the Agreement without the Borrower's consent as follows:

- (a) imposing a new fee or charge;
- (b) changing a reference rate or any other rate that applies;
- (c) changing the manner in which interest is calculated or applied;
- (d) changing the way in which repayments are calculated or when they are due; or
- (e) changing when the Bank will give the Borrower a statement of account.

If any law or the Banking Code of Practice regulates that change, the Bank may only change to the extent permitted by, and subject to, the requirements of that law or the Banking Code of Practice.

Notification of Changes

- (a) The Bank will notify the Borrower of changes to the Agreement as set out below:

Type of change	Minimum notice period*	Notification method**
Adding, deleting, or changing the terms and conditions (that isn't covered elsewhere in this table)	30 days in advance	In writing
Introducing or changing fees and charges (including timing)	30 days in advance	In writing or by newspaper advertisement

Type of change	Minimum notice period*	Notification method**
<p>Interest rate changes (other than those below)</p> <p>(This does not apply to rates linked to money markets or other external rates (which the Bank does not control for which the Bank cannot notify changes in advance.) These changes take effect from the earlier of the date the Borrower receives notification, or they are first published.)</p>	No later than the date of the change	In writing or by newspaper advertisement
<p>A change to the:</p> <ul style="list-style-type: none"> • method by which interest is calculated or applied • frequency with which interest is debited or credited 	30 days in advance	In writing
<p>Introducing or changing any Government charge or tax (Note: the Bank will only notify the Borrower if not publicised by the government separately)</p>	30 days in advance	In writing or by newspaper advertisement
<p>A change to amount of, frequency or time for repayments, the period over which they are to be paid, the manner in which they are to be paid or the method of calculation of repayments</p>	30 days in advance	In writing

(b) The Bank may not give the Borrower advance notice if a change reduces the Borrower’s obligations (for example if the interest rate drops) or if the Borrower gets longer to pay, but the Bank will nevertheless give the Borrower notice with the Borrower’s next statement.

- (c) In addition to the methods described in the table, the Bank will always give the Borrower notice of each change in the next statement after the change, and the Bank may also notify the Borrower by any other method permitted or required by law or the Banking Code of Practice. Where the Bank gives the Borrower notice in writing, the Bank may do so electronically only if the Borrower has agreed to us doing so.
- (d) The Bank may give the Borrower a shorter notice period, or no notice, of an unfavourable change if:
 - (a) it is reasonable for it to manage a material and immediate risk; or
 - (b) there is a change to, or introduction of a government charge that the Borrower pays directly, or indirectly, as part of the Borrower's banking service. In that case, the Bank will tell the Borrower about the introduction or change reasonably promptly after the government notifies the Bank (however, the Bank does not have to tell the Borrower about it if the government publicises the introduction or change).

Bendigo Bank Unregulated Term Loan

If your loan is transitioning to a Bendigo Bank Unregulated Term Loan, then we may make changes to your loan and the terms and conditions that apply to your loan after your transition date as set out in the following clause:

Changes

The Bank can change the Agreement (such as by varying an existing provision or adding a new provision) at any time without the Borrower's consent including:

- (a) imposing a new fee or charge;
- (b) changing a reference rate or any other rate that applies to the Agreement;
- (c) changing the manner in which interest is calculated or applied under the Agreement;
- (d) changing the way in which repayments are calculated or when they are due;
- (e) changing when the Bank will give the Borrower a statement of account.

If any law or the Banking Code of Conduct regulates that change, the Bank may only change to the extent permitted by, and subject to, the requirements of that law or the Banking Code of Conduct.

Notification of Changes to the Agreement

The Bank will notify the Borrower of changes to the Agreement as set out below:

Type of change	Minimum notice period*	Notification method**
Adding, deleting, or changing the terms and conditions (that isn't covered elsewhere in this table)	30 days in advance	In writing
Introducing or changing fees and charges (including timing)	30 days in advance	In writing or by newspaper advertisement
Interest rate changes (other than those below) (This does not apply to rates linked to money markets or other external rates (which the Bank does not control for which the Bank cannot notify changes in advance.) These changes take effect from the earlier of the date the Borrower receives notification, or they are first published.)	No later than the date of the change	In writing or by newspaper advertisement
A change to the: <ul style="list-style-type: none"> • method by which interest is calculated or applied • frequency with which interest is debited or credited 	30 days in advance	In writing
Introducing or changing any Government charge or tax (Note: the Bank will only notify the Borrower if not publicised by the government separately)	30 days in advance	In writing or by newspaper advertisement

Type of change	Minimum notice period*	Notification method**
A change to amount of, frequency or time for repayments, the period over which they are to be paid, the manner in which they are to be paid or the method of calculation of repayments	30 days in advance	In writing

- * The Bank may not give the Borrower advance notice if a change reduces the Borrower's obligations (for example if the interest rate drops) or if the Borrower gets longer to pay, but the Bank will nevertheless give the Borrower notice with the Borrower's next statement.
- ** In addition to the methods described in the table, the Bank will always give the Borrower notice of each change in the next statement after the change, and the Bank may also notify the Borrower by any other method permitted or required by law or the Banking Code of Practice. Where the Bank gives the Borrower notice in writing, the Bank may do so electronically only if the Borrower has agreed to us doing so.
- ***The Bank may give the Borrower a shorter notice period, or no notice, of an unfavourable change if:
 - it is reasonable for it to manage a material and immediate risk; or
 - there is a change to, or introduction of a government charge that the Borrower pays directly, or indirectly, as part of the Borrower's banking service. In that case, the Bank will tell the borrower about the introduction or change reasonably promptly after the government notifies the Bank (however, the Bank does not have to tell the Borrower about it if the government publicises the introduction or change).

G. Changes to your credit limit (Home Equity Loans only)

If your loan is transitioning to a Bendigo Bank Home Equity Loan (Regulated), no changes are being made to your approved Credit Limit on your transition date.

However, we may change your Credit Limit at any time. We may do this acting reasonably, such as where you are in default, you sell a security property, we consider it reasonably necessary to prevent fraud or losses to you or us, or it is necessary to protect our legitimate interests.

H. Changes to how you may access your account (Home Equity Loans only)

If your loan is transitioning to a Bendigo Bank Home Equity Loan (Regulated) and currently has a cheque facility, a cheque facility will not be issued to you or be available to you in relation to your account from your transition date.

From your transition date, you may access credit under your facility as set out in the Bendigo Bank Home Equity Loan (Regulated) Terms & Conditions (21 February 2020) that apply from your transition date (see clause 2).

I. Changes to special conditions for construction loans

If your loan is currently a construction loan and the Amount of Credit is to be advanced by progress payments and some or all progress payments are yet to be made, the following will apply from your transition date.

We will only advance a progress payment where we are satisfied that the Amount of Credit yet to be advanced will be sufficient to cover the cost of completion of the building works being undertaken. You are therefore obliged to commit the whole of your own funds that you are to contribute to the cost of the building works before asking us to advance progress payments.

Before we advance the first progress payment, you will be required to provide us with the following:

- A building permit (Certificate or Authority from local councils or other authorities necessary to conduct the building works);
- A copy of the Builder's All Risk insurance policy noting us as mortgagee (evidence of insurance); and
- A Builder's Guarantee/Warranty (unless the building works are in Tasmania).

Before we advance any progress payment (including the first), we will require the following:

- If we request a progress inspection by our valuer, a recommendation from our valuer that the payment be made and the building works have satisfactorily progressed; and
- A written statement from you that you are satisfied with the building works. You must be in a position to inspect the construction and certify that work has been completed to your satisfaction.

Before we advance the final progress payment, you will be required to provide us with the following:

- A copy of the Certificate of Occupancy; and
- Evidence of a current insurance policy noting us as mortgagee for the full insurable value of each property which is security for your loan.

J. Security

No changes are being made to any mortgage or other security that currently secures your Home Loan or Home Equity Loan and all mortgages, security and guarantees and indemnities that exist and secure your loan immediately prior to your transition date will continue to apply and secure your loan from your transition date.

K. Minimum balance requirements

If your loan is transitioning to a Bendigo Bank Home Equity Loan (Regulated) there are no applicable minimum balance requirements. Your account balance may go into a credit balance.

L. Redraw facility

Bendigo Bank Complete Home Loan

If your loan is transitioning to a Bendigo Bank Complete Home Loan, your loan will have a redraw facility – see clause 7 of the terms and conditions that will apply to your loan after your transition date.

The minimum redraw amount is \$1 per redraw and the maximum redraw amount is the amount that you have prepaid less the next required repayment.

You can make a redraw through Bendigo e-banking or by completing a Loan Redraw Request Form. If your loan account is in more than one name (multiple borrowers) we will need the approval of all borrowers to process a redraw.

A fee applies for making a redraw (see the changes to credit fees and charges section above).

Bendigo Bank Non-Individual Residential Investment Loan

If your loan is transitioning to a Bendigo Bank Non-Individual Residential Investment Loan, your loan will have a redraw

facility – see clause 9.15 of the terms and conditions that will apply to your loan after your transition date.

You may redraw any repayments paid in addition to the required repayments to the loan.

You can make a redraw through Bendigo e-banking or by completing a Redraw Request Form. If your loan account is in more than one name (multiple borrowers) we will need the approval of all borrowers to process a redraw.

A fee also applies for making a redraw (see the changes to credit fees and charges section above).

Bendigo Bank Unregulated Term Loan

If your loan is transitioning to a Bendigo Bank Unregulated Term Loan, your loan will have a redraw facility – see clause 19.3 of the Bendigo Bank Unregulated Term Loan Key General Terms & Conditions – Principal & Interest Repayments (8 July 2021) or clause 9.31 of the Bendigo Bank Unregulated Term Loan Key General Terms & Conditions – Interest Only Repayments (8 July 2021), whichever applies to your loan as described above in section A.

You may redraw any repayments paid in addition to the required repayments to the loan.

You can make a redraw through Bendigo e-banking or by completing a Redraw Request Form. If your loan account is in more than one name (multiple borrowers) we will need the approval of all borrowers to process a redraw.

A fee also applies for making a redraw (see the changes to credit fees and charges section above).

Bendigo Bank Home Equity Loan (Regulated)

If your loan is transitioning to a Bendigo Bank Home Equity Loan (Regulated) your loan will not have a redraw facility.

M. Offset facility

If your loan is transitioning to a Bendigo Bank Complete Home Loan or a Bendigo Bank Unregulated Term Loan, your loan account may now be linked to an Offset Facility – see the terms and conditions that apply to your loan from your transition date for more information.



To find out more
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