

e-banking Telegraphic Transfer.

Terms & Conditions.

9 November 2023

e-banking Telegraphic Transfer Terms & Conditions.

Bendigo and Adelaide Bank Limited
The Bendigo Centre
Bendigo VIC 3550
Telephone 1300 236 344
ABN 11 068 049 178.
AFSL/Australian Credit Licence 237879

The following terms and conditions apply to all Outgoing Telegraphic Transfer Requests processed by Bendigo Bank ("Telegraphic Transfers").

These Terms and Conditions must be read in conjunction with the terms and conditions that apply to Bendigo e banking and the terms and conditions that apply to any account(s) you have with Bendigo Bank ("us"). The terms and conditions are set out in the applicable Bendigo Bank Product Disclosure Statements or Terms and Conditions. If these terms and conditions have not been provided to you, a copy of our Product Disclosure Statements or Terms and Conditions can be obtained by contacting any of our branches, by telephoning 1300 236 344 or by visiting our website at www.bendigobank.com.au.

You should read these terms and conditions carefully and ask us if you have any questions.

1. Authority to process Telegraphic Transfer and deduct amount of Telegraphic Transfer and fee

- 1.1 You authorise us to process a Telegraphic Transfer upon request.
- 1.2 You authorise us to debit the nominated account(s) that you specify with the amount or AUD equivalent (as applicable) of the Telegraphic Transfer and fee. For operational reasons we may impose restrictions on the types of accounts from which a Telegraphic Transfer may be made.

2. Information required to process transfers

- 2.1 When you request a Telegraphic Transfer you must provide us with the following information.
- The account from which you authorise us to debit the Telegraphic Transfer and any fees;
 - Your full account name and residential address as the Ordering Customer;
 - The amount of the Telegraphic Transfer;
 - The currency that the Telegraphic Transfer is to be made in;
 - The correct bank name and address of the beneficiary's bank;
 - The correct BSB, routing number or equivalent for the beneficiary's bank;
 - The correct account number or IBAN of the beneficiary; and
 - The correct name and address of the beneficiary.
- 2.2 You acknowledge and accept that we are not obliged to effect a Telegraphic Transfer if all of the above information is not provided or any of it is incorrect.
- 2.3 We are not responsible for the accuracy of information provided to us by you. It is your responsibility to confirm all details are correct prior to selecting the "Approve" button on each Telegraphic Transfer.
- 2.4 We recommend that you ensure that all details provided for a Telegraphic Transfer have been verified with the beneficiary prior to processing, in order to ensure prompt delivery.
- 2.5 If you request us to amend any details provided by you after we have sent the payment we cannot guarantee the success of any amendments as they are applied at the discretion of the beneficiary or intermediary banks.
- 2.6 Information which we reasonably require to comply with any laws in Australia or any other country must be provided to us and may be disclosed where required by any laws in Australia or any other country.

2.7 If we require further information to send the payment, we will contact you via secure email in e-banking and/or via telephone.

2.8 In the event that the necessary information is not received within 48 hours, we will cancel the transaction and refund the full value to your account.

3. Time required to process transfers

3.1 A Telegraphic Transfer will usually be received by the beneficiary within two to seven business days.

3.2 In some instances, the time required for delivery of a Telegraphic Transfer may exceed seven business days.

3.3 A delay may occur in the processing of a Telegraphic Transfer where:

- There is a public or bank holiday on the day you request a Telegraphic Transfer; or
- You request a Telegraphic Transfer on a day which is not a business day or after our Telegraphic Transfer cut off time on a business day (see clause 4).

3.4 We are not responsible for any delays in transmission or payment caused by circumstances beyond our control and we accept no liability for any loss of any kind whatsoever (including any consequential loss and expense) thereby resulting (except to the extent that the liability arises due to our fraud, wilful misconduct or negligence or that of our employees or agents).

4. Cut off times

4.1 Our daily processing cut-off time for Telegraphic Transfers is displayed under the support tab of the e-banking screen. We reserve the right to alter our processing cut-off time.

5. Cleared funds must be available

5.1 To initiate a Telegraphic Transfer via e-banking you must have cleared funds available in your account at the time of processing of an amount equal to or greater than the sum of the Telegraphic Transfer and the fee.

5.2 We are not obliged to process any Telegraphic Transfers if there are insufficient funds available for withdrawal in the specified account to be debited on the due payment date.

6. Daily payment limit

6.1 We may impose restrictions on the accounts from which a Telegraphic Transfer may be made or impose limits on the amount of Telegraphic Transfers.

- 6.2 When you register for the e-banking Telegraphic Transfer service you will be assigned a daily payment limit. A daily limit in excess of AUD 30,000 will require a signed request from you and is subject to approval.
- 7. Foreign currency**
- 7.1 We generally recommend that you send funds in the currency of the destination country, as poor exchange rates and any receiving bank's conversion costs may substantially reduce the local amount received. US Dollars, Australian Dollars or other major currencies are often accepted or preferred by beneficiaries when the local currency is not available.
- 7.2 We are not responsible for foreign exchange rate fluctuations.
- 7.3 The following Telegraphic Transfers in foreign currencies will be converted from AUD at the applicable rate on the day of processing.
- Telegraphic Transfers entered after the payment processing cut-off time;
 - future dated Telegraphic Transfers; and
 - recurring payments.
- Any rate displayed for these transactions prior to the processing date are indicative only. The amount debited from your account is likely to be different in these situations.
- 7.4 Access to 'Foreign to Foreign' and 'FX deal' functions are only available to foreign exchange customers who deal directly with our Foreign Exchange Dealers. Dealing may be completed via telephone, Online FX, or both, depending on product needs.
- 8. Recalls**
- 8.1 We cannot guarantee the success of any recalls where a Telegraphic Transfer has been made in error.
- 8.2 Recall attempts will be made for the period of one calendar month. After this time the recall will be deemed unsuccessful and the file closed.
- Beneficiary banks or intermediary banks may deduct charges for any recall requests (the amounts of which are not disclosed to us). This may mean you receive less than the original amount sent. Any recalls will be converted at the 'BUY' rate prevailing on the day the returned funds are received by us. This could result in a significant loss to you if foreign exchange rates move adversely for you in the period between the original transaction date and the date a payment is returned and processed.

9. User ID and password

9A Multi-factor authentication

Multi-factor authentication (MFA) is a security measure that requires two or more proofs of identity to verify a user. Asking for additional details to confirm your identity provides greater security compared to a password alone, making it harder for unauthorised persons to access your accounts and information.

We may require that you use one or more of the MFA options we make available to you to log in to Bendigo e-banking, to access or use certain parts of Bendigo e-banking, to request or authorise certain transactions or changes in Bendigo e-banking or to register a device to use the Bendigo Bank app, in our discretion. When we do so, we may refuse to provide you with the relevant access or refuse to accept the relevant request or instruction from you unless the MFA is successful.

The MFA options available may change from time to time and may differ depending on how you are accessing Bendigo e-banking. Some MFA options include use of a one-time passcode which we send to you by SMS to your registered mobile number, email to your registered email address or in some other way, or that you generate using a device or software we have agreed you may use.

You must keep any one-time passcode we send you or that you generate for MFA purposes secret and not disclose it to any person.

You can change the mobile number or email address that is registered with us for MFA by contacting us.

9B Bendigo Bank App

This clause applies if you access Bendigo e-banking through the Bendigo Bank app.

If you download and access Bendigo e-banking through the Bendigo Bank app, you will need to log in using your Bendigo e-banking Access ID and Password and register the device you are using. We may de-register a device or require that you re-register the device through the Bendigo Bank app at any time in our discretion.

After you have registered your device, we may give you the ability to set a four-digit PIN or use your device's biometric authentication features (if available) to log in or authenticate yourself in the app in the future or to use it as an additional MFA option.

You must ensure that you keep your Bendigo Bank app four-digit PIN secret and secure and not disclose it to anyone. You must only enable use of a biometric authentication feature on your device in the Bendigo Bank app (if available) while you are the only person who has registered their biometric information on the device. If any other person's biometric information is registered on your device as part of the biometric authentication feature you will be taken to have authorised that person to access and operate on your accounts and information through the

Bendigo Bank app and you will be liable and responsible for their actions.

- 9.1 You are responsible for the security of your user id and password. For your protection we recommend that these are not kept together. We are not liable for fraudulent use of your logon id and password.

10. Trace requests

Trace requests will not be initiated by us prior to seven business days from value date of the original Telegraphic Transfer. Responses are determined by the overseas banks and could take up to 30 business days.

11. Future dated or recurring Telegraphic Transfers

- 11.1 Where this functionality is available, only one attempt will be made to process future dated or recurring Telegraphic Transfers. Should a Telegraphic Transfer not be processed due to insufficient funds you will have to request another Telegraphic Transfer in its place.
- 11.2 As Telegraphic Transfer fees are taken at the time of processing, the fee applicable to future dated or recurring future Telegraphic Transfers (where this functionality is available) could change between the time that the Telegraphic Transfer is set up and the processing date.
- 11.3 Telegraphic Transfers are processed on the future or recurring date that you specify. See clause 7.3 for the conversion rate for future or recurring Telegraphic Transfers in foreign currency.

12. Mistaken, unauthorised or fraudulent transactions

- 12.1 On each occasion, you will receive a receipt of the transaction, which should be carefully checked. Any disagreement with the details of the receipt should be acted upon immediately to ensure there has been no confusion with the commercial terms of the transaction.
- 12.2 You must notify us immediately:
- If you become aware that you have made a mistake when requesting a Telegraphic Transfer;
 - You or your authorised user did not authorise the Telegraphic Transfer from your account;
 - If you believe that a Telegraphic Transfer was not processed in accordance with your instructions; or
 - If you believe that you or your authorised user have been fraudulently induced to make a Telegraphic Transfer.
- 12.3 We may suspend your or your authorised user's right to use the Telegraphic Transfer service at

any time if you or your authorised user is suspected of acting in a fraudulent manner.

13. Anti-Money Laundering and Counter-Terrorism Financing (AML/CTF)

- 13.1 We are committed to the regulatory requirements for anti-money laundering and counter-terrorism financing.
- 13.2 When arranging a Telegraphic Transfer with us, you warrant that the payment of monies in accordance with your instructions by us will not breach any laws in Australia or any other country.
- 13.3 We may delay, block or refuse to make a Telegraphic Transfer if we believe on reasonable grounds that making a Telegraphic Transfer may breach any law in Australia or any other country. We will incur no liability to you if we do so.

14. Our fees and charges

- 14.1 The Telegraphic Transfer fee taken at the time the request is processed is our fee only and is not intended to substitute or replace any other costs related to the delivery of this transaction. Refer to section 15 for other fees and charges you may have to pay.
- 14.2 If you request us to amend any details provided by you after we have sent the payment you may be charged an amendment fee.
- 14.3 If you request us to recall a Telegraphic Transfer we may charge a fee.
- 14.4 If you request us to make enquiries regarding delivery of a Telegraphic Transfer we may charge a fee.
- 14.5 Full details of current fees can be found in the Bendigo Bank Schedule of Fees, Charges and Transaction Account Rebates. A copy of the Bendigo Bank Schedule of Fees, Charges and Transaction Account Rebates can be obtained by contacting any of our branches, by telephoning 1300 236 344 or by visiting our website at www.bendigobank.com.au.

15. Other fees and charges you may have to pay

- 15.1 The beneficiary bank or intermediary bank may deduct a fee from the proceeds of any Telegraphic Transfer (the amounts of which are not disclosed to us).
- 15.2 The majority of overseas banks levy other processing charges which vary between banks/countries (the amounts of which are not disclosed to us). If these charges are deducted from the transmitted funds this will result in the beneficiary receiving a lesser amount than transmitted.

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15.3 Beneficiary banks or intermediary banks may deduct charges for any payments that they reject (the amounts of which are not disclosed to us).

16. No obligation to process transfer

16.1 All Telegraphic Transfers are processed on a best endeavours basis, and we cannot guarantee the success of any Telegraphic Transfer.

16.2 Notwithstanding anything else in these Terms and Conditions, we reserve the right to refuse to process a Telegraphic Transfer. We do not have to give reasons if we refuse to process a Telegraphic Transfer.

17. Changes to terms and conditions

We reserve the right to change the Terms and Conditions at any time. We will notify you of any change as required by law. We will notify you of changes by advertisement in the national media or by writing to you no later than the day on which the change takes effect.

18. Resolving complaints

If you have a complaint about our services you can refer your complaint directly to the appropriate external dispute resolution scheme. However, we consider Internal Dispute Resolution (**IDR**) to be an important and necessary step in the complaint handling process as it gives us an opportunity to hear when we do not meet our customers' expectations and address them genuinely, efficiently and effectively.

You can raise your complaint with us by:

- (a) speaking to a member of our staff directly;
- (b) telephoning 1300 236 344
- (c) website www.bendigobank.com.au/contact-us ;
- (d) secure email by logging into e-banking;
- (e) contacting us through a Bendigo Bank social media channel.
- (f) contacting the Customer Feedback Team at:
 - Reply Paid PO Box 480
Bendigo VIC 3552
 - telephoning 1300 361 911
8.30am – 5.00pm (AEST/AEDT)
Monday to Friday
 - email – feedback@bendigoadelaide.com.au

If you have contacted us in the first instance and are not satisfied with our response you can refer your complaint to the appropriate external dispute resolution scheme.

We are a member of the Australian Financial

Complaints Authority (AFCA). You can contact AFCA at:

Australian Financial Complaints Authority

GPO Box 3
Melbourne, VIC, 3001
Phone: 1800 931 678
Email: info@afca.org.au
Website: www.afca.org.au

Time limits may apply to the time in which you must make a complaint to AFCA, therefore you should act promptly or otherwise consult the AFCA website to find out if, or when the time limit relevant to your circumstances expires.

If your complaint relates to how we handle your personal information you can also contact the Office of the Australian Information Commissioner (OAIC):

GPO Box 5218
Sydney NSW 2001
Telephone: 1300 363 992
Email: enquiries@oaic.gov.au
Web: www.oaic.gov.au

Talk to us today

In person	At your nearest Bendigo Bank branch
On the phone	Call 1300 236 344
Online	At bendigobank.com.au
By mail	The Bendigo Centre PO Box 480 Bendigo VIC 3552

Bendigo and Adelaide Bank Limited, The Bendigo Centre, Bendigo VIC 3550 ABN 11 068 049 178. AFSL/Australian Credit Licence No. 237879.

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