

Money Market Investment Accounts

Containing terms and conditions for:

- Money Market Term Deposit Account
- Money Market 24 Hour Call Account

CONTENTS

Introduction	2	4. Part D – General matters	12
<i>You and your adviser</i>	2	4.1 Insolvency and bankruptcy	12
Contacting us	2	4.2 Default	12
When this <i>Product Guide</i> applies to you	2	4.3 Combining accounts and set-off	12
Issuer	2	4.4 Taxation and Social Security	12
1. Part A – Account features and benefits	3	4.5 Incapacity	13
1.1 Money Market Term Deposit <i>Account</i>	3	4.6 Equitable interests	13
1.2 Money Market 24 Hour Call <i>Account</i>	4	4.7 Adjustments	13
2. Part B – Banking with Adelaide Bank	4	4.8 End of day	13
2.1 How to change <i>your</i> details	4	4.9 Variations and waivers	13
2.2 Statements	4	4.10 Time	13
2.3 Communication between us	4	4.11 How we may exercise <i>our</i> rights	13
2.4 Changes to <i>your account</i> or information contained in this <i>Product Guide</i>	5	4.12 <i>Our</i> certificates	13
2.5 Privacy and confidentiality	6	4.13 Assignment	13
2.6 Anti-money laundering and counter terrorism financing	6	4.14 Inconsistent legislation	13
2.7 Code of Banking Practice	6	4.15 Applicable law	13
2.8 Other regulations	6	5. Part E – Fees and charges	14
2.9 Our relationship	7	5.1 Fees and charges payable	14
2.10 If <i>you</i> have a complaint or concern	7	5.2 Cheque fees	14
2.11 Brokerage	7	5.3 Documentation and search fees	14
2.12 Risk	8	5.4 Dishonour fees	14
3. Part C – Using your account	8	6. Part F – Glossary	15
3.1 How to open an <i>account</i>	8	How to complete the Application Form	16
3.2 How to identify yourself	8	Application Form	Tear Out
3.3 Joint <i>accounts</i>	8	Authorised Operator Form	Tear Out
3.4 Giving someone access to <i>your account</i>	9		
3.5 How to make deposits and withdrawals	10		
3.6 Interest rates	11		
3.7 Amounts which can be debited to <i>your account</i>	11		
3.8 Minimum and maximum <i>deposit balances</i>	11		
3.9 Unused <i>accounts</i>	11		
3.10 How <i>accounts</i> may be closed or suspended	11		

Introduction

This *Product Guide* covers a range of information, including details of our Money Market Investment *accounts* and general descriptive information for customers. It also covers information about the banker customer relationship between *you* and *us*.

Part A – Account features and benefits provides a summary for each *account*, detailing *account* features and ways to access the *account*.

This *Product Guide* is designed to help *you*:

- decide whether one of our *accounts* meets *your* needs
- understand how to access *your account*
- compare our products with others *you* may be considering.

Ideally *you* should read this *Product Guide*, which includes terms and conditions relating to *your account*, before *you* select the *account* *you* wish to open. *You* should keep this *Product Guide* handy as *you* may find it useful as a quick, easy reference guide.

Please note the information contained in this *Product Guide* is general information only and does not take into account *your* individual objectives, financial situation or needs.

You and your adviser

If *you* open an *account* through *your adviser*, *your adviser* may transact on *your account* on *your* behalf. Therefore if *you* wish to withdraw funds, reinvest or change *your* investment in any way, *you* can do so through *your adviser*. Please note that *your adviser* is automatically authorised as a Limited Access Operator on *your account* and *you* can increase the level of their authority by appointing them as a Full Access Operator.

Where *your adviser* opens an *account* on *your* behalf and *you* do not sign an *account* application form, we will not accept a request by *you* to transact directly on the *account* unless *your adviser* provides us with authorisation, *you* sign an *account* application form and *you* meet identification requirements.

Contacting us

If *you* have any questions or would like more detailed information about the *accounts* described in this *Product Guide* please contact *your adviser*.

If *you* wish to contact *us* directly, *you* can:

- call *us* on 1800 224 124
- email *us* at moneymar@adelaidebank.com.au
- write to *us* at 169 Pirie Street, Adelaide SA 5000.

When this Product Guide applies to you

Where *you* are not already bound by the terms and conditions in this *Product Guide*, the first use by *you* or an *operator* of *your account* will be taken as *your* acceptance of these terms and conditions.

Issuer

Adelaide Bank a Division of
Bendigo and Adelaide Bank Limited
ABN 11 068 049 178
AFSL 237879
169 Pirie Street
Adelaide SA 5000

1. Part A - Account features and benefits

1.1 Money Market Term Deposit Account

A fixed term investment account designed to provide higher interest rates than a traditional "at call" account.

Account summary

Money Market Term Deposit Account	
Account can be opened by	Personal or business customers
Terms available	30 days to 5 years ¹
Method of interest calculation	Daily on closing balance
Frequency of interest payments	For terms of up to 365 days interest is paid at maturity. For terms greater than 365 days interest can be paid monthly, quarterly, half yearly or yearly.
Interest payment options	Interest rates vary according to the amount invested, term, and for terms greater than 365 days, the interest payment frequency. Refer to part 3.6 of this <i>Product Guide</i> for details of interest paid on <i>your account</i> . The interest rate is fixed for the term chosen (subject to any early withdrawal adjustment).
Transactions	Deposits are not permitted during the term. Withdrawals can be made during the term subject to an interest rate reduction. Refer to Additional Terms for the Money Market Term Deposit Account below.
Statement frequency	Per interest payment frequency
Minimum opening balance	\$5,000
Minimum opening balance	\$1,000
Minimum transaction amount	\$1,000
Maximum deposit balance	No limit

Access summary

Money Market Term Deposit Account	
Online Banking (internet banking)	Yes*
Express Line (phone banking)	Yes*

* Enquiry only

¹ Terms of less than 30 days may be opened at *our* discretion.

² If *you* do not indicate *your* preferred interest payment option on *your* application form, interest will be paid into *your account*.

Please refer to part 3.5 of this *Product Guide* for more information about depositing to and withdrawing from *your account*.

Additional terms for the Money Market Term Deposit Account

Early withdrawal

- If *you* require access to *your* investment prior to maturity, an early withdrawal interest rate reduction will apply.
- The interest rate reduction will be calculated as the greater of \$50 or the amount being withdrawn multiplied by the difference between the fixed interest rate and the interest rate that would have been applicable if the actual term was chosen at the time of investment. This fee is charged on *account* closure or when interest is paid. It is to reimburse *us* for the administration costs of processing *your* request and to cover the costs incurred by *us* in sourcing replacement deposit funds.
- In the event *your* interest rate is reduced, we may deduct any interest rate reduction from the principal balance remaining as an adjustment of interest already paid.
- *Your* early withdrawal request will need to be in writing.

Investment maturity

- If the day *your* investment matures is not a *banking day* you will not be able to access *your* funds until the next *banking day*.
- We will endeavour to contact *your adviser* on the day *your* investment matures. *You* will have the option to reinvest for the same term, add additional funds, alter the term of *your* investment or make any other instructions.
- If *you* decide to reinvest for the same term, the interest rate current at the time of reinvestment will be applied.
- If no instructions are received by *us* prior to or on the day of maturity we will automatically roll *your* principal and interest into an *account* with the same term at the current interest rate for that term. The interest rate applicable to the new term may significantly differ from the rate applied in the previous term. *Your account* will continue to be subject to the same terms and conditions.

General

- *Your account* is not transferable.

1.2 Money Market 24 Hour Call Account

An account offering higher interest rates than a traditional "at call" account linked to Money Market rates, with the convenience of ready access to your funds.

Account summary

Money Market 24 Hour Call Account	
Account can be opened by	Personal or business customers
Method of interest calculation	Daily on closing <i>balance</i>
Frequency of interest payments	Quarterly (first <i>banking day</i> of January, April, July, October).
Interest payment options	<ol style="list-style-type: none"> 1. Transfer to a nominated Adelaide Bank account 2. Payment by bank cheque to <i>you</i> 3. Transfer to a non-Adelaide Bank account (subject to other financial institution deposit requirements) 4. Paid into <i>your account</i>.¹
Interest rate	Interest rates vary according to the amount invested. Refer to part 3.6 of this <i>Product Guide</i> for details of interest paid on <i>your account</i> . <i>Your</i> interest rate is variable.
Transactions	Deposits to and withdrawals from <i>your account</i> may be made at any time.
Statement frequency	Quarterly (first <i>banking day</i> of January, April, July, October).
Minimum opening balance	\$5,000
Minimum operating balance	\$1,000
Minimum transaction amount	\$1,000
Maximum deposit balance	No limit

Access summary

Money Market 24 Hour Call Account	
Online Banking (internet banking)	Yes
Express Line (phone banking)	Yes
Regular Payments	Yes

¹If *you* do not indicate *your* preferred interest payment option on *your* application form, interest will be paid into *your account*.

Please refer to part 3.5 for more information about depositing to and withdrawing from *your account*.

2. Part B – Banking with Adelaide Bank

2.1 How to change *your* details

If *you* change *your* address, telephone number or other relevant details *you* must notify *us* promptly so *we* can update *your* information. This can be done either through *your adviser* or directly with *us*. If *you* change *your* name, all *you* have to do is produce the documentation that supports the change, for example a marriage certificate if *you* have changed to a new married name.

Please note that unless *you* give *us* reasonable notification of such changes *we* cannot be held responsible for any resulting errors or losses.

2.2 Statements

We will provide *you* with a *statement* for each *account* at the frequency indicated in **Part A – Account features and benefits**. *You* can request more regular *statements* by contacting *us*.

Your statement is an easy to read record of all transactions *you* have made over the *statement period*. Every *statement* is worth keeping as it provides an invaluable record of all transactions, interest earned and government charges as well as the current *balance*. *You* should check each *statement* carefully and contact *us* immediately if *you* find any error or unauthorised transaction.

2.3 Communication between us

Notices, certificates, consents, approvals and other communications in connection with this *agreement* must be in writing. Communications from *us* may be signed by any of *our* authorised employees.

Communications for *us* may be:

- given personally to one of *our* employees or *officers* at:
 - any branch *we* have
 - *our* registered office
 - such other places as *we* advise *you* from time to time or
- sent by prepaid post or electronically (including fax) to any of these places or to GPO Box 1048, Adelaide, South Australia, 5001 (as applicable)
- given by any other means permitted by law.

A power of attorney in connection with a transaction under this *agreement* may be given personally to one of *our* employees or *officers* at *our* registered office.

We may communicate information to any one of *you* (which will be taken to be notice to all of *you*) by:

- delivering it to *you* personally
- for individuals, leaving it at *your* residential or business address last known to *us*
- for bodies corporate, leaving it at *your* registered office by leaving it with one of *your* officers

- sending it by prepaid post or electronically (including fax) to any of these places
- any other means permitted by law.

A notice or other document is taken to be given when:

- given personally - on the date of the document or the date it is received by the addressee, whichever is the later
- sent by post - on the date of the document or the date when it would have been delivered in the ordinary course of post, whichever is the later
- sent by facsimile transmission or some other form of electronic transmission - on the date of the document or the date on which the machine from which the transmission was sent produces a report indicating that the document was sent to the facsimile or other number of the addressee, whichever is the later.

Communications given by newspaper advertisement are taken to be received on the date they are first published.

If *you* are a company, all company communications from *you* must be signed by a director.

We may serve any document in a court action (including a writ of summons, other originating process or third or other party notice) on *you* by delivering it to *your* residential or business address last known to *us* or by leaving it there. This does not prevent any other method of service.

We may telephone *you* to confirm any instructions regarding *your account* sent by facsimile to *us*. We reserve the right to withhold processing any instructions regarding *your account* sent by facsimile to *us* until we have confirmed these instructions with *you* by telephone.

2.4 Changes to *your account* or information contained in this *Product Guide*

Changes to *account terms and conditions*

Subject to the following, we may change the terms and conditions that apply to *your account* (including the fees and charges that apply) at any time.

We will notify *you* of changes to *your account* in the following way:

Change	Minimum days notification	Method of notification
Introduce a new fee or charge (other than a government charge)	30 days	In writing
Increase the amount of a fee or charge (other than a government charge)	30 days	In writing or by press advertisement
Vary the method by which interest or a fee or charge is calculated	30 days	In writing
Vary the <i>balance</i> ranges within which interest rates apply	30 days	In writing
Vary the frequency with which interest is debited or credited	30 days	In writing
Introduce or vary any government charge that directly or indirectly affects <i>you</i> , unless the government agency has already publicised the change	Day of change	In writing or by press advertisement
Change an interest rate (except where we have agreed to a fixed interest rate for a given term)	Day of change	In writing or by press advertisement
Change any other term or condition	Day of change	In writing or by press advertisement

You agree that we may notify *you* of these changes by the methods described above.

Other changes

We will advise *you* of any other material changes or significant events affecting *your account* or the content of this *Product Guide*. We will generally notify *you* of such matters before, or as soon as practicable after, the change or event occurs. *You* agree that we may notify *you* of this information in writing or by press advertisement.

For information in this *Product Guide* that is not materially adverse and is subject to change, *you* can obtain up-to-date information by:

- calling *us* on 13 22 20 (within South Australia) or 1300 65 22 20 (outside South Australia)
- visiting *our* website at adelaidebank.com.au
- emailing *us* enquiries@adelaidebank.com.au

A copy of any updated information will also be provided free of charge upon request.

2.5 Privacy and confidentiality

Your personal information

We use *your* personal information to help us provide *you* with the products and services that meet *your* needs, to maintain *our* records, to keep *you* informed about any changes that may affect *your accounts* and to meet *our* legal obligations. We may also use *your* information to conduct research and product development.

We treat *your* personal information as confidential and only disclose it to others where necessary. For example, we usually disclose *your* information to organisations to whom we outsource functions (such as mailing and printing houses), to IT providers and to account holders and *operators*. Other disclosures (where relevant) may include specialist advisers such as accountants and solicitors, *your adviser* or broker, credit reporting agencies, insurers, introducers, debt collection agencies and financial institutions and other organisations involved in providing payment services requested by *you*. *Your* information may also be disclosed to related companies within the Bendigo and Adelaide Bank Group, where confidentiality is maintained at all times.

Our privacy policy and further details of how we handle *your* personal information is available from us. Please refer to the Contacting us section at the beginning of this *Product Guide* for *our* contact details.

If *you* think *your* personal details are incorrect or outdated please contact either *your adviser* or us. If *you* wish to access the information we hold about *you*, please contact us. *You* will probably need to complete an access request form, specifying the information that *you* wish to obtain. Depending on the request, a charge may apply for supplying the information.

Other products and services

We use *your* information to inform *you* about financial products and services that are related to those *you* have with us, as well as other products and services we think may be of interest to *you*. These may be products and services of the Bendigo and Adelaide Bank Group or of companies we are associated with. If *you* do not wish to receive offers unrelated to *your* current products and services with us please contact us.

Confidentiality of personal and financial information

We owe *you* a duty to keep information about *you* confidential, except in certain situations, such as where disclosure:

- is compelled by law (for example, a disclosure to a court which is required by a subpoena)
- is made with *your* consent
- is required in *our* interests. For example, if we are trying to recover a debt, we may have to inform solicitors, debt collectors, credit reference agencies or other credit providers.

Consent can be express (for example, a letter signed by *you*) or implied (for example, conduct that suggests that *you* agree to us giving *your* tax agent copies of bank statements). *Our* duty extends to information such as:

- the debit or credit *balance* of *your account*
- details of transactions on *your account*.

Your credit information

We are also required by the Privacy Act not to disclose certain information about *you*, unless the disclosure is allowed under a specific exception in the Act. Broadly, protected information is information about *your* credit worthiness, such as information from a credit reporting agency. The exceptions include certain disclosures:

- to which *you* agree
- to a credit reporting agency
- to *your* guarantor in certain circumstances;
- to the insurer of *your* mortgage
- to a *person* or body who settles disputes between *your* bank and its customers.

2.6 Anti-money laundering and counter terrorism financing

We are committed to the regulatory requirements for anti-money laundering and counter terrorism financing (AML).

To comply with these requirements we may:

- require *you* to provide to us, or otherwise obtain, any additional documentation or other information
- suspend, block or delay transactions on *your account*, or refuse to provide services to *you*
- report any, or any proposed, transaction or activity to any body authorised to accept such reports relating to AML or any other law.

2.7 Code of Banking Practice

You can request the following from us:

- general descriptive information concerning cheques, banking services, and the options available to *you* under tax file number legislation
- information about bank cheques
- information about financial difficulty
- information on current *annual percentage rates* and fees and charges.

If there is any inconsistency between this *agreement* and the Code of Banking Practice we will follow the Code of Banking Practice.

2.8 Other regulations

As well as *your agreement*, industry codes of practice and legislation may provide further rights or obligations. Key sources of regulation which may apply include:

- Code of Banking Practice – a voluntary code of conduct which sets standards of good banking practice for banks to follow
- Electronic Funds Transfer Code of Conduct - a voluntary code of conduct which applies to certain accounts and electronic transactions carried out by individuals

- Privacy Act 1988 (Cth) - privacy legislation governing activities such as the collection, use and disclosure of personal information
- Consumer Credit Code - legislation which regulates the provision of credit to individuals for consumer purposes
- Corporations Act 2001 (Cth) - legislation which, among other things, regulates a wide range of activities relating to certain financial products
- Australian Securities and Investments Commission Act 2001 (Cth) - legislation which, among other things, prohibits misleading, deceptive and unconscionable conduct in relation to financial services
- Cheques Act 1986 (Cth) – legislation that deals with matters such as payment and collection of cheques as well as fraud and other unauthorised transactions
- Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (Cth) – legislation designed to combat money laundering and the financing of terrorism.

2.9 Our relationship

Your *agreement* with us will govern our relationship. As well as the express written terms in your *agreement*, there may be implied terms relating to everyday banking matters. The type of banking service you request is also relevant. For example, it is a debtor and creditor relationship with a loan or a deposit account. For a deposit account, this means we owe you your deposit and for a loan account you owe us.

Your *agreement* will usually start when your *account* is opened, however it may be earlier - for example when we first become bound to provide banking services to you.

Your relationship with us may also automatically stop in some cases. For example, if you close your *account*, if you become bankrupt or *insolvent*, or if you die. If we wish to end our relationship, in most cases we will give you reasonable notice. However, sometimes this may not occur (such as where an overdraft must be immediately repaid).

2.10 If you have a complaint or concern

If you have a query or concern regarding your *account*, your *agreement*, or our service you can either contact your *adviser*, or contact us directly by:

- calling our Customer Relations Department on **(08) 8300 6111**, or toll-free on **1800 266 233** Monday to Friday between 8.30am and 5pm (CST)
- emailing us at enquiries@adelaidebank.com.au

Step 1

Within 48 hours of presenting your concern to us, you will be contacted by one of our consultants who has the experience and authority to handle the matter. Usually the issue can be resolved at this stage, however if it needs further consideration we will tell you exactly how long this will take. Only in exceptional circumstances would an investigation exceed 14 days.

Step 2

If you are not completely happy with the result from Step 1 you should immediately contact our Customer Relations Department to explain the reason (or reasons) for your dissatisfaction.

Upon receiving details of your dissatisfaction we will review the issue immediately and get back to you within 48 hours. Again, if the matter takes any longer to resolve we will still contact you within that time to let you know an expected outcome date.

Step 3

If you are not 100% satisfied with the way we have handled things, you can contact the Financial Ombudsman Service for an independent review of the complaint and result.

The Ombudsman's role is to formally investigate cases only after customers have exhausted the complaints procedures of their bank. The Ombudsman operates independently of any bank for the benefit of bank customers. For further information on whether your complaint is within the Ombudsman jurisdiction please refer to the Ombudsman website at www.fos.org.au, or you can contact the Ombudsman direct.

The Ombudsman can be contacted at:

Financial Ombudsman Services Limited
GPO Box 3, Melbourne, Victoria, 3001
Telephone: 1300 780 808
Facsimile: (03) 9613 6399
Email: info@fos.org.au

2.11 Brokerage

We may pay brokerage to your *adviser* based on the *deposit balance* of your *account* and the percentage of brokerage charged. Brokerage is a type of commission, and is deducted from the total interest we pay on your *account*. Your *adviser* determines and instructs us on the amount of brokerage you will be charged. The amount of brokerage charged by your *adviser* directly affects the interest rate received by you on your *account*.

As an example:

We offer an 'all-up' (total) interest rate of 5.0% p.a. on the *account* to your *adviser*. If your *adviser* charges 0.15% p.a. brokerage the interest rate received by you will be 4.85% p.a. If your *adviser* charges 0.25% p.a. brokerage the interest rate received by you will be 4.75% p.a.

(Please note: examples are used for illustrative purposes only).

Your *adviser* may give you further information about benefits received by them (such as brokerage) when providing you with financial product advice or arranging for your *account* to be opened.

2.12 Risk

All financial products carry risk, and the following paragraph describes the most significant risk associated with the *accounts* described in this *Product Guide*.

Interest rate risk

The interest rate applying to *your* Money Market 24 Hour Call *account* may be affected by changes to the official cash interest rate, which is determined by the Reserve Bank of Australia. *Your* interest rate can also be affected by changes in the interest rates prevailing between Australian banks in the Australian wholesale money market. These interest rates may vary depending on a number of factors, including Australian and overseas interest rates, market liquidity, exchange rates, monetary policy and other economic, social and political factors.

For Money Market Term Deposit *accounts*, because the interest rate is fixed there is a risk that interest rates applying to alternative investments may increase during the term of *your* investment in which case *you* may forgo potential higher returns on *your* funds.

3. Part C - Using *your account*

3.1 How to open an *account*

Where *your adviser* opens an *account* on *your* behalf, *you* will only be able to access this *account* through *your adviser*.

If *you* would like to operate *your account* along with or instead of *your adviser*, *you* will need to provide *us* with authorisation for this to occur, and *you* will need to meet identification requirements.

Your adviser will conduct the required identification process on *our* behalf.

3.2 How to identify yourself

If *you* wish to operate *your account*, opened by *your adviser* we will need to obtain proof of *your* identity, as required by law, including Know Your Customer (KYC) requirements under anti-money laundering and counter terrorism financing legislation. This will include information such as, for an individual, name, residential address and date of birth and for a company information such as details of directors and shareholders. Where the customer is a trust, details of the trustee and beneficiaries may be required. We may also require other information such as information concerning business activities, business structure and source of funds.

3.3 Joint *accounts*

If *you* have a joint *account* with another *person* or *persons*, *you* will each be liable for any amount due to *us* on the *account* and any other obligation under *your agreement*, unless *your agreement* with *us* states otherwise.

Under the terms of this *Product Guide* *you* are liable both separately on *your own* and jointly with any one or more other *persons* named as *account holders* of *your account*. This includes *your* successors and assigns. This means we can ask all of *you* or any one of *you* for the whole of the amount owing.

In some cases (for example loan accounts) *you* may be able to limit *your* liability on a joint account. A request to limit *your* liability to *us* will only apply in relation to future advances and not to money already owing. *You* should direct any requests to limit *your* liability in writing to *us*. Requests are only effective upon written acceptance from *us*.

Joint liability for amounts owing to *us* may also be limited as a result of Family Law property proceedings, for example following a Family Court decision to transfer the mortgage and title on a jointly owned home. Further general information regarding joint liability in relation to Family Law property proceedings is available from *our* website adelaidebank.com.au

Upon the death of one or more of *you*, we shall be entitled to treat the survivor(s) as having title to *your account*. However, we will normally treat all authorities for operating the joint *account* as cancelled once we know of *your* death (and certain conditions have been met) or of *your* bankruptcy. We must be notified as soon as practicable if one of *you* dies.

It will be up to *you* and the other joint *account* holders to say how many of *you* must sign in order to operate the *account*. This arrangement will be part of *your agreement* with *us*, and may be altered at the request of *you* and the other joint *account* holders. If we receive no other instructions we will assume 'any one of us to sign' is selected.

Regardless of any arrangement with *us*, any holder of a joint *account* can require *us* to operate the *account* only on the signature of all parties. This might be done if there is a dispute between the joint *account* holders.

Unless we agree otherwise the signatures of all of *you* are required:

- on any notice or request for withdrawal of moneys
- on receipt for moneys paid
- to appoint or remove an *operator* on *your account*
- to end this *agreement* at *your* request.

If there is more than one of *you*, *you* authorise *us* to accept for the credit of *your account* any cheque payable to any one or more of *you*.

You agree that where *you* hold an *account* jointly with another *person* or *persons*, *you* appoint the other *account* holder(s) as *your* agent for the purposes of receiving a copy of this *Product Guide*, *statements of account*, transaction confirmations and any other information relating to the *account* that is required to be provided to each *account* holder. *You* can obtain copies of any of this information at any time by contacting *us*.

3.4 Giving someone access to *your account*

We may allow any *person* nominated by *you* who is aged 18 years or older to be an *operator* on *your account*.

An *operator* is able to use *your account* in any way we allow, subject to any restrictions that we agree to. Each use of *your account* by an *operator* is subject to this *agreement* as if *you* had used the *account*.

Allowing someone else to operate *your account* enables that *person* to access any financial information about *your account*, including:

- the *balance* of *your account*
- any payments due on *your account* including the amount, due date and details of the payment
- copies of documents issued by *us* such as *statements*
- details of any transaction on *your account*.

If *you* open an *account* through *your adviser*, *your adviser* will automatically be provided with limited access to operate *your account*.

When *you* allow an *operator* to use *your account* *you* are liable for any such use as if *your account* had been used by *you*. However, *you* will not be liable if the *operator's* rights to use *your account* were previously withdrawn. An *operator's* rights to use *your account* will be withdrawn from when *you* have notified *us* in writing when *you* want that to happen.

Appointing an authorised operator

Who you can appoint

You may appoint any of the following to be an authorised operator on *your account*:

- a person aged 18 years or older
- a company
- a partnership.

Level of authority

The types of functions *your* authorised operator(s) can perform on *your investment* will depend on the level of authority *you* grant them. *You* may opt for *your* authorised operator to have either 'limited' or 'full' access to *your investment*.

Your adviser

If *you* open *your account* through *your adviser*, they are *automatically* authorised as a Limited Access Operator on *your account*.

If *you* wish, *you* may increase the level of authority of *your adviser* by appointing them as a Full Access Operator on *your investment*.

Functions *your* authorised operator can perform

Refer to the table below which explains the functions which may be performed by Limited and Full Access Operators:

Authorised Representative

Access	Limited Function	Full Access
Access personal and financial information relating to <i>your account</i>	✓	✓
View commission details	✓ ¹	✓
View <i>your account</i> details online	✓	✓
Receive copies of periodic statements	✓	✓
Advise us of <i>your</i> TFN	✓ ¹	✓
Instruct us to change <i>your</i> personal details	✓ ¹	✓
Advise us as to maturity instructions on <i>your account</i>	✓ ¹	✓
Order and incur charges for statements ²	✗	✓
Withdraw some or all of <i>your</i> funds to <i>your</i> nominated account or via cheque to the account name	✓ ¹	✓
Withdraw some or all of <i>your</i> funds to a third party	✗	✓
Close <i>your account</i>	✗	✓
Change <i>your</i> nominated bank account details	✗	✓

¹ This function is only available to your financial adviser or stockbroker.

² Charges apply to requests for interim and duplicate statements, statements of interest, closing details and transaction summaries. Refer to the Fees and Charges section of this Product Guide for further information.

Authorised operators, whether Limited or Full Access Operators, are not able to appoint or remove other authorised operators on your account.

Cancelling *adviser* status

If *you* open *your* investment through *your adviser*, they are unable to opt out of being a Limited Access Operator if they wish to be noted on *your account*.

You may cancel an authority to operate at any time.

Authorised operators may also cancel their own authorised operator status at any time (subject to the rules relating to *advisers* outlined in the paragraph above).

Please note that where *your adviser* opens an account on *your* behalf and *you* do not sign an application form, *you* cannot cancel *your adviser's* authority.

How to appoint an authorised operator

If *you* wish to appoint an authorised operator on *your account* or if *you* would like *your adviser* to have Full Access Operator status, *you* should forward *your* completed and signed Authorised Operator Form detached from the back of this *Product Guide*.

3.5 How to make deposits and withdrawals

3.5.1 Deposits

Your initial deposit, and subsequent deposits for the Money Market 24 Hour Call *account*, can be made by:

- cheque payable to 'Adelaide Bank - *your name*' or
- electronically by using *your* direct debit/credit number which can be confirmed by *your adviser* or from *your account statement*.

If *you* have a Money Market 24 Hour Call *account* *you* can also make *regular payments* into *your account* from an account held with another financial institution by establishing an Auto Payment Plan, or transfer from another Adelaide Bank account using an Auto Deduction. For more information about Auto Payment Plan or an Auto Deduction, including the terms and conditions, *you* will need to obtain a copy of *our* Transaction Services Product Guide which is available from *us* or *your adviser*.

Deposits into *your account*

Cheques deposited to *your account* are not available to be drawn against until the funds have been cleared and paid into *your account*.

Except as otherwise stated in these terms and conditions, we can apply a deposit made to *your account* in any way we choose.

If *you* wish to dispute the amount of a cheque deposit recorded into *your account*, contact *us* with *your* deposit receipt. We will

make any necessary adjustments to the *account* once we have verified the amount that was deposited.

Please note that deposits made in foreign currency will incur conversion fees.

Lost deposits

We are not liable for the loss or theft of any cheque, payment order, bill of exchange or bank draft deposited with *us* (whether as a result of *our* negligence or otherwise).

We reserve the right to recover the amount of any such cheque, payment order, bill of exchange or bank draft by debiting *your account* to which the amount of the cheque, payment order, bill of exchange or bank draft had been credited.

3.5.2 Withdrawals

For the Money Market Term Deposit *account*, withdrawals without an interest rate reduction can only be made at maturity.

For the Money Market 24 Hour Call *account*, withdrawals can be made at any time. Funds can be withdrawn by:

- bank cheque
- electronic transfer to another account.

If *you* withdraw funds from *your* Money Market Term Deposit *account* prior to maturity, an interest rate reduction will apply. Please refer to **Part A– Account features and benefits** of this *Product Guide* for further details.

We may decline any transaction which will result in *your account balance* being less than the minimum operating *balance*.

If *you* have a Money Market 24 Hour Call *account* and have met *our* application and identification requirements, *you* can also withdraw funds from *your account* by:

- establishing *regular payments*
- Online banking access
- Express Line access.

For more information about *regular payments*, or to obtain access to online banking and Express Line services, including the terms and conditions, *you* will need to obtain *our* Transaction Services Product Guide which is available from *us* or *your adviser*.

3.5.3 Information about bank cheques

You must take care of all bank cheques and inform *us* promptly if any bank cheque is lost, stolen, forged or fraudulently altered.

Any request to stop payment of a bank cheque must be made in writing to *us* and *you* may be charged a fee. *You* may only request stop payment of a bank cheque in limited circumstances.

3.6 Interest rates

To choose the best *account* for *you*, it is important to not only know how the interest *you* earn is calculated, but also how often the interest is paid. Please refer to **Part A – Account features and benefits** of this *Product Guide* to find out when interest is paid on *your account*.

For the Money Market 24 Hour Call *account*, the interest rate on *your account* will be determined by *us* from time to time. We may at *our* discretion vary the interest rate on *your account* at any time.

The current interest rates applicable to *your account* are available from *your adviser*.

Interest is calculated daily on the closing *balance* of *your account*. Unless indicated otherwise in **Part A – Account features and benefits** of this *Product Guide*, interest is paid on the last day of each *statement period* and when *your account* is closed.

Interest is calculated on the daily closing *balance* of *your account* using the following formula:

Daily closing balance X Daily percentage rate

The *daily percentage rate* is the *annual percentage rate* for that day divided by the number of calendar days in the year.

Tiered interest rates

The Money Market 24 Hour Call *account* operates on a tiered interest rate structure. The interest rate increases as *your balance* reaches the next tier. This means *you* could receive a higher rate of interest on *your entire balance* as the amount increases from one tier to the next.

Fixed interest rates

The Money Market Term Deposit *account* operates on a fixed interest rate for the term of the investment.

3.7 Amounts which can be debited to your account

You agree that *we* may debit to *your account* without notifying *you* and *you* agree to pay *us*:

- each drawing *you* or an *operator*, make or authorise on *your account*
- fees and charges debited as described in this *Product Guide*
- any other amount *you* must pay in connection with this *agreement* on the date it becomes due.

3.8 Minimum and maximum deposit balances

You must ensure that *your account* is maintained consistently with any minimum and maximum *deposit balances* described in **Part A – Account features and benefits** of this *Product Guide*, and if *you* do not:

- *we* will not pay interest on a *deposit balance* less than that minimum
- *we* will not accept a deposit if to do so would mean that the *deposit balance* exceeds that maximum.

3.9 Unused accounts

If *you* have a Money Market 24 Hour Call *account* and *you* do not operate *your account* for 7 years, and there is \$500 or more in *your account*, *we* may be required to transfer *your funds* to the Commonwealth Government as unclaimed moneys. Term Deposit accounts are specifically excluded from rules relating to unclaimed moneys.

3.10 How accounts may be closed or suspended

You or any other authorised *person* may close, or suspend access to, *your account* at any time through *your adviser*, or if *you* have direct access to *your account* you can instruct *us*. Upon *your* request, another financial institution may close *your account* on *your* behalf by fax or by mail.

We may exercise *our* discretion to close, or suspend access to, *your account* due to unsatisfactory conduct or for any other reason. *We* will give *you* reasonable notice that this *agreement* has been ended by *us*, unless otherwise required by law. If *your account* has a deposit balance *we* will pay the deposit balance to *you* or as *you* direct.

Even though this *agreement* is ended, *your* liabilities (including the obligation to make any payment and *your* liability for interest charges and fees and charges) continue even if *we* pay *you* any deposit balance in *your account*.

If *your account* is in credit when closed, where applicable any interest will be credited to the *balance*. If any accrued fees or charges or government charges are due on the *account* up to the closing day, these will be deducted from the *account balance*.

If there are uncleared funds in the *account* *we* will not make these funds available to *you* until the funds are cleared.

Please note

Before closing an *account*, *you* should ensure *you* notify anyone who makes payments to or from *your account*, and cancel any regular payments to or from the *account*.

4. Part D – General matters

4.1 Insolvency and bankruptcy

If *you* are a body corporate and *you* become *insolvent*, in administration, or liquidation occurs, or steps are taken to make *you* so, then *you* must immediately notify *us* of this fact.

If *you* are an individual and *you* are declared bankrupt or steps are taken to make *you* so, then *you* must immediately notify *us* of this fact.

If *you* become bankrupt, or an administrator is appointed, or *you* are in liquidation, we will stop *your account*, thus denying *you* access to *your money*, and we will act on instructions from *your administrator*.

4.2 Default

You will be in default if *you* breach any term of this *agreement* or any other agreement *you* have with *us*, or if any information *you* give *us* in connection with this *agreement* is, in *our* opinion, false or misleading.

You must notify *us* immediately if *you* become aware that *you* are in default under this *agreement*.

What can happen then?

If *you* are in default, we may give *you* a notice stating that *you* are in default.

If *you* do not correct the default within any period given in the notice then, at the end of that period and without further notice to *you*, the *total amount owing* becomes immediately due for payment (to the extent it is not already due for payment). We may then sue *you* for that amount.

In limited circumstances set down by law (such as if we are unable to locate *you*), we need not give the notice or wait until the end of any period given in a notice. In such a case, the *total amount owing* becomes immediately due for payment without notice and we may then immediately sue *you* for that amount.

If *you* are in default, we may use any money *you* have in this *account*, or in another *account* with *us* towards repaying the *total amount owing* (this is known as a contractual right to “combine accounts”). We may combine accounts without giving *you* any notice but we will advise *you* afterwards. This provision does not affect any rights we have to combine accounts which arise by operation of law.

Your obligation to pay on time is not cancelled by these provisions. Further information on combining account is in the following paragraphs.

4.3 Combining accounts and set-off

We can combine the *balances* of two or more of *your* accounts, even if the accounts are at different branches. For example, if *your* cheque account is overdrawn we might use money in *your* savings account to reduce the amount *you* owe on *your* cheque account.

When *you* have an existing account with *us* and *you* open a new *account* covered by this *Product Guide*, the new *account* can be combined with *your* existing account.

However, this would not happen where, for example:

- we know the accounts are not held by *you* in the same capacity (for example where *you* have a personal account and also an account as trustee for *your* child)
- *your* debt to *us* arises from some business other than banking
- we have specifically agreed to keep *your* accounts separate or *your* dealings with *us* suggest such an agreement. In some cases there are limits to the extent to which accounts may be combined where a code of conduct, by which we are bound, limits account combination (for example the Code of Operation for Social Security Direct Credit Payments).

We will promptly tell *you* if we have combined any of *your* accounts, but we are not liable to do so beforehand. *You* cannot presume an overdrawn account will be combined by *us* with an account which is in credit (for example in order to cover cheques *you* have drawn on the overdrawn account) unless we have agreed to this.

Subject to any statutory right of set-off which we cannot exclude by agreement, *you* must pay *us* all amounts due under this *agreement* in full without setting off amounts *you* believe we owe *you* and without counterclaiming amounts from *us*. We may set off any amounts we owe *you* against money *you* owe *us*.

4.4 Taxation and Social Security

All income that *you* receive in relation to *your account* will be assessable income for taxation purposes unless *you* are exempt from income tax. *You* may wish to seek independent taxation advice before choosing a bank account.

Non-residents

If *you* are a non-resident *you* may be liable for Australian tax on interest payments, and this may be deducted from interest payments made to *you*. The rate at which tax may be withheld is subject to Australian tax law and may depend on *your* country of residence.

Tax file number (TFN) notification

You are not obliged to provide *us* with *your* TFN, however if *you* do not supply *us* with *your* TFN or claim a valid exemption for each *account* holder we will be required to deduct tax from interest payments made to *you*. Tax will be deducted at the highest marginal rate plus the Medicare Levy in accordance with Australian Taxation Office requirements.

Australian companies and certain other business entities may supply an ABN instead of a TFN.

Social Security

Bank accounts are subject to both income and assets tests, and therefore a deposit with *us* may affect *your* entitlement to a social security benefit. We recommend that *you* seek independent advice from a financial adviser or Centrelink before choosing to make a deposit.

4.5 Incapacity

If we are satisfied that:

- you have become of unsound mind or incapable of managing your affairs through age or infirmity or any other reason
- no committee, receiver or guardian has been appointed although the contrary may be the fact

we may permit a withdrawal by any person who appears to have the care or custody of you or the management of your affairs of the whole or any portion of the deposit balance of your account.

Such withdrawal shall be taken to be a valid act by you and the receipt of funds by such person shall be binding upon you. We shall not be liable to any person including you in respect of any such withdrawal.

4.6 Equitable interests

Except as required by court order or this agreement and although our records may indicate that money deposited with us is held on trust, we may not recognise any beneficial interest in that money.

4.7 Adjustments

We may subsequently adjust debits and credits to your account so as to accurately reflect the legal obligations of you and us (for example, because of an error or a dishonour). If we do this we may make consequential adjustments (including to interest charges).

4.8 End of day

A day of the week ends for any purpose under this agreement as follows:

- if the day is a Saturday and a banking day - 1.00 pm
- otherwise a day ends at 6.00 pm.

4.9 Variations and waivers

A provision of this agreement, or a right created under it, may not be waived except in writing signed by the party or parties to be bound.

We may agree to change this agreement or defer or waive any of these terms and conditions without creating a new agreement.

4.10 Time

A reference to a time in this Product Guide is a reference to Central Standard Time (CST).

4.11 How we may exercise our rights

We may exercise a right or remedy or give or refuse our consent in any way we consider appropriate including by imposing reasonable conditions. If we do not exercise a right or remedy fully or at a given time, we can still exercise it later. Our rights and remedies under this agreement are in addition to other rights and remedies provided by law independently of it or by any other agreement. Our rights and remedies under this agreement may be exercised by any of our employees or any other person we authorise.

We are not liable for loss caused by the exercise or attempted exercise of, failure to exercise, or delay in exercising, a right or remedy.

4.12 Our certificates

We may give you a certificate about a matter or about an amount payable in connection with this agreement. The certificate is sufficient evidence of the matter or amount, unless it is proved to be incorrect.

4.13 Assignment

We may assign our rights under this agreement. You agree that we may disclose any information or documents we consider desirable to help us exercise this right. Your rights are personal to you and may not be assigned without our written consent.

4.14 Inconsistent legislation

Where legislation applies to this agreement then if:

- that legislation would otherwise make a provision of this agreement illegal, void or unenforceable
- a provision of this agreement would otherwise contravene a requirement of that legislation or impose an obligation or liability that is prohibited by legislation

this agreement is to be read as if that provision were varied to the extent necessary to comply with that legislation or, if necessary, omitted.

To the extent allowed by law and subject to the paragraph above, this agreement prevails to the extent it is not inconsistent with any relevant law.

4.15 Applicable law

This agreement is governed by the law in force in South Australia. You and we submit to the non-exclusive jurisdiction of the courts of that place.

5. Part E – Fees and charges

5.1 Fees and charges payable

You agree to pay us:

- all fees and charges as described in this *Product Guide* plus any new fees and charges we impose under the terms of this *Product Guide*
- government charges
- any expenses we incur in enforcing this *agreement*.

You authorise us to debit any of these amounts to *your account*. We may do so on or after the date we pay them or the date they become due or payable by *you* or *us* (whichever is earlier). We can at any time choose not to collect a fee or charge from *you*. This does not prejudice *our* right to collect the fee or charge in the future.

The amount or frequency or time of payment of a fee or charge may change or a new fee or charge may be imposed under the terms of this *Product Guide*. Refer to part 2.4 of this *Product Guide* for further details on how we may change the fees and charges that apply to *your account*.

The fees and charges in this *Product Guide* are debited to *your account*:

- at the frequency stated in the description of the fee and charge
- if no frequency is stated after the event or *your* request has occurred.

5.2 Cheque fees

Cheque fees	
Bank Cheque Fee This fee is charged for each bank cheque that <i>you</i> request on <i>your account</i> .	\$10
Cheque Search Fee Payable when <i>you</i> request <i>us</i> to provide <i>you</i> with a copy of, or access to, a cleared bank cheque drawn on <i>your account</i> .	\$10
Stale Bank Cheque Search Fee Charged to <i>your account</i> if a bank cheque that we wrote is presented for payment more than 15 <i>months</i> from the date that it was written.	\$12
Special Clearance of Cheque Fee If <i>you</i> request special clearance of funds from a cheque drawn on an Australian bank account and deposited into <i>your account</i> (Adelaide Bank can not guarantee a reduced clearance time for this service).	\$15
Stop Payment of Bank Cheque Fee Payable when <i>you</i> request that a stop payment be placed on a bank cheque, which prevents anyone from cashing the cheque (only available in limited circumstances).	\$10

5.3 Documentation and search fees

Documentation and search fees	
Duplicate Statement Fee Charged when <i>you</i> request a copy of a <i>statement</i> that we have previously provided to <i>you</i> , per <i>statement</i> :	\$10
Closing Details This fee is charged if <i>you</i> request a copy of details on a closed <i>account</i> .	\$10
Transaction Summary This fee is charged when <i>you</i> request a summary of transactions performed on <i>your account</i> .	\$20 (per year requested)

5.4 Dishonour fees

Dishonour fees	
Direct Debit Dishonour Fee Charged when there are insufficient funds in <i>your account</i> to cover an inward direct debit.	\$40
Inward Cheque Dishonour Fee Charged when <i>you</i> deposit a cheque from another party into <i>your account</i> and there are insufficient funds in their account to cover that cheque.	\$12

6. Part F – Glossary

In this *Product Guide* the following expressions have the following meanings:

account means an account for recording all transactions in connection with this *agreement*.

adviser includes an Accountant, Solicitor, or Australian Financial Services Licence holder, with whom we have an arrangement.

agreement means the terms and conditions contained in this *Product Guide*.

annual percentage rate means a per annum rate of interest.

Auto Deduction allows you to make regular payments into your Money Market 24 Hour Call account automatically from another Adelaide Bank account.

Auto Payment Plan allows you to make regular payments into your Money Market 24 Hour Call account automatically from an account with another financial institution.

balance means the amount standing to the credit or debit of your *account*.

balance owing on your account means, at any time, the excess of all amounts debited over all amounts credited to your *account* under this *agreement* at the time. When this amount is to be calculated at the end of a day, it includes all debits and credits assigned to that day.

banking day means a day other than a Sunday or national holiday in Australia.

business day means a day other than a Saturday, Sunday or national holiday in Australia.

Central Standard Time (CST) means Australian Central Standard Time.

costs means charges and expenses, including charges and expenses in connection with legal and other advisers.

credit limit means the amount which we agree to advance to you or on your behalf at any time to facilitate the use by you of a credit facility in relation to an *account*.

daily percentage rate for a day is the *annual percentage rate* for that day under this *agreement* divided by 365 or 366 in a leap year.

deposit balance means, at any time, the excess of all amounts credited over all amounts debited to your *account* under this *agreement* at that time. When this amount is to be calculated at the end of a day, it includes all debits and credits assigned to that day.

Express Line allows you to access your Adelaide Bank accounts by telephone.

Full Access Operator means an authorised representative with full access to your investment who is able to perform the functions set out in section 3.4.

insolvent means being unable to pay debts when they fall due.

Limited Access Operator means an authorised representative with limited access to your investment who is able to perform the functions set out in section 3.4.

month or **monthly** means calendar month.

officer means any one of our directors, secretaries or managers and any other *person* empowered by the directors or this *agreement* to give directions in relation to the management of our business.

operator means any *person* who is able to operate your *account* as described in this *Product Guide*.

person includes an individual, a firm, a body corporate, an unincorporated association or an authority.

Product Guide means this Money Market Investment Accounts Product Guide.

regular payment means a regular electronic payment, as described further in our Transaction Services Product Guide.

statement of account means a statement of account issued to you by us, as described in this *Product Guide* and *statement* has a corresponding meaning.

statement period means the period described on a *statement of account* as the period to which the *statement of account* relates.

total amount owing means the *balance owing on your account*, plus all accrued interest charges, and the amounts which you must pay under this *agreement* but which have not been debited to your *account*.

Transaction Services Product Guide means the document containing terms and conditions for transaction services relating to Money Market 24 Hour Call Accounts.

we means Adelaide Bank a Division of Bendigo and Adelaide Bank Limited (ABN 11 068 049 178) and its successors and assigns and our and us has a corresponding meaning.

you means the *person* who is the *account* holder and your has a corresponding meaning.

The singular includes the plural and vice versa.

A reference to:

- (a) a document includes any variation or replacement of it
- (b) law means common law, principles of equity, and laws made by parliament (and laws made by parliament include regulations and other instruments under them, and consolidations, amendments, re-enactments or replacements of them)
- (c) any thing includes the whole and each part of it
- (d) a clause or part is to a clause or part of this *Product Guide*.

How to complete the Application Form

Anti-money laundering

The anti-money laundering laws within Australia may require us to obtain additional information to verify the identity of a client, any beneficial owner of units in a fund or trust and the source of any payment. Where we request this information, the processing of applications may be delayed until we receive the requested information in a satisfactory form.

Identification

- Your adviser will identify you on our behalf and request the appropriate identification documents. No additional identification documentation is required to be sent to us
- Advisers must sign section 16 to state they have identified you in accordance with our guidelines¹.
- Advisers should also sign section 15 if they are opening the account on behalf of the client.

Eligible investors	Accounts should be in the name of	Example of account name	Application Form must be signed by	Tax file number (optional)
An individual, joint applicant or sole trader over 18 years of age	Individual(s)	John Smith or John Smith and Sue Smith	Individual(s)	Individual(s)
A Company	Company	Smith & Co Pty Ltd	Under seal of two Directors or Director and Secretary or Sole Director	Company
A Trust/ Superannuation fund	The trustee(s) as trustee for the Superannuation Fund	Sue Smith and John Smith as trustees for the J Smith Superannuation Fund/J Smith Family Trust	The trustee(s)	Superannuation Fund, Trust or Trustee

When you complete the form please:

- Use a black pen
- Write in CAPITAL LETTERS
- Answer all questions
- Sign the back page

Send your completed Application Form, initial investment amount and any additional documentation to:

Adelaide Bank *Money Market*
 GPO Box 1048, Adelaide, SA 5001

Sections of Application Form to complete	
	<ul style="list-style-type: none"> • Section 1 <p>All fields must be completed, however please note:</p> <ul style="list-style-type: none"> • Minimum of one contact number is required • Business name, ABN and principal place of business details are to be completed by sole traders only • Section 7 to section 14 <p>Clients whose residential address is outside of Australia The above sections must be completed along with a KYC information form which is available from adelaidebank.com.au</p>
	<ul style="list-style-type: none"> • Section 1 <p>Complete this section if you would like a Director(s) or Secretary to operate this account. Refer to 'Individuals' section above for sections to be completed and identification requirements.</p> <ul style="list-style-type: none"> • Section 2 <p>All sections must be completed including additional pages if there are more than two Directors or shareholders where applicable. Examples of a Regulator name may include ASIC, ASX, APRA. Examples of Licence details may include an AFSL or an ASX code.</p> <ul style="list-style-type: none"> • Section 7 to section 14 <p>Clients whose residential address is outside of Australia The above sections must be completed along with a KYC information form which is available from adelaidebank.com.au</p>
	<ul style="list-style-type: none"> • Section 1 <p>Complete this section if you would like the Trustee(s) to operate this account. Refer to 'Individuals' section above for sections to be completed and identification requirements.</p> <ul style="list-style-type: none"> • Section 2 <p>Complete this section if the Trustee is a Company</p> <ul style="list-style-type: none"> • Section 3 <p>All sections must be completed including additional pages if there are more than two Beneficiaries.</p> <ul style="list-style-type: none"> • Section 7 to section 14 <p>Clients whose residential address is outside of Australia The above sections must be completed along with a KYC information form which is available from adelaidebank.com.au</p>

Eligible investors	Accounts should be in the name of	Example of account name	Application Form must be signed by	Tax file number (optional)
Association/ Co-operative	Unincorporated Association/ Co-operative	Adelaide Tennis Club	Authorised representative(s) on behalf of the association/ co-operative	Unincorporated Association/ Co-operative
A Partnership (trading as a registered business name)	John Smith and Sue Smith trading as business name	Smith & Smith trading as XYZ Business	The Partners	The Partners
Government Bodies	Full name of Government Body	ABC City Council	Authorised officer of the Government Body	The Government Body
Estate of the late	The estate	The estate of the Late Sue Smith	The executor(s)	The estate

Sections of Application Form to complete	
	<ul style="list-style-type: none"> • Section 1 <p>The Chairman, Secretary or Treasurer must complete this section. Refer to 'Individuals' section above for sections to be completed and identification requirements.</p> <ul style="list-style-type: none"> • Section 4 <p>All sections must be completed.</p> <ul style="list-style-type: none"> • Section 7 to section 14 <p>Clients whose residential address is outside of Australia The above sections must be completed along with a KYC information form which is available from adelaidebank.com.au</p>
	<ul style="list-style-type: none"> • Section 1 <p>All fields must be completed for each Partner unless the partnership is a member of a professional association, in which case only one Partner is required to complete this section and identification requirements. A Partner must complete this section if they would like to operate this account.</p> <ul style="list-style-type: none"> • Section 5 <p>All sections must be completed.</p> <ul style="list-style-type: none"> • Section 7 to section 14 <p>Clients whose residential address is outside of Australia The above sections must be completed along with a KYC information form which is available from adelaidebank.com.au</p>
	<ul style="list-style-type: none"> • Section 6 <p>All sections must be completed.</p> <ul style="list-style-type: none"> • Section 7 to section 14
	<ul style="list-style-type: none"> • Section 1 • Section 7 to section 14

¹Phone 1800 224 124 for full details of information to be collected and verified, and acceptable identification documents.

Money Market Investment Account Application Form



Refer to page 16 'How to complete the application form' before submitting this application

Account title:

I. INDIVIDUAL / JOINT / SOLE TRADER

CUSTOMER 1

Individuals not residing in Australia are required to complete an additional Know Your Customer information form which is available on the website: adelaidebank.com.au

Title (Mr/Mrs/Miss/Ms/Dr/Other):

First name(s):

Last name:

Residential address (PO Box is not acceptable):

Postcode:

Work phone number: Home phone number:

() ()

Mobile phone number: Date of birth:

/ /

Email address:

Business name (sole trader):

ABN:

Principal place of business address:

Postcode:

CUSTOMER 2

Title (Mr/Mrs/Miss/Ms/Dr/Other):

First name(s):

Last name:

Residential address (PO Box is not acceptable):

Postcode:

Work phone number: Home phone number:

() ()

Mobile phone number: Date of birth:

/ /

Email address:

Business name (sole trader):

ABN:

Principal place of business address:

Postcode:

2. AUSTRALIAN COMPANY

Foreign companies are required to complete a separate form which is available on the website: adelaidebank.com.au

Full name of company (as registered with ASIC): ACN:

Registered office address (PO Box is not acceptable):

Postcode:

Principal place of business address (PO Box is not acceptable):

Postcode:

Company type: Proprietary Public (If Public, proceed to section 7)

Is the company regulated (licensed by Australian Commonwealth, State or Territory statutory regulator):

No Yes - Please specify

Regulator name: Licence details:

Details of Director(s)

The full name of all Directors must be provided for proprietary companies. If there are more than two Directors attach additional page(s).

Title: First name(s):

Last name:

Title: First name(s):

Last name:

Note: If you would like to operate this account, please complete section 1 as well as section 2.

Directors must also complete section 1 above in all cases.

Details of shareholder(s)

To be completed for each shareholder who owns 25% or more of the issued capital of a proprietary or private company (except companies licensed and subject to Australian regulatory oversight).

Title: First name(s):

Last name:

Residential address (PO Box is not acceptable):

Postcode:

Title: First name(s):

Last name:

Residential address (PO Box is not acceptable):

Postcode:

3. TRUST / SUPERANNUATION FUND

Full name of Trust/Superannuation Fund:

Full business name of the Trustee in respect of the Trust (if any):

Country in which Trust was established: Type of Trust (e.g. Managed Investment Scheme, Regulated Trust, Self Managed or Government Superannuation fund, other - please specify):

Details of Beneficiary

Trusts licensed and subject to Australian regulatory oversight do not need to complete this section (e.g. Managed Investment Scheme, Superannuation Funds). If there are more than two Beneficiaries attach additional page(s).

Title: First name(s):

Last name:

Title: First name(s):

Last name:

If the terms of the Trust identifies the beneficiaries by reference to membership of a class, provide details of the class(es):

Details of Trustee(s)

One Trustee must complete section 1 (individual) or section 2 (company) in all cases and complete the relevant verification requirement unless the Trust is licensed and subject to Australian regulatory oversight. In addition, all other Trustees must provide their name and address in the relevant section above (individual or company) unless the Trust is licensed and subject to Australian regulatory oversight.

Note: If you would like to operate this account, please complete section 1 and/or section 2 (where relevant) as well as section 3.

4. ASSOCIATION / CO-OPERATIVE

Incorporated Association Unincorporated Association Co-operative

Full name of Association/Co-operative:

Any identifying number (issued upon incorporation/registration):

Registered office or Principal Place of Operations
(PO Box is not acceptable):

Postcode:

Officer details

Name of Public Officer (or President/Secretary/Treasurer if no public officer):

Title: First name(s):

Last name:

Residential address
(PO Box is not acceptable):

Postcode:

Position title (e.g. Treasurer):

Chairman

Title: First name(s):

Last name:

Treasurer

Title: First name(s):

Last name:

Secretary

Title: First name(s):

Last name:

Either the Chairman, Secretary or Treasurer must complete the individual customer identification requirements, refer to section 1.

5. PARTNERSHIP

Full name of Partnership:

Registered business name of the Partnership (if any):

Country in which Partnership was established:

Details of Partner(s)

Each Partner must complete the individual customer identification requirements, refer to section 1. Where the Partnership is a member of a professional association only one partner is required to complete the individual customer identification requirements. If there are more than two partners attach additional page(s).

6. GOVERNMENT BODIES

Full name of Government Body:

Address of Principal Place of Operations (PO Box is not acceptable):

Postcode:

Is this Government Body established under legislation of the:

Commonwealth of Australia

Australian State or Territory (specify in space provided)

Foreign Country Government (specify in space provided)

7. MAILING ADDRESS

Primary address for statements and correspondence:

Postcode:

8. ACCOUNT DETAILS

Tick the applicable box (✓) Complete the relevant details.

Term option:

24 hour call

_____ days, OR

_____ years

Investment amount:

\$

\$

\$

Interest rate (client rate):

%

%

%

Interest options:
(terms of 365 days plus)

Monthly

Quarterly

Half-yearly

Annually

Maturity date (optional):

/ /

/ /

Brokerage rate: %

9. NOMINATED ACCOUNT DETAILS

Name of financial institution:

BSB number:

Account number:

Account name:

Note: If nominating a Credit Union or Building Society, the account must be held in exactly the same name. This nominated account is not for interest instruction.

10. INTEREST DETAILS

Tick the applicable box (✓) Complete the relevant details.

Credit my account:

Post to me at the address indicated on this form

Reinvest

Interest will be re-invested if no box is ticked.

Name of financial institution:

Branch:

BSB:

Account number:

11. YOUR PERSONAL INFORMATION

We, Adelaide Bank, collect your personal information to assess your application and to provide you with the product or service that you have requested. We may also use your personal information to carry out marketing activities, research and product development. We treat your personal information as confidential and only disclose it to others where necessary. For example, we usually disclose your information to organisations to whom we outsource functions such as mailing and printing houses, to IT providers, to account holders and operators and to your adviser or broker. Your information may also be disclosed to related companies within the Bendigo and Adelaide Bank Group, where its confidentiality is maintained at all times. We do not sell, rent or trade your personal information. In most cases you can gain access to your personal information. Should you wish to do so, or if you have any queries about your personal information, please contact us.

If you do not wish to receive offers unrelated to your Adelaide Bank product and services, please tick here.

TAX FILE NUMBER COLLECTION FORM

It is not an offence if you decide not to supply us with your tax file number (TFN). However, if you do not supply us with your TFN we will be required to deduct withholding tax from income paid to you, calculated at the highest marginal tax rate plus the Medicare Levy, and forward it to the Australian Taxation Office. If you choose to supply us with your TFN(s), please tick the relevant box and complete the TFN details, or complete the exemption details on the reverse.

I Individual

J Joint

P Partnership

C Company

T Trust

S Super Fund

G Government
Body

Name of customer 1 (or entity):

Tax file number:

Name of customer 2:

Tax file number:

I/We authorise the application of this tax file number(s) to this and subsequent investments within this account.

13. ACCOUNT OPERATING AUTHORITY

Please indicate how you wish to operate your account: Any one of us to sign
 All of us to sign

If you select 'all of us to sign', you will not be able to operate your account independently. You can change the account operating authority at any time by written request signed by all account holders.

For accounts in the name of a company or other incorporated body, please affix the common seal if required by the body's constitution. Please note that any of the individuals signing this application for the company or incorporated body will be able to operate the account on behalf of the body without affixing the common seal in the future. If no box is selected the method of operation will be "any one of us to sign".



14. DECLARATION

I/We apply to open the account described on this form. I/We acknowledge that I/we have read the Money Market Investment Accounts Product Guide and agree to be bound by the terms and conditions. I/We warrant that the details on this form are true and complete. I/We appoint the adviser whose details appears above (or any new adviser that I/we appoint for this account contained in the Product Guide) to operate this account through its employee. I/We agree that I/we will notify you of any changes to this arrangement and accept that additional documentation may be required. I/We authorise Adelaide Bank to provide an adviser, whose details appears on this form (or any new adviser that I/we appoint); access to any personal or financial information that relates to my/our application or account including copies of documents issued in relation to the account (this is in addition to the powers that the adviser may have as an authorised operator). If the adviser is a company or partnership, I/we authorise Adelaide Bank to provide such information to any officer, employee or partner of the company or partnership. Should this account be marked "For Settlement Purpose Only", Adelaide Bank will not exercise any right of set off in respect of the account. If the account is to be held in a trust, details of the trustee and beneficiaries of the trust have been submitted with this application form.

CUSTOMER 1

Full name:

Corporate title (if applicable):

Signature: Date:

CUSTOMER 2

Full name:

Corporate title (if applicable):

Signature: Date:

15. ADVISER ACCOUNT OPENING AUTHORITY

Full name: Corporate title (if applicable):

Signature: Date:

Postal address: Money Market Department, Adelaide Bank, GPO Box 1048, Adelaide SA 5001.

16. ADVISER USE ONLY

Adviser name:

Firm name:

Dealer group: State:

Broker code: Client reference no:

By signing this section, I acknowledge and confirm that I have identified the customer(s) in accordance with the applicable 'Know Your Customer' requirements.

Signature:

Adviser Stamp

[OFFICE USE ONLY]

Valid tax file number: Yes No KYC completed for all applicants and signatories: Yes

Customer number: Scan number:

TAX FILE NUMBER EXEMPTION FORM

If you wish to claim a tax file number exemption, please tick the box indicating the exemption you wish to claim:

Age, service, invalid or veteran's pension Entity not required to lodge a tax return

Other pension (wife, carer, widow, etc.) I am a child under the age of 16 years and earn less than \$420 per year

If you are a non-resident or territory resident, non-resident withholding tax will be deducted providing that you have supplied us with your overseas or territory address. If we do not receive this, we will be required to deduct tax from income paid to you, calculated at the highest marginal tax rate plus the Medicare Levy.

Tick the applicable box (✓) Complete the relevant details.

Non-resident of Australia Postal Address:

Territory resident Postcode: Country:

I/We authorise the application of this exemption to this and subsequent investments within this account.

Authorised Operator Form



Account name: Account number:

I. APPOINTMENT OF YOUR FINANCIAL ADVISER

Full access

If you open your account through your financial adviser, they are automatically authorised as a Limited Access Operator on your account. You can use this form to increase the level of their authority by appointing them as a Full Access Operator.

Would you like to appoint your financial adviser whose stamp appears on this form, and their partners, officers, employees, agents and service providers to have Full Access Operator status on your account?

- Yes, I/we DO wish to appoint my/our financial adviser whose stamp appears on this form to operate this account through their partners, officers, employees, agents and service providers.
- No, I/we DO NOT wish to appoint my/our financial adviser to operate this account.

Modify access

- Please change my financial adviser/dealer group whose stamp appears on this form to have Limited Operator Access.

Delete access

- Please cancel the authority of my financial adviser/dealer group:

Please note: Cancelling financial adviser authority means they will no longer be noted on your account.

2. APPOINTMENT OF OTHER AUTHORISED OPERATORS

If you would like to appoint an alternative person as an authorised operator on your account, please complete all of the following details: Individuals not residing in Australia are required to complete an additional KYC information form which is available on the website: adelaidebank.com.au

AUTHORISED OPERATOR 1

Please tick applicable box (✓) Add Modify Delete

Title: First name(s)

Last name:

Residential address (PO Box is not acceptable):

Postcode:

Contact number: Date of birth:

Please tick (✓) required operator access level

- Full Operator Limited Operator

Signature of Authorised Operator 1:

AUTHORISED OPERATOR 2

Please tick applicable box (✓) Add Modify Delete

Title: First name(s)

Last name:

Residential address (PO Box is not acceptable):

Postcode:

Contact number: Date of birth:

Please tick (✓) required operator access level

- Full Operator Limited Operator

Signature of Authorised Operator 2:

3. APPOINTMENT OF CORPORATE ENTITY AS AN OPERATOR

If you would like to appoint a corporate entity as a Limited Access Operator to this account please complete this section:

Corporate Entity name:

Address:

Postcode:

(Limited access option only - Code 11)

- Duplicate statement required

4. ESTATE OF THE LATE ACCOUNTS ONLY - FULL ACCESS OPERATOR APPOINTMENT

Yes, I/we authorise my/our financial adviser/broker whose stamp appears on this form to act as my/our agent and to be appointed as a Full Access Operator on this account. **I/We also acknowledge that by appointing an agent that I/we will no longer have access to this account.** Please note, all executors must sign this form and will be removed from the account. All future requests must be facilitated via the appointed agent.

5. ACCOUNT OPERATING AUTHORITY

Please indicate how you wish to operate your account: Any one of us to sign
 All of us to sign

If you select 'all of us to sign', you will not be able to operate your account independently. You can change the account operating authority at any time by written request signed by all account holders.

For accounts in the name of a company or other incorporated body, please affix the common seal if required by the body's constitution. Please note that any of the individuals signing this application for the company or incorporated body will be able to operate the account on behalf of the body without affixing the common seal in the future. If no box is selected the method of operation will be "any one of us to sign".

Affix
Seal
here if
required.

6. DECLARATION

I/We apply to open the account described on this form. I/We acknowledge that I/we have read the Product Guide and agree to be bound by the terms and conditions. I/We warrant that the details on this form are true and complete. I/We appoint the adviser whose details appears above (or any new adviser that I/we appoint for this account contained in the Product Guide) to operate this account through its employee. I/We agree that I/we will notify you of any changes to this arrangement and accept that additional documentation may be required. I/We authorise Adelaide Bank to provide an adviser, whose details appears on this form (or any new adviser that I/we appoint); access to any personal or financial information that relates to my/our application or account including copies of documents issued in relation to the account (this is in addition to the powers that the adviser may have as an authorised operator). If the adviser is a company or partnership, I/we authorise Adelaide Bank to provide such information to any officer, employee or partner of the company or partnership. Should this account be marked "For Settlement Purpose Only", Adelaide Bank will not exercise any right of set off in respect of the account. If the account is to be held in a trust, details of the trustee and beneficiaries of the trust have been submitted with this application form.

CUSTOMER 1

Name:
Corporate title (if applicable):
Signature: Date: / /

CUSTOMER 2

Name:
Corporate title (if applicable):
Signature: Date: / /

ADVISER USE ONLY

Adviser name:
Firm name:
Dealer group: State:
Broker code: Client reference no:

Adviser Stamp

By signing this section, I acknowledge and confirm that I have identified the customer(s) in accordance with the applicable 'Know Your Customer' requirements.

Signature:

[OFFICE USE ONLY]

Customer number: Signature verified: Yes No Scan number:

KYC completed for all applicants and signatories Yes

For more information

- **talk to your adviser**
- **call 1800 224 124**